Annual Report

2020.

INHOPE

Letter from the President

In 2020, INHOPE and our Member hotlines, like the rest of the world, faced unprecedented times. We are confronted with a deluge of content reported to our hotlines, which challenges our limits and forces us to respond in new ways. However, we are resilient, and here is why: the strength of our stride comes from our people.

The people within the INHOPE network are the backbone of what we do and they are critical in the fight against Child Sexual Abuse Material (CSAM) online. As we take a new step forwards, we remind ourselves to celebrate the great work being done across the world, inspiring and enhancing the voices of our hotlines.

'We have much more ground to gain in the fight against CSAM. We are determined to empower those around us, our hotlines, our co-workers, and especially our analysts, our unsung heroes, to fight fiercely.'

There are two key elements in this strategic direction: People and Technology. One is not without the other. This is the message we have heard loud and clear from the community of the hotlines.

We now begin to take a new strategic step forwards that concentrates our efforts on developing INHOPE's technology and growing the infrastructure of the network. Investments in technology are essential to expanding the INHOPE Network and equipping hotlines with the necessary tools to build up their capacities.

Hotlines have an unmatched expertise in building relationships with public and private stakeholders nationally, across the political and legal landscape. INHOPE's role is to ensure they thrive by enabling world-

class support with increased training programs, improved resources and, vitally, by maintaining the well-being of the professionals who are on the front line to protect children.

The INHOPE network is a catalyst that will transform aspirations into actions. We do this by enabling sharing of actionable reports in real time and at a global scale, but also by engaging in conversations, debates, and discussions, and by growing partnerships that strengthen our position in the fight against CSAM.

Our mission is to remove child sexual abuse material online. Our objective is to end child sexual abuse. What we do is to improve the protection of children and vulnerable members of society online. To have impact, we must be innovative to move forwards, to provoke change. The Board members, the Advisory Board members, the Secretariat and all the member hotlines are ready for a transformative time. We have to work together. We owe this to the children.

1M

Over a 1.000.000 individual content URLs were exchanged via ICCAM.

INHOPE President
Jean-Christophe Le Toquin

The Impact of CSAM

'I am scared to death that anyone who knows me might see these photos, as they are all over the internet. I am even more scared realising that this would harm my reputation at my school and among my family and friends....I am writing this message because I hope that you would be able to help me....'
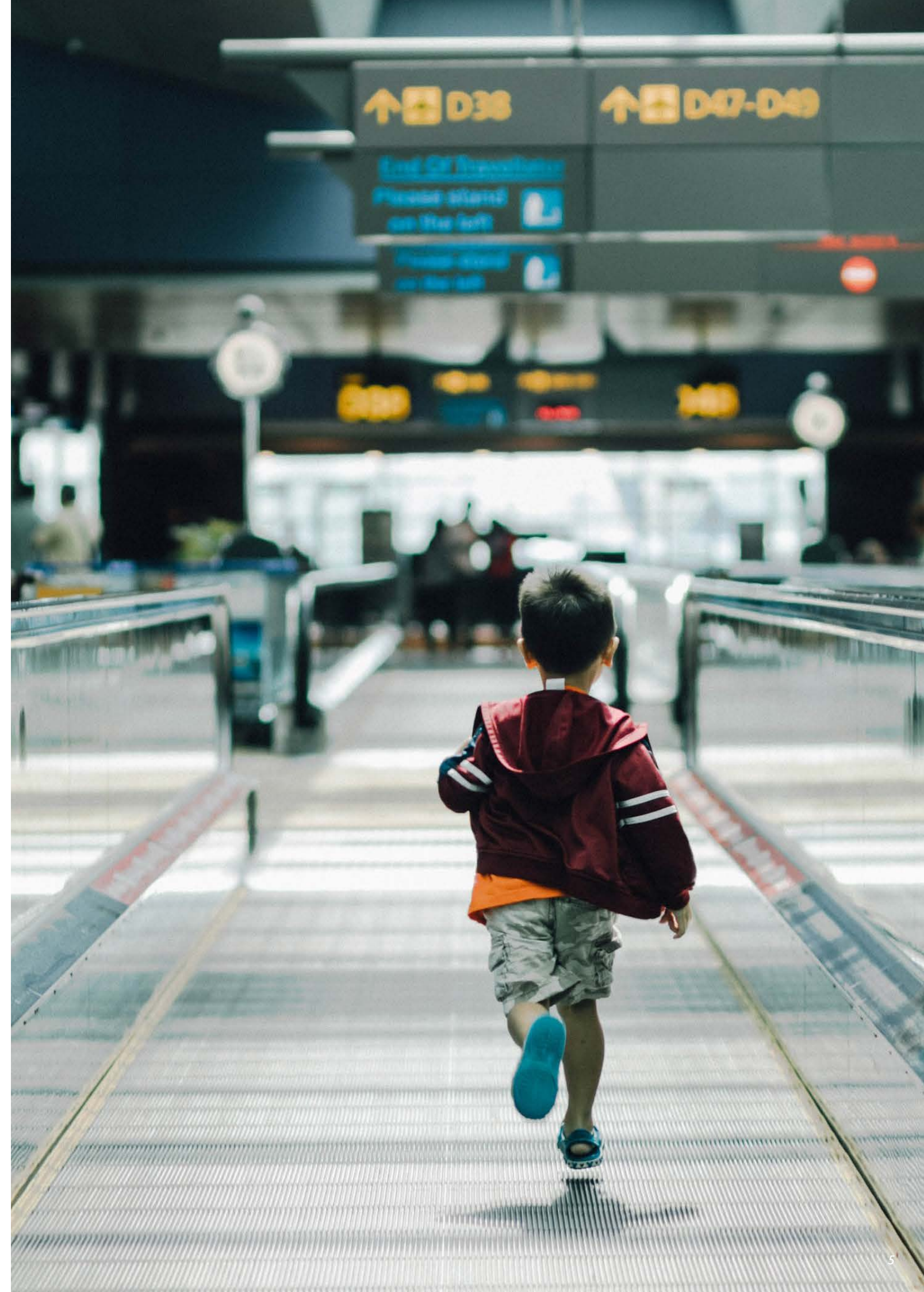*- CyberTipline Public Report 84966840, February 2021*

Our hotline member NCMEC can and did help this individual, and the INHOPE network continues to help many like her every day.

In this report you will see lots of statistics: the number of reports of Child Sexual Abuse Material (CSAM) our network of hotlines receive, how quickly the content is removed, and how many more hotlines are joining the fight each year. It is important to remember that behind these statistics are human victims of sexual abuse. Some are still children, some well into adult life, but all still being haunted by depictions of their abuse being circulated online. They are survivors of some of the most heinous crimes, and yet most endure continual revictimisation from these photos and videos being shared and traded online. These survivors deal with the anxiety of being recognised in their everyday life, and by a fear of this material existing online forever.

The number of reports sent by members of the public has increased tremendously between 2018 and 2020. Although it is too early to say for sure how this might have been influenced by the global pandemic, we expect to see the impacts of lockdown restrictions play out over many years to come. As our relationship with technology becomes increasingly intertwined, the landscape we are tackling is constantly evolving. Many hotlines have seen a growth in the amount of self-generated content reported to them and educating young people on the potential dangers of 'sexting' has become a priority. Unique challenges are posed by the growth in live-streamed abuse, and abuse which occurs in virtual reality environments. Simultaneously, changes in how people communicate, such as via encrypted services, require the development of new techniques for detecting CSAM.

Across the INHOPE network, over 200 hotline analysts work every day to find and remove this content from the internet and to share data with law enforcement so they can identify victims and perpetrators. Hotline efficiency and stakeholder collaboration is key to tackling these new developments and to ending the cycle of revictimisation for survivors.

Contents

INHOPE

INHOPE was formed in November 1999, INHOPE is a shortening of the original registered name of the organisation – International Hotline Operators of Europe. Since then, INHOPE has expanded beyond Europe into a global organisation with a shared vision of an internet free of CSAM.

DESCRIPTION

Who we are

INHOPE is the global network combatting online Child Sexual Abuse Material (CSAM). The network consists of 47 hotlines in 43 countries (as of December 2020) that provide the public with a way to anonymously report illegal content online with a focus on CSAM. Reports are reviewed by content analysts who classify the illegality of the material, which is then shared with the national law enforcement agency and a Notice and Takedown order is sent to the relevant hosting provider.

1999	2004	2009	2014	2020
9 hotlines	*14 hotlines*	*24 hotlines*	*33 hotlines*	*47 hotlines*
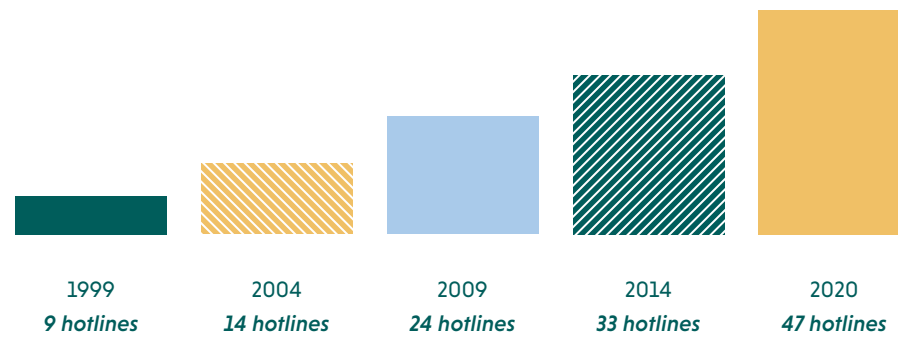
We support hotlines and their partner organisations through training, setting high quality standards and best practices for hotline operations, and ensuring staff welfare.

We provide the hotline network with a secure platform called ICCAM that facilitates the exchange of CSAM reports between hotlines and INTERPOL.

INHOPE advocates for legislative and policy changes to support our vision of an internet free from CSAM.

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

In a borderless digital world CSAM has global consequences, and as its distribution grows so do our efforts. This is only possible with the support and funding of the European Commission under the Better Internet for Kids programme implemented as part of the Connecting Europe Facility Programme.

Mission

The mission of INHOPE is to support the network of hotlines in combatting online Child Sexual Abuse Material.

Vision

INHOPE's vision is a world free of Child Sexual Abuse Material.

# Join us in the fight!

Our Objectives

Raise awareness: we need 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: we continue 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: we are working 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: we 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: we aim 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.
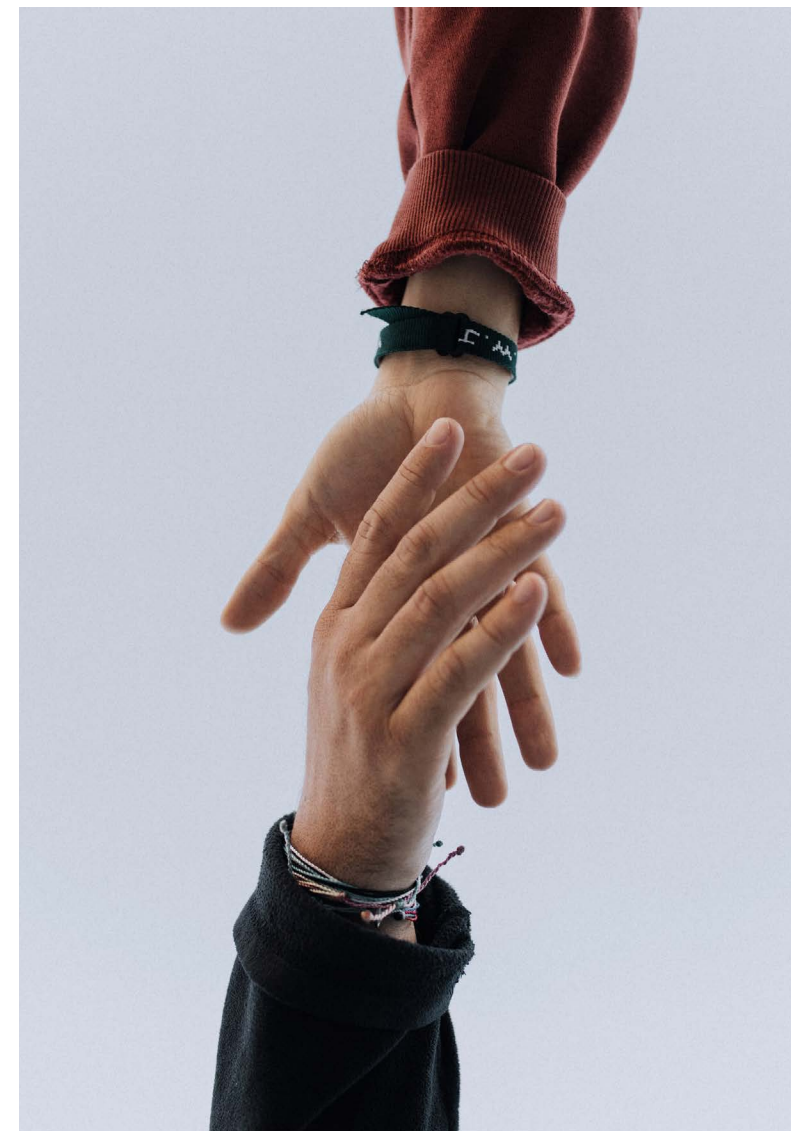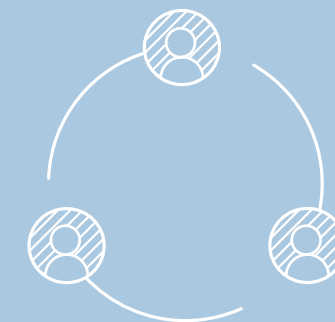

Our Values

Transparency

Commitment

Collaboration

Responsibility

CHAPTER 02

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.

ICCAM

What Is It & Why Is It Important?

ICCAM enables 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 rapid removal from the internet.

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.

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

(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 order to the relevant hosting provider if the material is illegal.

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).

A key feature of ICCAM is automation. It analyses incoming reports. Firstly, it automatically classifies material via hashing if this material has been previously assessed and classified within ICCAM. This reduces the amount of CSAM that analysts are exposed to and reduces duplication of work.

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. 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.

[1]*Baseline Hash# list – illegal in every country*
[2]*National Hash# list – illegal in that country*

Public finds CSAM Online

URL(S) is reported to Hotline

Hotline analyst assess illegality of content according to international and national law

Hotline sends the report to a Classification Board or Law Enforcement Agency to confirm illegality

Content on URL assessed as not illegal

Content on URL assessed as CSAM by Hotline analyst

Sent to Law Enforcement Agency for documentation purposes

No further action

Hotline analyst inserts URL in ICCAM

ICCAM crawls all images/videos found on URL, assigns a hash value to each image/video and traces its hosting location

Hash value is compared to existing hash lists of baseline[1] CSAM, national CSAM (receiving country & hosting country) and identifies unique material / already classified material

When classified, if images and videos are hosted in the same country, analyst notifies National Law Enforcement and Hosting Providers

If content is unique (not found in hashlist[1]), analyst classifies each crawled image/video as baseline[1], national[2] or not illegal

When classified, ICCAM sends the illegal images and videos (baseline[1] or national[2]) to the hotline in the hosting country

If already classified, the CSAM is sent via ICCAM to the hotline in the hosting country.

In there is no hotline in the hosting country, there is no analyst to confirm illegality and issue a notification to National Law Enforcement and the Hosting Providers

Analyst in hosting country confirms illegality

Analyst in hotline in hosting country notifies National Law Enforcemement Agency

Analyst in hotline in hosting country notifies Hosting Providers for content removal

Content not removed from the Internet

(In some cases) Receiving hotline issues a notification to hosting Provider in hosting country directly.

All images and videos classified as baseline[1] or national[2] illegal are sent to INTERPOL for insertion in the International Child Sexual Exploitation (ICSE) database for victim and perpetrator identification purposes.

Content removed from the internet, Report closed

ICCAM

What is Notice
and Takedown?

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.

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.

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.

You can visit our website for a deep dive into Notice and Takedown procedures in the countries where INHOPE member hotlines operate.

(INHOPE, https://inhope.org/EN/articles/a-deep -dive-into-notice-and-takedown

73% of all illegal content URLs were removed from the internet within three days.

Legislative Differences

The strength of the INHOPE network comes from its interconnected, global nature which allows for the exchange and rapid removal of Child Sexual Abuse Material (CSAM) around the world. However, the reality of operating in 40 different legal jurisdictions comes with challenges, especially with the classification of material. Types of content that are illegal in certain countries may not be treated similarly across the entire network.

When assessing content, hotlines utilise both international and national criteria. The international criteria stem from INTEROL, which maintains a 'Baseline' list of the digital signatures of some of the worst CSAM. 'Baseline' is the international standard that aims to isolate the worst of child abuse materials that would be considered illegal in any country. Material that does not meet the standards of baseline, or internationally illegal, may still be considered nationally Illegal, but this is contingent on the national legislation of the country in question.

We took a deep dive into the national laws that govern the work of INHOPE member hotlines and the types of content that, while not classified as 'baseline,' are still nationally illegal. The following is what we found in

34[1] of the countries where INHOPE member hotlines operate. It is important to note that legislation differs per country. The data below is presented as the legislation is interpreted by hotline analysts in the countries. Furthermore, some content is categorised as 'illegal dependent on context.' This is interpreted to mean that this content type is assumed to be illegal unless certain conditions apply. Similarly, 'not illegal dependent on context' is assumed to be not illegal as long as certain conditions are met.

In many jurisdictions, the material does not have to depict a real child to be considered illegal.

[1] The countries evaluated were: Australia, Austria, Belgium, Bosnia, Bulgaria, Cambodia, Croatia, Czech Republic, Colombia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Lithuania, Malta, Netherlands, Poland, Portugal, Romania, Russia, Slovenia, South Africa, Sweden, Turkey, the United Kingdom, and the United States.

Drawing/manga/artistic interpretations of CSAM

Countries

Illegal: 22
Illegal dependent on context: 3
Not illegal dependent on context: 2
Not Illegal: 7

Worth Noting

Although this material usually does not go to law enforcement given there is no victim, it is still illegal in the majority of countries. This type of content is not illegal in Austria, Bosnia, Denmark, Finland, Hungary, Japan, and Romania.

Digitally generated CSAM/realistic images representing a minor engaged in sexually explicit conduct

Countries

Illegal: 27
Illegal dependent on context: 2
Not illegal dependent on context: 2
Not illegal: 3

Worth Noting

In Bosnia, Finland and Hungary this content is not illegal.

Self-generated sexual material is images or videos that appear to have been taken by the child shown in the content. There is often still coercion involved in the creation of this material, and the spread of sexual material depicting a child is illegal in many countries regardless of by whom the content was generated.

Apparent self-generated sexual material

Countries

Illegal: 21
Illegal dependent on context: 11
Not Illegal: 2

Worth Noting

The legality of this material largely depends on the context and how the content has been distributed. The legislation in many countries, such as Denmark and Hungary, criminalises this type of content if a person other than the child that generated the content obtains or distributes it. In Bosnia and Portugal this type of content is not illegal.

Content that does not depict nudity or explicit sexual activity may still be illegal if it sexualises a child. The definition of 'sexualise' differs from country to country, however. For multiple hotlines, such as those in France, Turkey and Slovenia, 'sexualised' may refer to wearing age-inappropriate clothing or with age-inappropriate objects suggesting a sexually explicit setting. In Italy, 'sexualised' content is any kind of content depicting children aimed at stimulating other people's concupiscence or sexual arousal.

Sexualised modelling or posing

Countries

Illegal: 13
Illegal dependent on context: 9
Not illegal dependent on context: 5
Not Illegal: 7

Worth Noting

This content is not illegal in Bosnia, Bulgaria, Croatia, Hungary, Poland, Romania, and the United States.

While INHOPE member hotlines predominantly deal with reports of images and videos, text depictions of Child Sexual Abuse (CSA) are also illegal in certain jurisdictions.

Sexualised images of children

Countries

Illegal: 13
Illegal dependent on context: 9
Not illegal dependent on context: 5
Not illegal: 7

Worth Noting

This content is not illegal in Bosnia, Bulgaria, Hungary, Poland, Romania, and the United Kingdom.

Praise of paedophilia or child sexual abuse

Countries

Illegal: 8
Illegal dependent on context: 8
Not illegal dependent on context: 1
Not Illegal: 17

Worth Noting

Praising CSA online is only illegal in Austria, Iceland, Italy, Latvia, Lithuania, Malta, Poland, and Russia.

If you come across content online you think may be illegal, visit the website of the INHOPE member hotline in your country for more information. Each hotline in the INHOPE network lists the content it accepts reports of on its website and outlines the applicable national legislation. INHOPE raises awareness among policy makers on the importance of legal harmonisation for CSAM classification.

Text depictions of CSAM

Countries

Illegal: 10
Illegal dependent on context: 6
Not illegal dependent on context: 2
Not Illegal: 16

Worth Noting

This content is illegal in Belgium, Estonia, Germany, Iceland, Ireland, Latvia, Lithuania, Malta, Poland and Slovenia.

Similarly, text content explaining how to commit or supporting the commission of CSA Is also outlawed in multiple countries across the INHOPE network.

Fictional text depictions of CSAM

Countries

Illegal: 10
Illegal dependent on context: 7
Not illegal dependent on context: 1
Not illegal: 16

Worth Noting

This content is illegal in Belgium, Estonia, Germany, Iceland, Ireland, Latvia, Lithuania, Malta, Poland and Slovenia.

Manual on Child Sexual Abuse

Countries

Illegal: 14
Illegal dependent on context: 8
Not illegal dependent on context: 2
Not Illegal: 10

Worth Noting

Distributing or possessing this content is not illegal in Bosnia, Bulgaria, Colombia, Finland, Greece, Japan, the Netherlands, Romania, Sweden, and the United States.

Declaration of committing Child Sexual Abuse

Countries

Illegal: 12
Illegal dependent on context: 10
Not illegal dependent on context: 4
Not illegal: 8

Worth Noting

This type of declaration is not illegal in Austria, the Czech Republic, Colombia, Greece, Japan, the Netherlands, Romania, and the United States.

A review of 2020

The year 2020 presented challenges like the world has never seen before. COVID-19 had a significant impact across the globe and it required adaptability and flexibility from all of us.

Strong and resilient, INHOPE member hotlines continued the fight against CSAM online during the COVID-19 pandemic in 2020. Like many other sectors, COVID-19 has had a significant impact on the work of hotlines. To classify illegal material and send the URLs to law enforcement or a hosting provider, hotlines have agreements with national authorities that allow them to review CSAM reports. To do this in a safe and secure manner, each hotline must have a secure area, available only to authorised staff. Illegal material can then only be reviewed through a computer with specific technical and physical security protocols in place. The COVID-19 pandemic caused an unusual situation where hotline analysts were not able to access their secure hotline rooms.

The majority of member hotlines managed to remain fully operational despite severe limitations. When put to the test, they proved agile and resilient, finding innovative solutions to ensure that reports were processed. For example, many hotlines created teams or shift patterns to regulate the number of people in the office at any one time. Also, travel restrictions imposed by lockdown in many countries required hotline analysts to have permission to travel to work as 'essential workers.' One such example of this was the Irish hotline – Hotline.ie – which received this permission via a formal recognition from the Ministry of Justice and Equality. The formal recognition by authorities that hotline analysts are as a vital profession demonstrates their understanding of the importance of combatting online CSAM and protecting victims of child sexual abuse.

INHOPE member hotline analysts have an extremely traumatic and challenging job. As such, staff welfare is always a high priority, but this became even more important when normal working routines and environments had to change. To minimise the long-term detrimental impact to hotline staff, alternative staff welfare measures were introduced by hotlines at short notice. Dyzurnet.pl, the Polish hotline, organised structured office duties and introduced daily staff calls which were found to be very helpful. Similarly, Cyber Report in Australia, required each team member to

develop a self-care plan for both home and work duties. This included proactively engaging in a wide variety of activities such as online gaming, exercising, studying and reading, and an equal amount of binging on food and television! They found these beneficial in ensuring the stresses of life and work did not impact staff wellbeing or morale. As lockdowns continue in many countries, staff welfare remains a huge priority for all.

INHOPE continued to connect to its member hotlines through various online platforms and events. Despite the pandemic, INHOPE successfully organised two online training meetings, one jointly with the Insafe network of helplines and awareness raising centres.

During the time we could still physically meet, INHOPE marked a highlight event on Safer Internet Day, 11th February, by hosting a Focus Group together with the European Commission on the topic: How can artificial intelligence (AI) be used by Internet Hotlines to identify, and remove CSAM from the internet?

Another highlight event of 2020 was the INHOPE Summit, which took place on 22nd and 23rd September 2020. The event brought together technology partners, law enforcement agents and hotlines to increase the understanding of the fight against online CSAM and discuss the gaps in collaboration between the different parties.

Alongside the ongoing capacity building of hotline analysts, INHOPE continued its technological developments in 2020. The End Violence Against Children Fund awarded funding for the ESCAPE project to INHOPE in late 2020. With this funding, INHOPE will improve the connection between ICCAM and the hotlines' report management systems; and will focus on improving the product Report Box, which serves as a ready-made reporting tool for newly established hotlines.
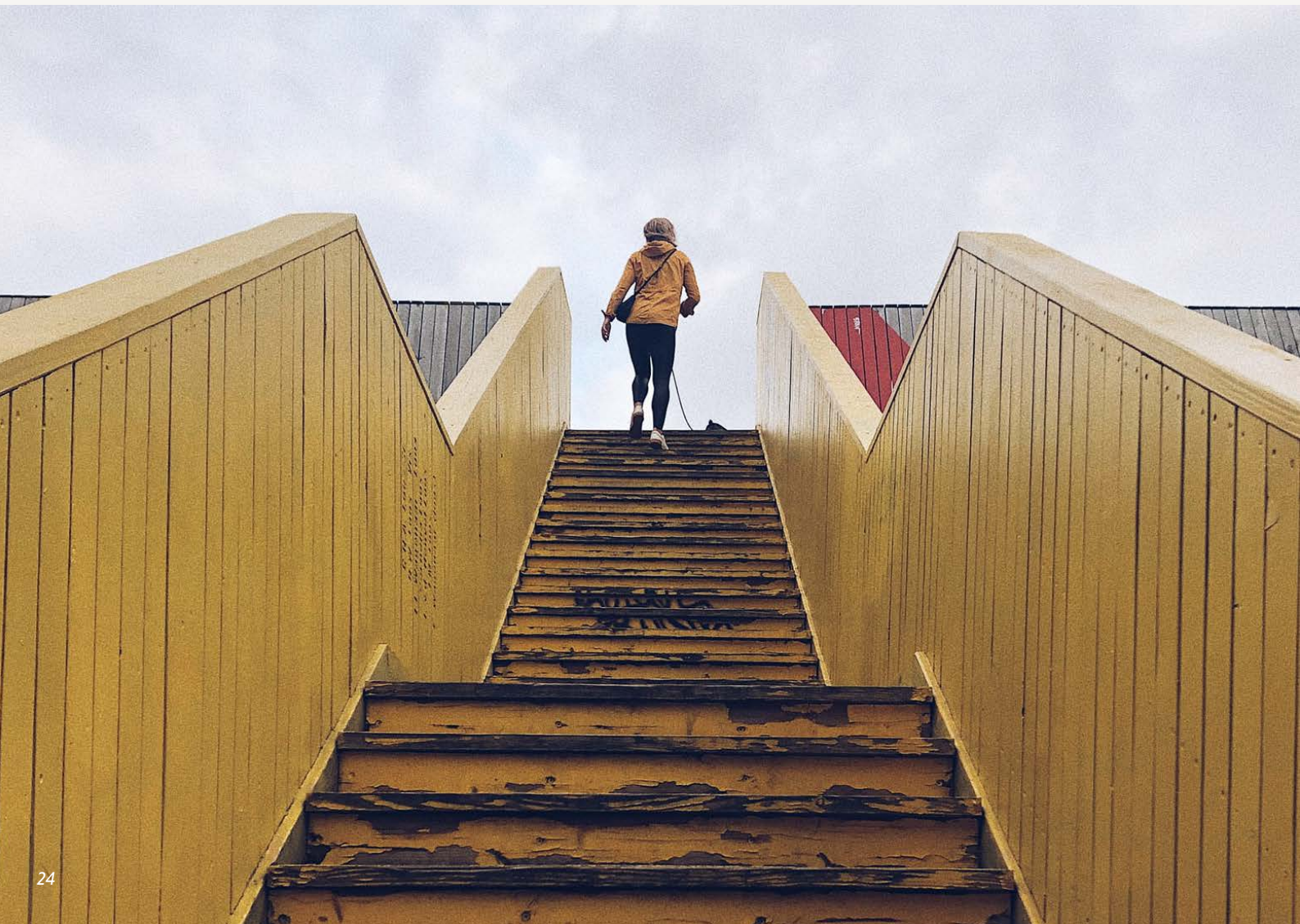

2020

A review of 2020, where we look at the INHOPE Network of Hotlines, the environment it operates in, and its global impact on Child Sexual Abuse Material (CSAM).

New Members

A warm welcome for ECPAT Philippines and CyberSafety Cyprus

After four years of working with local stakeholders including government and law enforcement, ECPAT Philippines was formally welcomed as a provisional member of INHOPE in 2020. INHOPE members were also happy to approve and welcome CyberSafety Cyprus's application to become a full member in 2020. We look forward to welcoming APLE Cambodia, the Thai hotline, ECPAT Philippines and INCIBE Spain as full members in 2021.

We look forward to growing the network in 2021. For more details on our member hotlines please see country profiles on page 68.

[2] New member hotlines are voted into INHOPE as provisional members in the first instance. Provisional membership usually lasts 12 months, after which the provisional member applies to become a full member of INHOPE. If the provisional member meets all required standards and practices as laid out in the Quality Assurance Programme procedure, they will be welcomed into the INHOPE family.

Guiding principles of Annual Stats 2020

This section describes the guiding principles behind the calculations and presented figures 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 re-assessed or seen for a second time.

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

Exchanged content URLs – This is the number of URLs of individual media files e.g. video, images etc that were exchanged via ICCAM.

Previously assessed content URLs – This is the number of content URLs that were identified by ICCAM as previously assessed or recognised as duplicates. The benefit of this is that it reduced the amount of CSAM that hotline analysts were required to assess. This reduction in exposure to CSAM minimises trauma and increases the efficiency of the INHOPE network in the rapid removal of content from the internet.

Assessed content URLs – This is the number of content URLs of reported content that were assessed by an analyst and categorised by ICCAM as new or 'previously unseen.' This number illustrates the workload involved in assessment of reported CSAM in 2020.

Illegal content URLs – This is the number of unique content URLs that were processed via ICCAM and assessed by analysts as being CSAM and thus illegal.

Note that however, these figures are not comparable to previously published numbers in INHOPE Annual Reports as previously assessed content URLs were not published in previous versions.
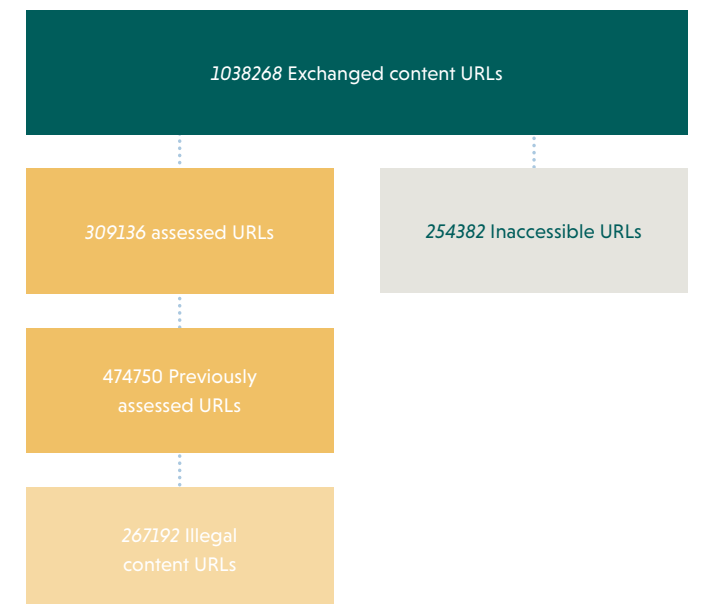
Number of Reports, Assessed Illegal

Number of exchanged content URLs:
1038268

Number of previously assessed content URLs:
474750

Number of assessed content URLs:
309136

Number of illegal content URLs:
267192

1038268 Exchanged content URLs

309136 assessed URLs

254382 Inaccessible URLs
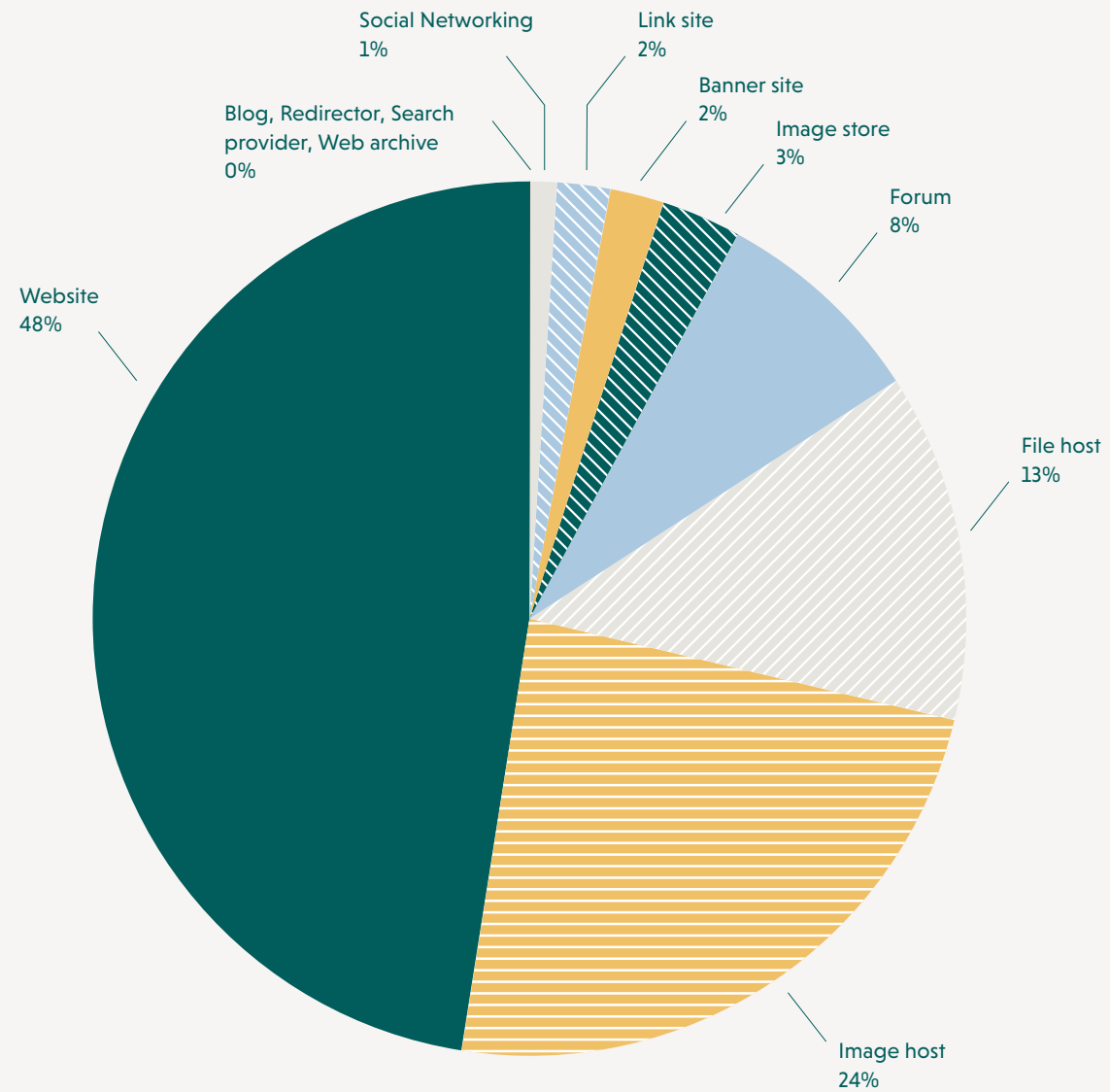
474750 Previously assessed URLs

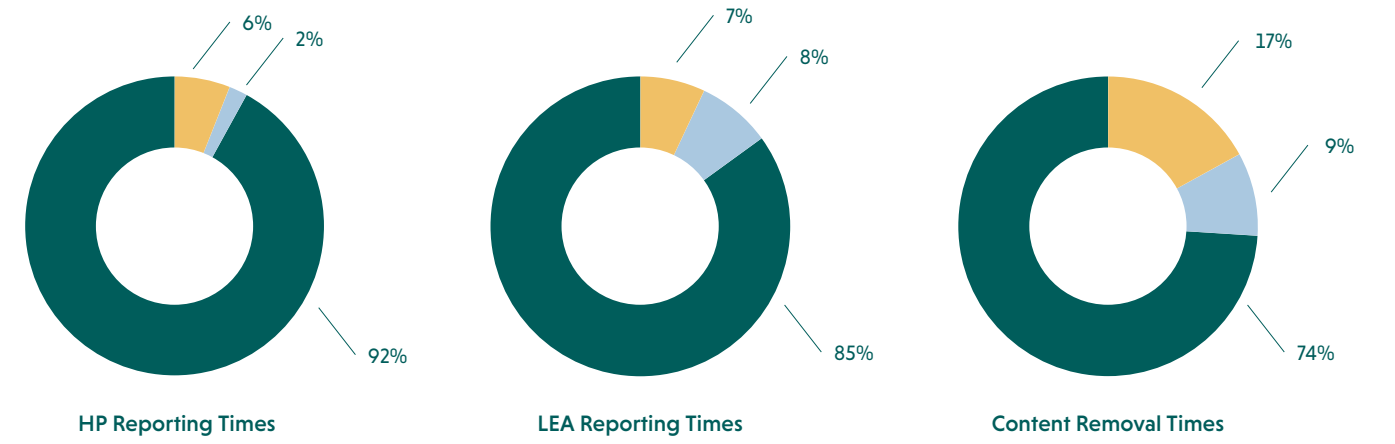*267192* Illegal content URLs

Site Type

The pie chart below shows the variety of sites where CSAM was found. As in previous years, INHOPE hotlines continue to report that CSAM is mostly found on websites and image hosts, with an increase in websites containing CSAM in 2020.

- ● Website
- ● Image host
- ● File host
- ● Forum
- ● Image store
- ● Banner site
- ● Link site
- ● Social Networking
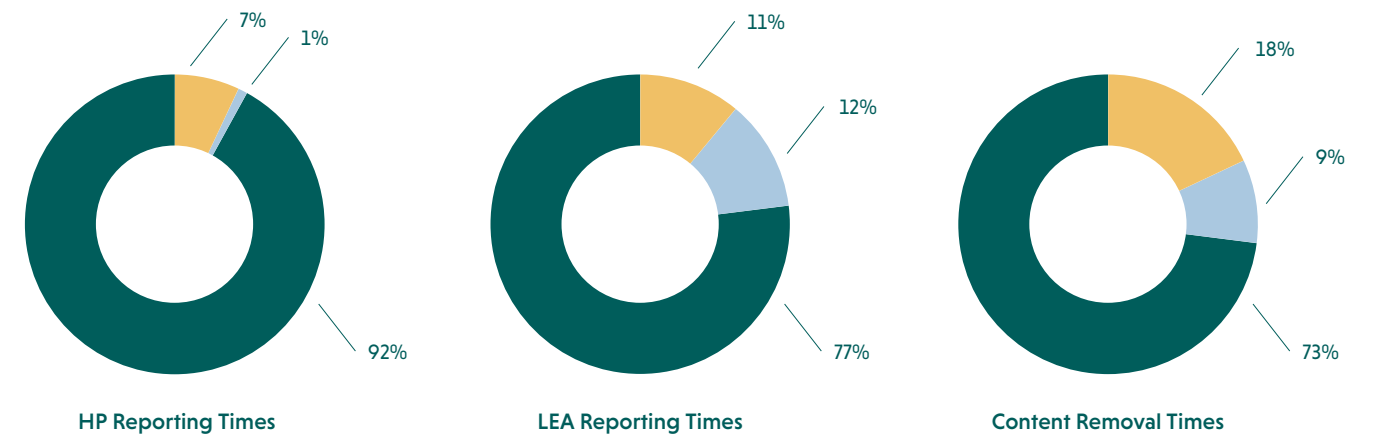- ● Blog, Redirector, Search provider, Web archive

Social Networking 1%
Link site 2%
Banner site 2%
Blog, Redirector, Search provider, Web archive 0%
Image store 3%
Forum 8%
Website 48%
File host 13%
Image host 24%

Global

HP Reporting Times
6% 2% 92%

LEA Reporting Times
7% 8% 85%

Content Removal Times
17% 9% 74%

Europe

HP Reporting Times
7% 1% 92%

LEA Reporting Times
11% 12% 77%

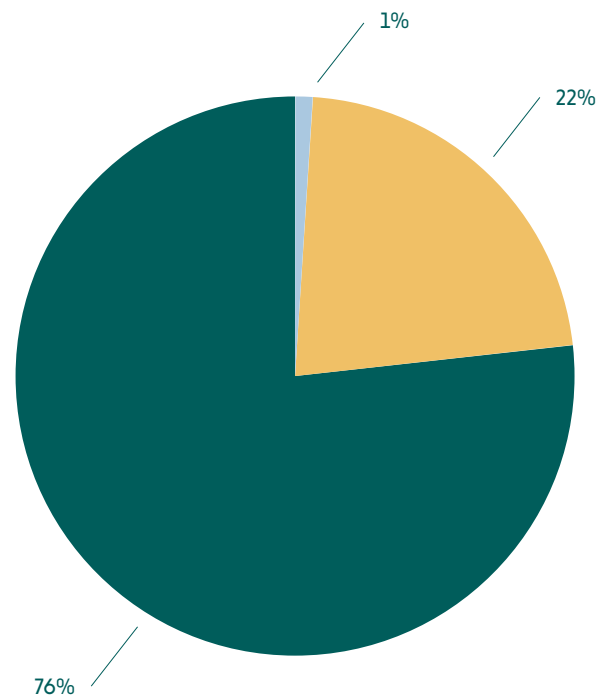Content Removal Times
18% 9% 73%

- ● 0 - 3 days
- ● 4 - 6 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.

KEY FIGURES

Age of victims

1%

22%

76%

- Infant *(0-2)*
- Pre-pubescent *(3-13)*
- Pubescent *(14-17)*

KEY FIGURES
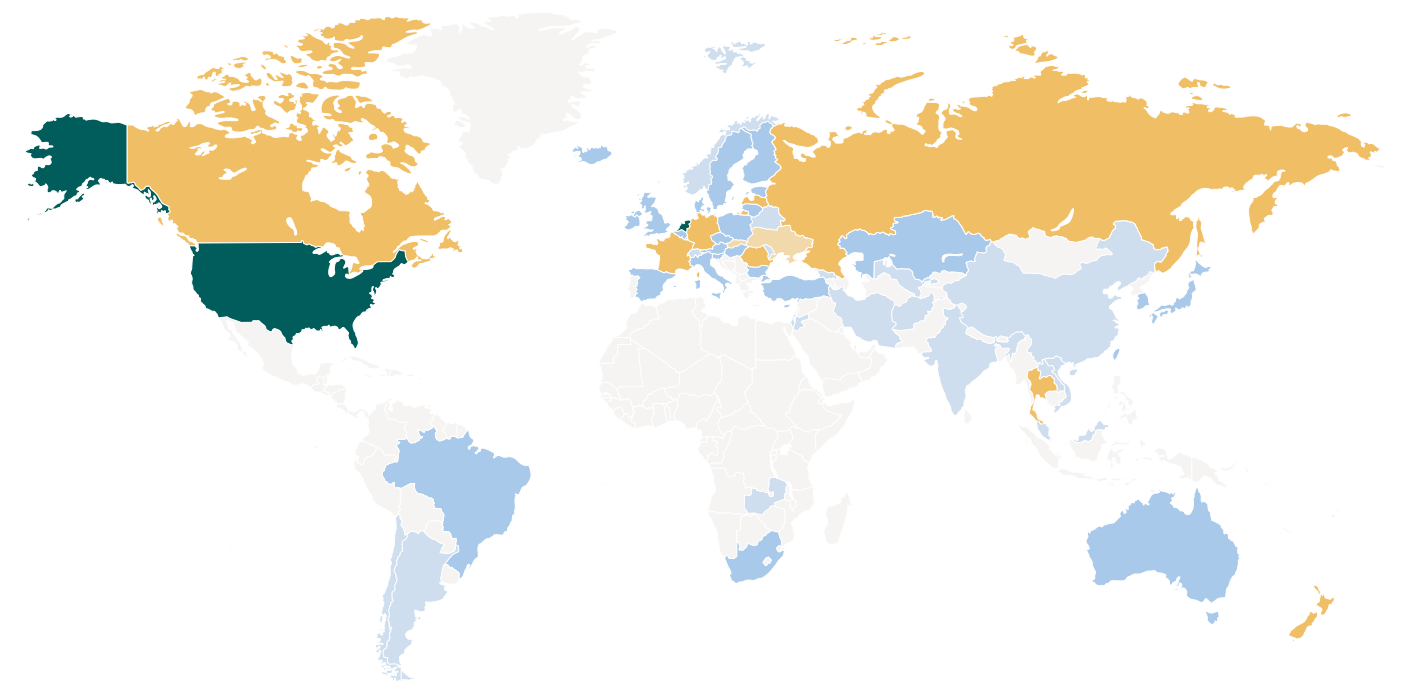
Gender of victims

- Female 93%
- Male 5%
- Both 2%

KEY FIGURES

Worldwide Hosting Patterns Map

INHOPE has traced CSAM material to more than 60 countries, and of those INHOPE hotlines are present in 36 countries.

- INHOPE: Over 15%
- INHOPE: 1% to 10%
- INHOPE: Less than 1%
- Other: 1% to 10%
- Other: Less than 1%

60%

Percentage of content reported in 2020 that was previously known content.

Hosting Data Patterns Europe 2020

- Netherlands 90%
- France 5%
- Germany 1%
- Latvia 1%
- Romania 1%
- The rest is less than 1%

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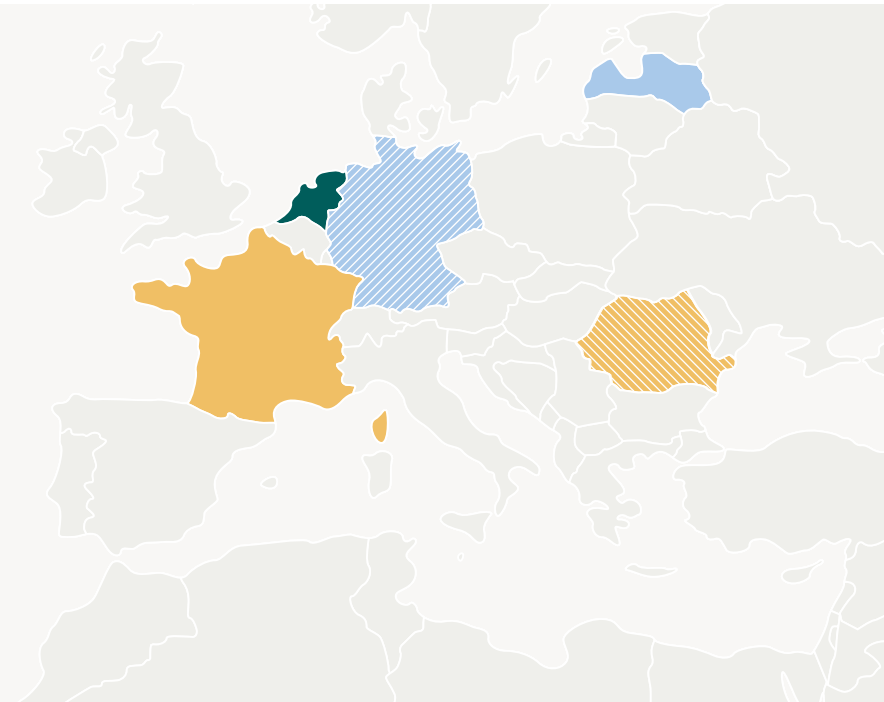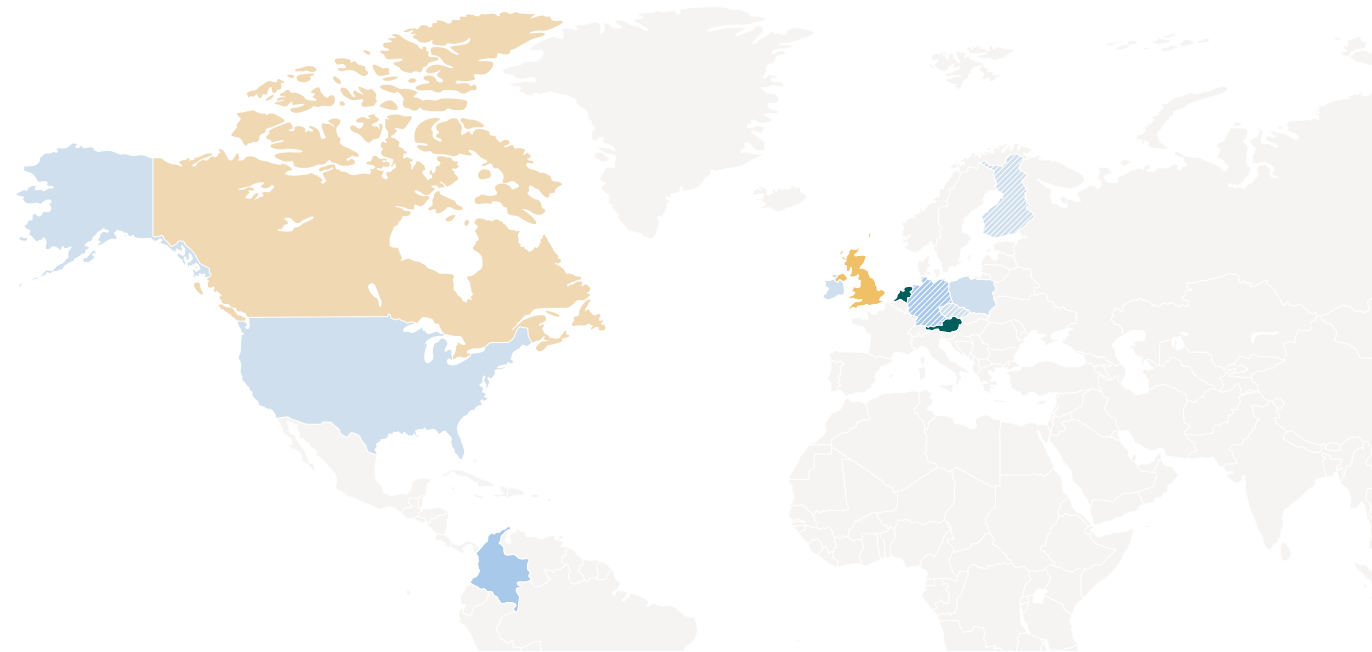
KEY FIGURES

Worldwide Reporting Data

In 2020, INHOPE has received reports from 47 hotlines in 43 countries. The percentages below show the top reporters in 2020 from all worldwide reporting.

- Netherlands 21%
- Austria 21%
- United Kingdom 12%
- Canada 10%
- Colombia 9%
- Germany 5%
- Poland, United States, Ireland; each 3%
- Czech Republic, Finland, each; 2%

Europe Reporting Data

- Netherlands 26%
- Austria 26%
- United Kingdom 16%
- Germany 11%
- Poland 4%
- Ireland, Czech Republic, each; 3%
- Finland, Bulgaria, Belgium, Denmark, each; 2%
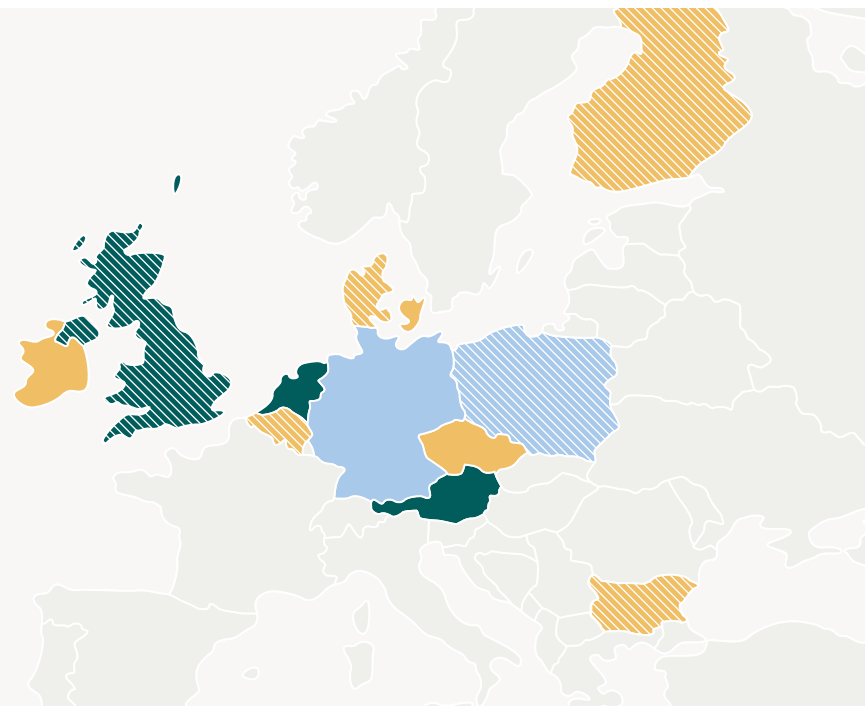
Note: Based on the total reporting coming from hotlines in EU countries.

1. The situation in 2020

In 2020, INHOPE changed how data is reported and the impact of this the focus is now on the number of URLs processed instead of reports received.

1.038 268 content URLs were entered into ICCAM. In 2020, we started reporting newly and previously assessed URLs separately as mentioned in the 2020 figures. We concluded that 60% of all assessed URLs in 2020 came from previously assessed material. This means that content is spreading and the same content is being repeatedly reported.

It's important to note that the number of potentially illegal CSAM entered into ICCAM (1.038.268) is lower than the total number of reports seen by our member hotline analysts. It is at the analyst's discretion to decide to enter the report into ICCAM.

Some reports are not inserted into ICCAM, reasons can include that the material is not illegal or that the material is only hosted in the hotlines jurisdiction. That means that the overall volume processed by the INHOPE network members is even greater than the total we are publishing today.

What does this mean for the workload of analysts?

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 technology 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 asses.

What else can affect the workload?

Reviewing the reported material is just one part of an analyst's job. In some cases, finding material that has been reported can take time. For example, if the illegal content was posted in a web forum, often the analyst needs more time to find the content than on a normal website. The analyst may also need to use multiple methods to find the reported content, such as using different browsers or referrers.

Once the material has been reviewed, the analyst then locates the hosting provider and sends a Notice and Takedown order to get the content removed. If the content is hosted through a content delivery network (CDN), getting the material removed requires extra 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 to determine the exact hosting provider that is hosting the content, 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.

What can we do about it?

We see network collaboration growing, while human resources to manage the volumes does not. The fact is that the volume of assessments required go up and budgets have remained static.

Our hotlines collectively, and ICCAM as a content exchange system, need more resources to handle the larger volume and the larger complexity of emerging trends. This includes analysts and technological improvements that can be made in ICCAM, in order to make a bigger impact.

2. Any additional explanation or exception to note

United States: In 2020, NCMEC's CyberTipline received more than 21 million reports from US based companies about US hosted CSAM. Some US based companies search for and remove CSAM from their own services. They then report the CSAM incidents to NCMEC in accordance with 18 USC 2258A. This process means that CSAM is often identified and removed before either the public or hotlines ever become aware of it. NCMEC does not use ICCAM in these instances because the content has already been removed from the internet. These reports are shared by NCMEC with law enforcement agencies around the world.

Proactive Search: In recent years, there has been an increase of proactive search efforts taken by hotlines where the national jurisdiction allows it. Among INHOPE's network only the Internet Watch Foundation, UK was active in the proactive search of CSAM online in 2020.
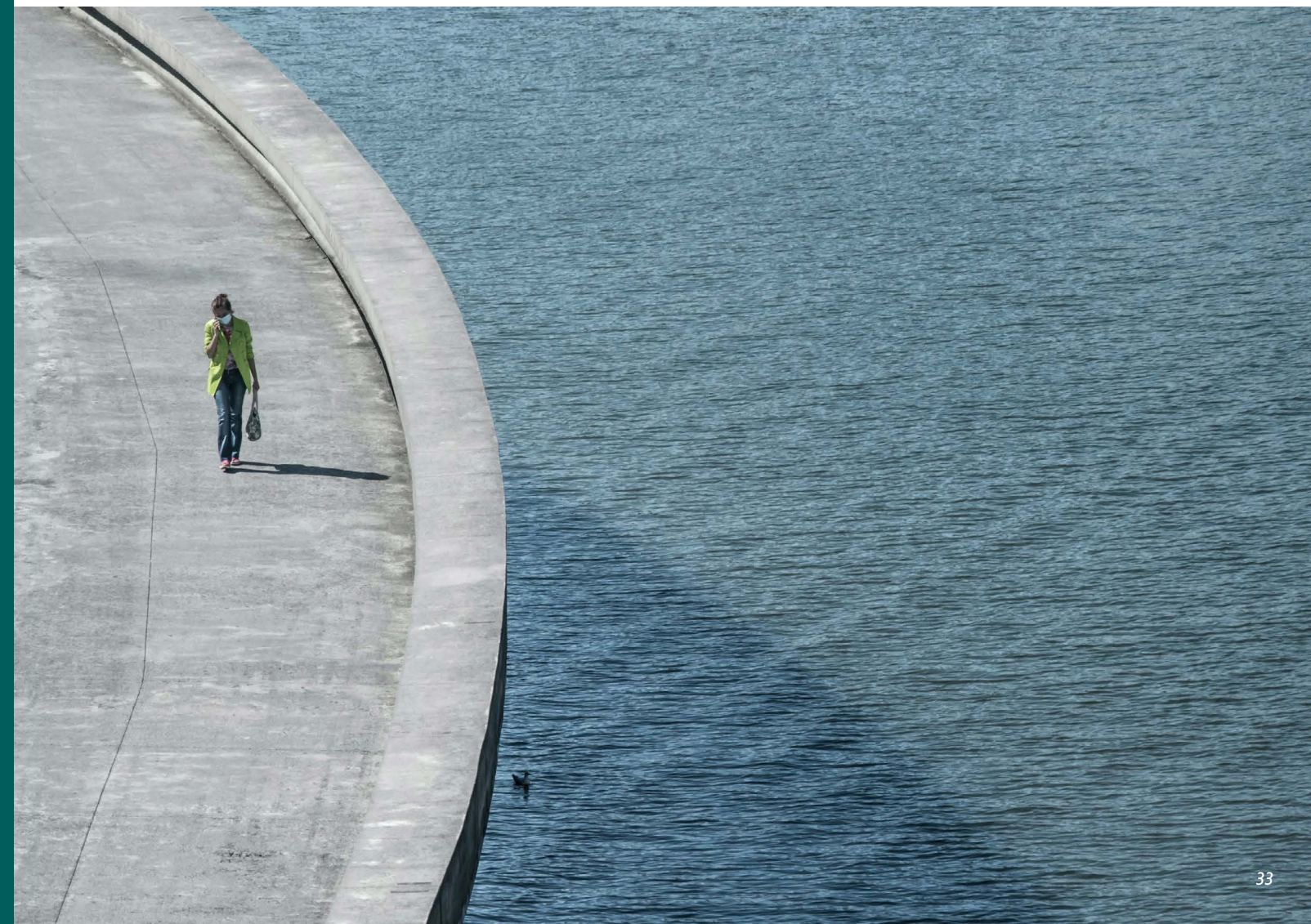
Network

INHOPE is made up of 47 hotlines around the world across six continents: Africa, Asia, Australia/Oceania, Europe, North and South America.

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 act to have the content removed from the internet as rapidly as possible.

● INHOPE member hotlines

● INHOPE members reporting portal
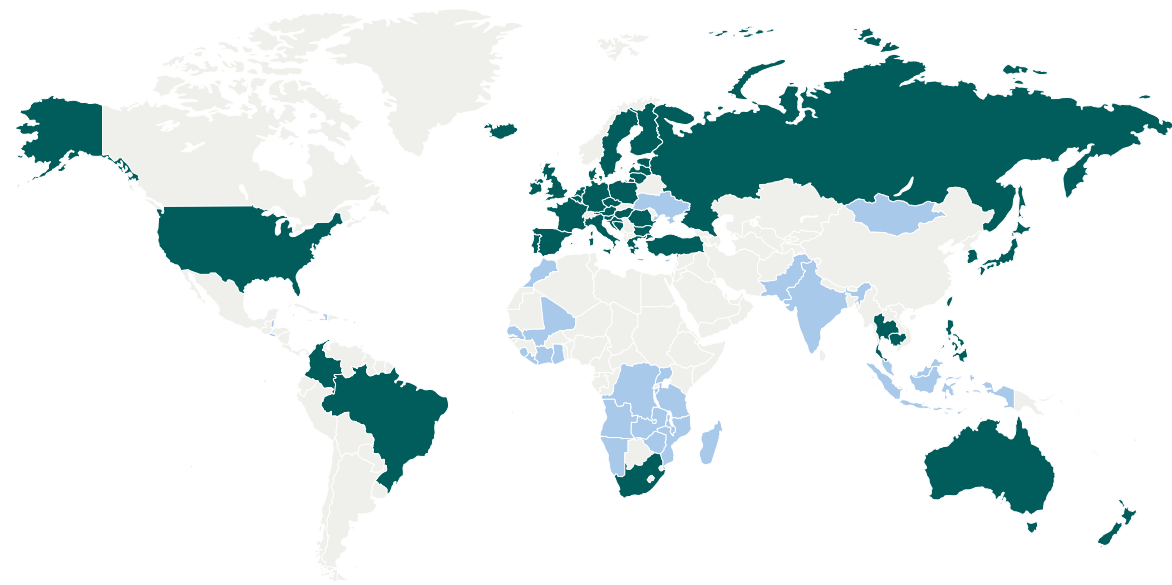
The role of our hotlines

INHOPE's hotline members receive reports relating to online child sexual abuse material, as well as other types of reports. Hotlines across the world also receive reports on other topics depending on their mandate, including inappropriate child related images, child grooming activities, adult pornography (accessible to children), extreme adult content, racism and xenophobia, promoting violence against individuals, terrorism and drugs etc. Each hotline publishes the issues they handle on their website.

A hotline's primary goal is the rapid removal of illegal material from the internet, normally by notifying the hosting provider and reporting 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. When the hosting is in the same country, the hotline analyst will report it to the national law enforcement agency and the relevant hosting provider in the country. If the content is hosted elsewhere, the report will be instantly forwarded via ICCAM to the hotline in the hosting country to ensure the content can be 'taken down' as quickly as possible.

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

How INHOPE supports its members

INHOPE provides member hotlines with services, support and frameworks to ensure they have all the tools necessary to combat online CSAM effectively. This includes training, technical infrastructure, technical support, representation, best practices and knowledge sharing.

INHOPE has a core Code of Practice, published on the INHOPE website, that outlines the minimum standards that all member hotlines must comply with. The Code of Practice benefits all members of INHOPE and sets out the standards member hotlines must operate to and sets out a process for dealing with non-compliance.

For a hotline to become a member of INHOPE there is a strict formal application, validation and approval process. This requires cooperation with national industry, law enforcement, government and child welfare. A hotline must also comply with security procedures, best practices and minimum website standards.

An important part of INHOPE's work is to train and guide hotline employees in the use of our platforms and best practices, so they are equipped with the right knowledge and skills to do their important work properly and safely.

Currently INHOPE trains approximately 50 hotline analysts per year (average 2015 – 2020).

INHOPE supports its members by providing training to the hotline analysts to ensure any gap in capacities are covered, as well as unified knowledge and expertise across the network. We want to ensure that all our hotlines operate with the same guidelines and understanding, so that the quality of the hotlines' work is at the highest level possible and supports the swift removal of CSAM online. There are currently 200+ analysts working in the INHOPE network.

Ideally the analyst follows the trainings in the order below within one year of joining the hotline:

○ *CORE Training:* hotline analysts are introduced to CSAM as a topic and gain knowledge on how the internet and tracing hosted content works. A short introduction to ICCAM and the statistics, plus staff welfare are also part of this full day training. Takes place during INHOPE six-monthly Hotline Training Meetings, where new analysts are also introduced to INHOPE's work. INHOPE also provides this training as a bespoke training, for instance for LEA.

In 2020 this training was given online because of COVID-19

○ *Content Assessment/ICCAM Training:* hotline analysts are trained how to assess content and use ICCAM. Analysts learn how to determine the illegality of material and the correct classification. This training involves exposure to actual CSAM and therefore the training is carried out in a secure classroom environment at an INTERPOL training facility. The training takes place at least once a year.

○ *Online learning management system:* provides hotline analysts with training modules and enables testing and certification capability. Topics are among other things; an introduction about INHOPE, technical tracing on the internet, INHOPE's best practices and staff welfare. Each analyst that completes the online training course becomes an INHOPE Certified Analyst.

Other support mechanisms for training analysts;

○ *Workshop for advanced analysts:*
A group of advanced analysts is invited to an annual workshop to discuss the most pressing topics analysts deal with, exchange information on these topics and work on material to share with other hotlines. Outcomes can be shared via an email to analysts or members, via the Slack platform, via adding an extra item to the process operational manual or adding it to a training (module).

○ *Webinars for analysts:*
INHOPE organises webinars on different topics that are helpful to analysts. In 2020 we organised workshops on referrers & cookies, ICCAM and staff welfare.

○ *INHOPE Slack platform:*
In 2020 we introduced INHOPE's online chat-platform for analysts, where they can discuss work-related subjects, ask questions regarding ICCAM reports to sending or receiving hotlines and general questions about INHOPE. There are channels for different subjects, but analysts can also ask questions in private to other analysts or INHOPE staff. This makes communication with other analysts and the INHOPE staff more accessible.

○ *Buddy Hotlines:*
For new member hotlines a buddy hotline is appointed, preferably on the same continent and time zone as the new hotline. The buddy hotline is an experienced member of INHOPE and can guide the new hotline and answer questions they might have regarding the important work hotlines do.

Importantly, INHOPE plays a key role in staff welfare. Every hotline must have a Hotline Staff Welfare Policy and ensure the wellbeing of hotline analysts. Hotlines must adhere to INHOPE's Best Practice on staff welfare which outlines key standards for the protection of the well-being of an analyst who is exposed to CSAM. It is vital that we ensure their well-being and mental health throughout this highly sensitive work.

TRAINING

Summary

In 2020, INHOPE trained a total of 66 hotline staff.

Due to COVID-19 all three Core Trainings took place online. In May, during the online Hotline Training Meeting 19 analysts participated in INHOPE's Core Training. In July 2020, 7 analysts from Latin America received this training. And during INHOPE's Hotline Training Meeting in November 2020, 22 analysts followed the training.

In January 2020, a total of 18 analysts attended the Content Assessment & ICCAM training at INTERPOL's training facility in Lyon, France. This training is given by Criminal Intelligence Officers of INTERPOL's Crimes against Children team together with INHOPE's Training Manager.
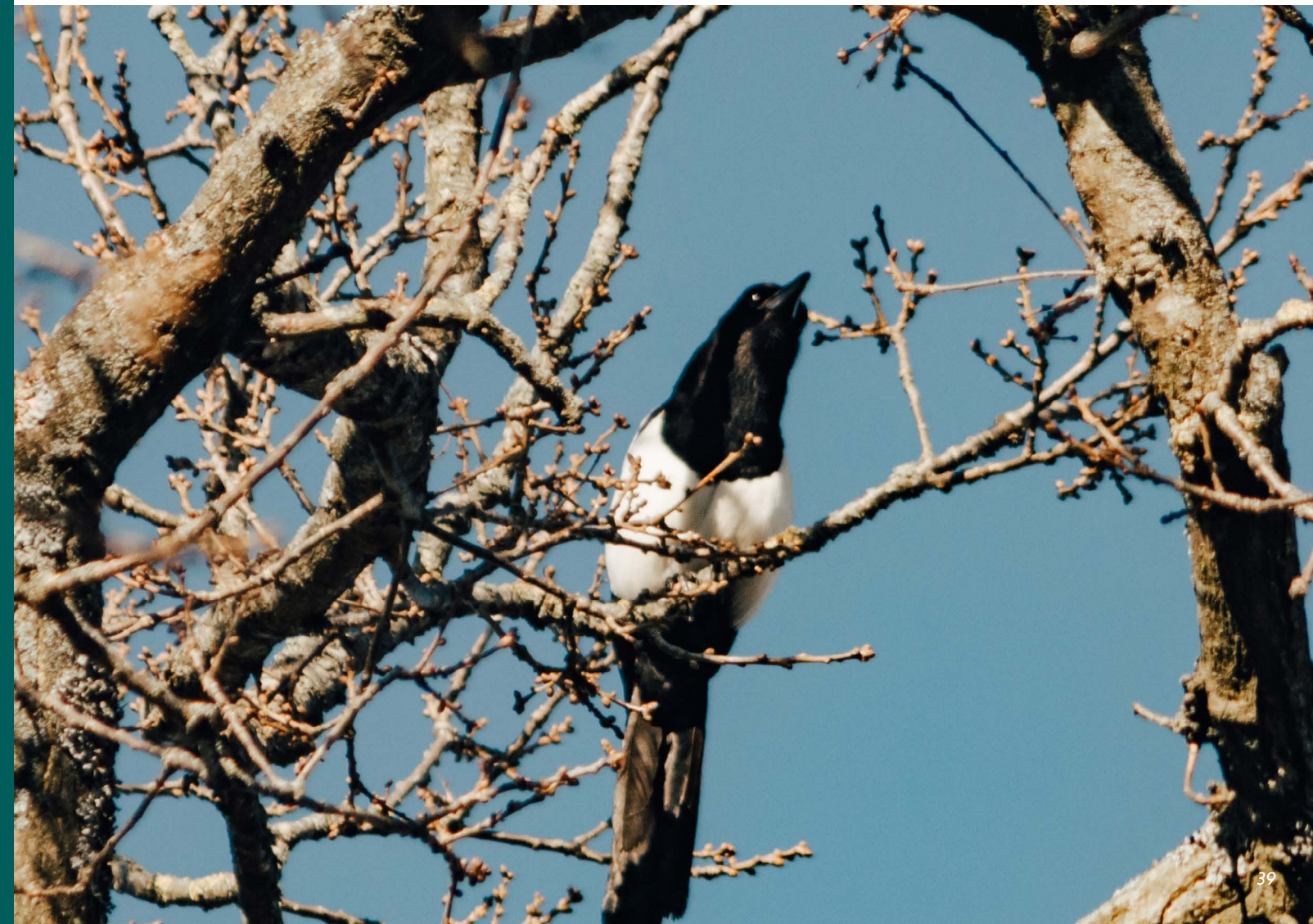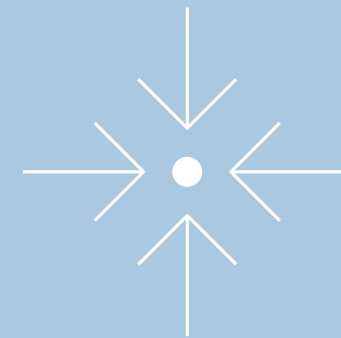
CHAPTER 05

Our
Impact

We talk about statistics on a global, regional, or national level, but the great work all our hotlines do is on a human level. Therefore, we want to remember the impact our work has on people's lives: on one hand the victims, but also the hotline analysts and all child protection practitioners involved. In this section of the annual report, we would like to pay testament to the many achievements of our hotlines in a snapshot of 2020.

OUR IMPACT

Highlights

In 2020, we created and shared memorable and impactful moments with our colleagues, members and partners. Here are few of those chosen by the INHOPE team:

'2020 was a standout year that nobody will forget. COVID-19 changed everything. It infected over 100 million people and tragically caused up to 2 million deaths. It disrupted everyone's lives in big and small ways. These are big negatives and the situation required massive charges to how we work in a very short period. As Executive Director, my professional highlight of the past 12 months is the way in which every individual connected with the INHOPE network pivoted their work and rapidly solved what seemed to be unsolvable challenges without the network missing a single report, and at the same time dealing with large increases in report volumes.' – Denton Howard, Executive Director

NUMBER 01   Shifting from in-person to online events, such as our 2020 Annual General Assembly, and making use of new technologies and resources to make it a success.

NUMBER 02   Being awarded End Violence Against Children funding and starting the ESCAPE project.
(see pg. 53 for more about ESCAPE)

NUMBER 03   ECPAT, Philippines becoming a provisional member, thus bringing us to three fully functioning hotlines in South East Asia where raising awareness of the ability to report and the challenge of online CSAM is essential.
(see pg. 24 for more about our new members)

NUMBER 04   Incibe, Spain joined the network.
(see pg. 46 for more about network expansion)

NUMBER 05   Ukraine's new laws to criminalise possession and distribution of online CSAM, paving the way for the country to take country ownership by setting-up a fully functional hotline.

NUMBER 06   TikTok becoming an annual funding partner of INHOPE and joining the advisory board.
(see pg. 53 for more about our partners)

NUMBER 07   INHOPE Secretariat grew to 10 people.

NUMBER 08   First online Hotline Training Meeting being organised successfully.
(see pg. 46 for more about Hotline Training Meetings)

NUMBER 09   Focus Group on Artificial Intelligence on Safer Internet Day.
(see pg. 23 for more about our Focus Group)

NUMBER 10   ICCAM Statistics portal being launched.
(see pg. 13 for more on ICCAM)

NUMBER 11   ICCAM's hardware being renewed at INTERPOL's headquarters.
(see pg. 13 for more on ICCAM)

NUMBER 12   Internet connectivity to ICCAM getting upgraded and doubled.
(see pg. 13 for more on ICCAM)

NUMBER 13   INHOPE Training Policy created.
(see pg. 37 for more on INHOPE trainings)

NUMBER 14   ICCAM Satisfaction Survey results show a significant improvement in users' satisfaction with the system.
(see pg. 13 for more on ICCAM)

Newsletter Standouts

2020 was, for everyone, a year dictated by COVID-19 restrictions. The majority of member hotlines managed to remain fully operational despite severe limitations. When put to the test, they proved to be agile and resilient, finding innovative solutions to ensure that reports were processed. For some, such as Irish hotline Hotline.ie, this involved gaining governmental classification as an essential service, and for all, coming up with new strategies for how to protect staff welfare during this difficult time. Some hotlines offered enhanced services, such as SafeLine Greece who began processing reports of fake news, and the Bulgarian Safer Internet Centre who developed a platform for replacement teachers for schools. Many also created resources including tips for parents and children for navigating the increased time spent online safely.

This period showed the strength of the INHOPE approach to tackling CSAM as a network of hotlines, using the EC-funded ICCAM technology platform to securely exchange CSAM reports. At the start of the pandemic, INHOPE coordinated the activities of hotlines via a real-time shared Hotline Operational Sheet where members could update live what their situation was, allowing all members to see the status of every other member. This, for example, allowed NCMEC to inform the network that they could not classify reports. Analysts in hotlines in Europe, Asia, Africa and Oceania were then able to pick up the additional workload and ensure that Notice and Takedown times were impacted as little as possible.

Fortunately, the annual Safer Internet Day celebrations occurred before most countries went into lockdown so the occasion was marked in style. To name just a few highlights, the Safer Internet Centre in Lithuania invited students and experts for an 'idea generation' day to join together to think about ways to make the internet safer. Jugendschutz.net created a video on the topic of 'Growing up well in a digital world' which was disseminated via Twitter.

It was the 12th Safer Internet for SaferNet Brazil, and they celebrated with awareness-raising activities including a multi-stakeholder hub event and a creative meeting with youth groups to think about new perspectives on

digital well-being campaigns. The eSafety Commissioner encouraged Australian families to 'start the chat' about online safety with a range of downloadable resources and a series of free advise-based webinars throughout the week. And finally, youth took centre stage in a debate on online safety for APLE in Cambodia.

Later in the year, many hotlines made the most of the population spending more time online by launching online awareness raising campaigns. To name just two, Icelandic hotline Barnaheill asked the public 'to help us erase the worst', and Te Protejo in Colombia enlisted the help of influencers and Colombian celebrities to encourage people to report content, rather than share, retweet, take screenshots or send CSAM to others as a way of 'fighting' it.

For others, this time was used to deepen their own and public understanding of current trends and emerging issues. For Save the Children Denmark, the focus was the legislative 'grey are' of everyday pictures of children being used in sexualized contexts. ECPAT Sweden honed in on self-generated material, interviewing children about social media, gaming, and how they deal with situations they face online. SafeLine in Greece published research about the power of reporting illegal activity online, the dark web and related legislation, and CZ.NIC's collaborative series about cyberbullying in Czech Republic has won several prestigious awards, such as an International Emmy award.

A huge number of more events, campaigns and publications could have been mentioned as hotlines across the INHOPE Network continue working tirelessly to educate the public on the problem of CSAM, and get it removed to make the internet safer for everyone. Thank you, everyone, for all your hard work in 2020 and for rising to the challenge of what by all accounts has been an unprecedented year.
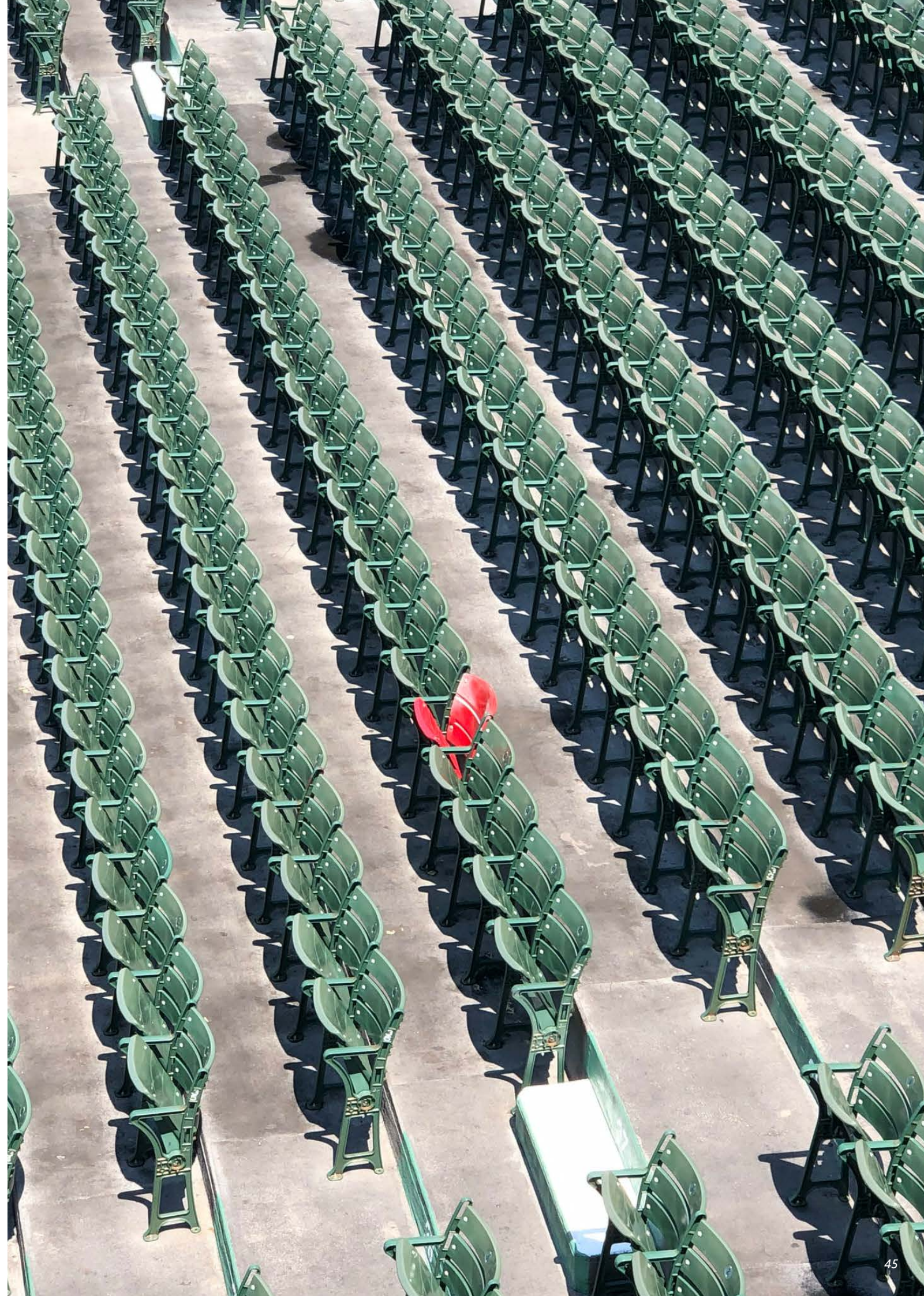
Hotline Training Meetings 2020

INHOPE's first Hotline Training Meeting (HTM) of 2020 was due to be held in Lisbon in May. However, given the travel restrictions in place, the meeting instead took place via Zoom. Adapting the HTM to the reality of COVID-19 took flexibility and patience. Thanks to the efforts and hard work of the INHOPE Secretariat and the hotlines it went smoothly and was a successful first online Hotline Training Meeting!

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

INHOPE and Insafe networks exchange experiences & best practices

INHOPE and Insafe networks also held a Joint Training Meeting online in October 2020. Insafe and INHOPE work together through a network of Safer Internet Centres (SICs) across Europe, made-up of helplines, hotlines, national awareness centres and a youth panel. The two-day Joint Training Meeting facilitated the exchange of information, experiences & best practices.

Network Expansion

Initiatives that expand our reach are essential. In some instances local organisations approach INHOPE to establish a national hotline. In other instances, INHOPE uses its Country Assessment Framework Tool to understand which should be priority countries for the establishment of a hotline[3]. We then cooperate with partners in each priority country to identify the most appropriate organisation to support the setting-up of a hotline.

Countries with which INHOPE currently cooperates regarding the establishment of a hotline include: Ukraine, Vietnam, India, Moldova, Pakistan, Israel, Belarus, Georgia and Panama, Mexico and Hong Kong.

[3] *The Country Assessment Framework Tool was developed as part of the ESCAPE Project, funded by EVAC.*
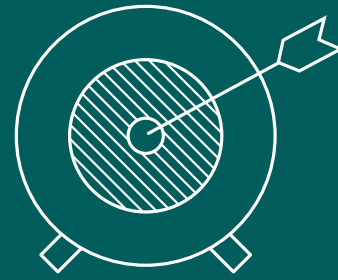
Projects

INHOPE activities and the operation of ICCAM are funded by the European Commission as part of the Better Internet for Kids Programme under the Connecting Europe Facility. The End Violence Against Children Fund also supports INHOPE's work.

**Funded by
the European Union**

**End Violence
Against Children**

Better Internet for Kids

Capacity building of hotlines is at the core of our work. The Better Internet for Kids programme helps us achieve this.

Building on a succession of Safer Internet programmes, Better Internet for Kids (BIK) is a European Commission-funded initiative aiming to create a better internet for Europe's children and youth. In 2020 the BIK initiative under the Connecting Europe Facility (CEF) funding instrument continued its third phase which commenced in April 2019 and will end in May 2021. BIK is managed on behalf of the European Commission by European Schoolnet (EUN). The coordination of the Insafe network of awareness centres, helplines and youth panels is managed by EUN, in partnership with INHOPE, which coordinates the network of hotlines. These combined elements are commonly referred to as Safer Internet Centres, operating in all European Member States, Iceland and Norway in the drive to keep children and adults safe online in the European Union.

Jointly, Insafe and INHOPE support Safer Internet Centres in various ways. First and foremost, capacity building is one of the primary activities of these two networks. This is done through the bi-annual Training Meetings, where INHOPE's hotlines meet to hear the latest trends and developments in the fight against CSAM online, as well as to exchange knowledge and best practices. During these meetings, INHOPE hotline members from around the world join for a three-day full programme.

In 2020, INHOPE members met online from 18th-21st May for the first online Hotline Training Meeting and on 28th-29th October for a joint training meeting with Insafe. Over 70 representatives from member hotlines, partner organisations, law enforcement experts in the field and partners participated in these meetings. Besides presentations by experts in the field, 19 new analysts had the opportunity to follow Core Training provided by INHOPE's Training Manager. All hotline members also took part in INHOPE's various task groups, such as the Data & Stats Task Group, Network Expansion Task Group and Excellent Hotline Services Task Group.

INHOPE ensures that hotlines follow good quality standards and practices. This is done through a Quality Assurance Programme consisting of an operational, technical and staff welfare review. In 2020, INHOPE conducted eight Quality Assurance Reviews of European hotlines online. The Quality Assurance Programme will follow recommendations made and feedback received in 2020 and will be accordingly improved in 2021.

Secure Platform for Exchange of CSAM – ICCAM

An effective fight against CSAM online demands a secure and swift exchange of illegal material between 42 jurisdictions. Our system ICCAM does exactly that.

INHOPE has been supported by the European Commission for more than a decade now in providing a secure platform for the exchange of CSAM among hotlines worldwide. Under the Connecting Europe Facility funding instrument, INHOPE is operating and maintaining the ICCAM platform together with its technical partner, ZiuZ Forensics and INTERPOL. ICCAM was used by 47 hotlines in 2020, inputting CSAM reports into the system which automatically sends illegal images and videos to the International Child Sexual Exploitation (ICSE) database of INTERPOL.

The exchange of illegal material between more than 40 jurisdictions demands a clear legal agreement and compliance to data protection regulations. For this purpose, INHOPE hotlines who use ICCAM developed an ICCAM Participation Agreement throughout 2018 which was signed by 45 hotlines in 42 countries. All new hotline users of the system become participants to this agreement.

As part of ICCAM's maintenance, in 2020, INHOPE continued engaging with ICCAM users to identify and prioritise a list of system improvements. An ICCAM statistics portal was developed for easy extraction and review of data from the system. ICCAM's internet line has been doubled and a second line is being prepared for instalment. ICCAM's hardware has been replaced and upgraded at INTERPOL's headquarters which has had a significant impact on the system's speed and operation. The ICCAM Annual Satisfaction Survey was conducted among hotline analysts and results show a significant improvement in the overall satisfaction with the usability and performance of the system. As part of supporting analysts in classifying CSAM and using the system correctly, INHOPE's trainings have been improved.

Besides improving the system, INHOPE ensures that hotline analysts are trained in using the system and assessing material. In January, 18 analysts attended the Content Assessment & ICCAM training at INTERPOL's training facility in Lyon, France. This training is given by INTERPOL's Crimes against Children team together with INHOPE's Training Manager.

AviaTor

Hotlines are part of a large chain of institutions and bodies involved in the fight against CSAM. Ensuring swift and concise intelligence exchange among these stakeholders is key to identifying and saving victims. The large increase of material every year requires the use of prioritisation tools to swiftly identify children in real danger. The tool AviaTor was designed with this purpose in mind.

Law enforcement agencies receive a rapidly growing number of reports on child sexual abuse material found on the internet. These reports, originating from the industry, the public and NGOs, are labour-intensive to process. The AviaTor project, funded by the European Union's Internal Security Fund – Police, aims at developing automation and intelligence tools to greatly reduce the time spend by LEAs assessing and prioritising these reports. These tools combine artificial intelligence techniques used to investigate the content of imagery, with the capability to carry out targeted online research for open source intelligence. More effective police time and an increase in capacity means more cases handled, more victims rescued, and more offenders caught, creating a safer society that is better able to protect its most vulnerable citizens.

INHOPE is a partner in the AviaTor project, together with ZiuZ Forensics, Web IQ, the German Research Centre for Artificial Intelligence, the National Police of the Netherlands and the Belgian Federal Police.

Project ESCAPE

In late 2020, INHOPE was awarded funding from the End Violence Against Children Fund to implement Project ESCAPE during 2021 and 2022. Through the fourth Safe Online investment round of $10 million, End Violence is making another significant contribution to the global fight against online child sexual exploitation and abuse (CSEA). INHOPE is thrilled to be one of the 14 new grantees with cutting-edge projects into the Fund's Safe Online community.

'The global reach of the new grantees' projects give them the potential to impact every child online -- no matter where they live. By leveraging technology and strengthening collaboration, we are creating a stronger global ecosystem to tackle the most serious type of online violence: sexual exploitation and abuse.'
– Dr. Howard Taylor, Executive Director, End Violence.

INHOPE's new Project ESCAPE will put an eco-system in place ensuring that every industry stakeholder and each member of the public around the globe has the option and awareness to report child sexual abuse material (CSAM) encountered online.

By building new hotlines and carrying out awareness-raising campaigns, INHOPE aims to reach un-targeted populations with Project ESCAPE. These activities will complement the technological developments of the project which aim at improving the connection between ICCAM and hotline reporting systems, as well as the upgrade of Report Box – a ready-made tool for CSAM reporting for use by newly established hotlines.

Key to Success - Partners

INHOPE works with partners who believe and share in our mission to combat Child Sexual Abuse Material (CSAM) online by growing and supporting our global network of hotlines using a multi-stakeholder approach.

Key to Success

INHOPE's Annual Funding Partners are vital to our network in fighting online CSAM. Their support has enabled the strategic expansion work currently undertaken by INHOPE staff and contributed to the training and technical support of more than 200 analysts in 43 countries around the world in 2020.

To help our analysts work more effectively, we accept applications from corporations 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 and scale of online Child Sexual Abuse Material continues to grow on a global scale. In response to this ongoing challenge INHOPE is pursuing four main avenues:

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01 Technology development;

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02 Network expansion – growing in the major internet usage expansion zones (Asia Pacific, South Asia, Latin America, the Middle East and Africa);

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03 Capacity building;

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04 Political and legislative engagement.

To support us today, become an Annual Funding Partner of INHOPE, to train, sustain and develop 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. *Please see here for more information: https://www.inhope.org/EN/become-a-partner*

INHOPE's partnerships with industry received a boost in 2020 as a result of INHOPE's first online and third US Summit, in September. Our relationships with industry, global institutions, law enforcement and NGOs were strengthened this year 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.

Our Partnerships

Over the past twenty years INHOPE has built many partnerships with other NGOs, law enforcement agencies, tech companies, and corporate sponsors. 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 Council of Europe.

For almost two decades now, European Schoolnet and INHOPE have played a leading role in the coordination side 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 have been working 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.

'The internet is truly the landmark invention of our lifetime – a place to work, learn, play and grow, but it's not without risk. At Microsoft, we're driven to build a healthier, safer and more respectful online world, and we are further emboldened to do so in partnership with others in industry, government, and civil society. INHOPE is a vital partner in our collective effort to combat child sexual exploitation and abuse online. We are delighted to support INHOPE's extraordinary work across the globe, making public reporting mechanisms available to help stop the spread of illegal imagery online. A whole-of-society approach is critical to address this problem

and the INHOPE network of hotlines is a fundamental part of that effort.' - **Jacqueline Beauchere**, Global Digital Safety Advocate, Microsoft and Member, INHOPE International Advisory Board.

An Annual Funding Partner supports the general sustenance of all aspects of the INHOPE network that enhances the everyday efforts of more than 200 analysts in 43 countries worldwide.

Supporting INHOPE enables your company to do the following:

- Showcase the active steps taken by Industry to protect children and consumers.

- Demonstrate the effectiveness of the self-regulatory model in tackling online CSAM.

- Mobilise support for one of the most pressing social issues of the digital age, addressing online child sexual abuse, reducing re-victimisation, and enabling digital citizens to surf safely and take responsibility for protecting children on the Internet.

- Achieve your company's CSR objectives.

- Support the lobbying of robust and consistent standards, quality and legislation across borders.

- Motivate employees.

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

CHAPTER 08

Governance & Finance

The INHOPE Association is registered with the Kamer van Koophandel (KvK) Netherlands as a vereniging.

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

Advisory Board

Vic Baines is a research fellow at the Oxford internet Institute.

Jason Barry joined the Legal team at Facebook in April 2014.

Jacqueline Beauchere is the Global Digital Safety Advocate, Customer Security & Trust, Corporate, External & Legal Affairs at Microsoft.

John Carr is a member of the Executive Board of the UK Council on Child Internet Safety and long-standing supporter of the INHOPE network. An adviser to ECPAT International and a trusted authority on child Internet safety around the globe.

Brooke Freeman Istook is Director of Strategy and Operations at Thorn, Digital Defenders of Children, a US-based technology NGO that fights human trafficking.

Del Harvey is the VP of Trust & Safety 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.

The 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

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.

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 cofounded Red PaPaz, a network of more than 500 schools and 650.000 parents in Colombia. In 2016, Te Protejo joined the INHOPE Network. Under Carolina's leadership, Red PaPaz has led several advocacy initiatives to make changes in public policies related to the protection of children´s rights in Colombia. Carolina trained as an Industrial Engineer, and graduated with an advanced degree in Personal and Family Development (Colombia).

Þóra Jónsdóttir
INHOPE Board Member

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

Sean Lyons
INHOPE Board Member

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.

Finance

3.1 Balance sheet as at 31 December 2020   *Full copy of audit report is available on the inhope.org website.*

(After proposal distribution of result)

		31-12-2020 €	31-12-2019 €
Assets			
Fixed assets			
Property, plant and equipment	1	4.523	2.998
Current assets			
Receivables			
Trade receivables	2	3.500	379.637
Taxes and social security charges	3	21.774	5.875
Other receivables and accrued income	4	1.143	13.011
		26.417	398.523
Cash and cash equivalents	5	1.444.434	636.498
		1.475.374	1.038.019

		31-12-2020 €	31-12-2019 €
Liabilities			
Equity	6		
Reserves	7	539.459	608.033
Long-term liabilities	8		
Deferred income	9	719.511	276.570
Short-term liabilities			
Trade payables	10	9.028	21.739
Payables relating to taxes and social security contributions	11	12.779	20.488
Other liabilities and accrued expenses	12	194.404	111.189
		216.404	153.416
		1.475.374	1.038.019

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 number of individual content URLs (URLs of media files e.g. video, images etc) that were exchanged via ICCAM.

Previously assessed content URLs
this is the number of individual content URLs that were identified by ICCAM as having been previously assessed or recognised as duplicates. Identifying previously assessed content URLs reduces the amount of CSAM that hotline analysts are required to assess which minimises trauma and increases the efficiency of the INHOPE network in removing of content from the internet.

Assessed content URLs
is the number of individual content URLs of potential CSAM that were assessed by an analyst and categorised by ICCAM as new or 'previously unseen.' This number shows the effort required from analysts to assess reported CSAM.

Illegal content URLs
is the number of individual content URLs that were processed via ICCAM and assessed by analysts as being CSAM and thus illegal.

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.

HP
this term represents service providers, internet service providers and hosting providers

LEA
stands for law enforcement agency.

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.

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 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, 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 regarding illegal material, possession, production, and distribution of 'sexts' could lead to prosecution.

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.

Image Host
a web service that hosts images on its servers, usually uploaded by users of the service.

File Host
a web service that hosts downloadable files on its servers, usually uploaded by its users.

Social Networking Site
an online platform that users interact with others via text, images or video to connect with people of similar interests to oneself.

Forum
an online discussion site where users can hold conversations in the form of posted messages.

Image Board
a type of forum where users primarily operate through posting images.

Terminology

Blog
a regularly updated website/page that
displays posts in reverse-chronological order.

Website
any other kind of website that does not match the other
options.

Not Determined
website type is not determined.

Search Provider
a system used to search the World Wide Web.

Redirector
a URL that redirects to a page on another URL.

Link Site
a site that solely displays links to other sites.

Banner Site
a webpage that primarily displays embedded ads.

Web Archive
a website that displays an archived version of other
websites.

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.

○   To apply for INHOPE Membership, we firstly recommend you explore the INHOPE Hotline Development Guide available at *(https://inhope.org/ EN/hotline-guide)* and then email us at *info@inhope.org.*

○   To find a full directory of all our members download PDF digital version of the 2020 Annual Report.

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.

Cyber Report Hotline

Operated by
The eSafety Commissioner

Country Demographics
Population (World Bank, 2019): 25,364,307
Mobile Subscribers (ITU, 2019): 27,880,000
% of individuals using the internet (ITU, 2017): 86.55%

Hotline Information
Date of Establishment: 1999
Member of INHOPE: 1999
Website: www.esafety.gov.au
Type of hotline: Government

Types of Reports
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images
o   Sexually explicit adult material
o   Extreme or offensive Adult Content
o   Violence
o   Promotion, incitement or instruction in crime
o   Advocates a terrorist act
o   Violent extremist material
o   Abhorrent violent material

Stopline Hotline

Operated by
Internet Service Providers Austria - ISPA

Country Demographics
Population (World Bank, 2019): 8,877,067
Mobile Subscribers (ITU, 2019): 10,726,000
% of individuals using the internet (ITU, 2019): 87.75%

Hotline Information
Date of Establishment: 1998
Member of INHOPE: Since 1999 (founding member)
Website: www.stopline.at
Type of hotline: Association of Internet Service Providers
No. of Analysts (2020): 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

Child Focus

Operated by
Child Focus

Country Demographics
Population (World Bank, 2019): 11,484,055
Mobile Subscribers (ITU, 2019): 11,509,573
% of individuals using the internet (ITU, 2018): 90.28%

Hotline Information
Date of Establishment: 1998
Member of INHOPE: Since 2002
Website: www.childfocus.be/en/child-pornography
Type of hotline: Non-profit organisation
No. of Analysts (2020): 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   Trafficking in Children for Sexual Purposes
o   Sexual Exploitation of Children in Travel and Tourism
o   Adult Pornography (Accessible to Children)

Sigurno Dijete

Operated by
International Forum of Solidarity – EMMAUS

Country Demographics
Population (World Bank, 2019): 3,301,000
Mobile Subscribers (ITU, 2018): 3,755,521
% of individuals using the internet (ITU, 2018): 69,95%

Hotline Information
Date of Establishment: 2010
Member of INHOPE: Since: 2010 (2012 full member)
Website: www.sigurnodijete.ba
Type of hotline: Non-profit organisation
No. of Analysts (2020): 1

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

Safernet

Operated by
Safernet Brasil

Country Demographics
Population (World Bank, 2019): 211,049,527
Mobile Subscribers (ITU, 2019): 202,009,290
% of individuals using the internet (ITU, 2017): 73,91%

Hotline Information
Date of Establishment: 2005
Member of INHOPE: 2014
Website: www.safernet.org.br
Type of hotline: Non-profit organisation
No. of Analysts (2020): 5

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

Safenet Hotline

Operated by
ARC Fund

Country Demographics
Population (World Bank, 2019): 6,975,761
Mobile Subscribers (ITU, 2019): 8,134,581
% of individuals using the internet (ITU, 2018): 67,95%

Hotline Information
Date of Establishment: 2006
Member of INHOPE: Since 2006
Website: www.safenet.bg
Type of hotline: Non-profit organisation
No. of Analysts (2020): 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
o   Child Sexual Abuse Material
o   Adult Pornography (Accessible to Children)
o   Child Erotica/Inappropriate Child Related Images
o   Child Nudism
o   Extreme Adult Content
o   Child Grooming Activities
o   Racism and Xenophobia
o   Trafficking in Children for Sexual Purposes
o   Sexual Exploitation of Children in Travel and Tourism
o   Promoting Violence Against Individuals
o   Terrorism
o   Drugs

Internet Hotline

Operated by
Action pour les Enfants (APLE)

Country Demographics
Population (World bank, 2019): 16,486,572
Mobile subscribers (ITU, 2019): 21,418,681
% of Individuals using the internet (ITU, 2018): 40%

Hotline Information
Date of establishment: 2015
Member of INHOPE: 2019
Website: www.internethotlinecambodia.org
Type of hotline: Non-profit organisation
No. of Analysts: 2

Types of Reports
o   Child Sexual Abuse Material

Cybertip.ca

Operated by
Canadian Centre for Child Protection

Country Demographics
Population (World Bank, 2018): 37,058,860
Mobile Subscribers (ITU, 2018): 33,082,000
% of individuals using the internet (ITU, 2017): 91%
Age of Consent (2019): 16

Hotline Information
Date of Establishment: 2002
Member of INHOPE: Since 2005
Website: www.cybertip.ca
Type of hotline: Non-profit organisation
No. of Analysts(2019): 11

Types of Reports
o   Child Sexual Abuse Material
o   Online Luring
o   Child exploitation through prostitution
o   Sexual Exploitation of Children in Travel and Tourism
o   Trafficking in Children for Sexual Purposes
o   Agreement or arrangement with another person to commit a sexual offence against a child
o   Non-consensual distribution of intimate images (of an individual under 18 years of age)

Te Protejo

Operated by
Red Papaz – Red de Padres y Madres

Country Demographics
Population (World Bank, 2019): 50,339,443
Mobile Subscribers (ITU, 2019): 66,283,175
% of individuals using the internet (ITU, 2019): 65,01%

Hotline Information
Date of Establishment: 2012
Member of INHOPE: Since 2016
Website: www.teprotejo.org
Type of hotline: Non-profit organisation
No. of Analysts (2020): 3

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

Centar za Nestalu i Zlostavljanu Djecu

Operated by
CNZD – Centar za Nestalu i Zlostavljanu Djecu

Country Demographics
Population (World Bank, 2019): 4,067,500
Mobile Subscribers (ITU, 2019): 4,404,654
% of individuals using the internet (ITU, 2019): 79,08%

Hotline Information
Date of Establishment: 2005
Member of INHOPE: 2013
Website: www.cnzd.org
Type of hotline: Non-profit organisation
No. of Analysts (2020): 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

Cybersafety

Operated by
Cyprus Institute of Education, Ministry of Education and Culture

Country Demographics
Population (World Bank, 2019): 1,198,575
Mobile Subscribers (ITU, 2019): 1,243,151
% of individuals using the internet (ITU, 2019): 86,06%

Hotline Information
Date of Establishment: May 2017
Member of INHOPE: Since January 2019
Website: www.cybersafety.cy
Type of hotline: Government
No. of Analysts (2020): 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, Pancyprian 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

Stoponline.cz

Operated by
CZ.NIC

Country Demographics
Population (World Bank, 2019): 10,669,709
Mobile Subscribers (ITU, 2019): 13,101,360
% of individuals using the internet (ITU, 2019): 86,06%

Hotline Information
Date of Establishment: 2017
Member of INHOPE: Since 2018
Website: www.stoponline.cz
Type of hotline: Domain registry
No. of Analysts (2020): 2

Safer Internet Centre
CZ.NIC is part of the Czech Safer Internet Centre together with Safety Line.

Types of Reports
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related
o   Images Child Nudism
o   Child Grooming Activities
o   Trafficking in Children for Sexual Purposes
o   Sexual Exploitation of Children in Travel and Tourism
o   Adult Pornography (Accessible to Children)
o   Adult Pornography
o   Extreme Adult Content
o   Drugs
o   Racism and xenophobia

Report It (AnmeldDet)

Operated by
Save The Children Denmark (Red Barnet)

Country Demographics
Population (World Bank, 2019): 5,797,450
Mobile Subscribers (ITU, 2019): 7,243,465
% of individuals using the internet (ITU, 2019): 98,05%

Hotline Information
Date of Establishment: 1998
Member of INHOPE: Since 2001
Website: www.redbarnet.dk
Type of hotline: Non-profit organisation
No. of Analysts (2020): 4

Safer Internet Centre
Report It Hotline, Save the Children Denmark is part of the Danish Safer Internet Centre, with the Media Council and Cyberhus.

Types of Reports
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images
o   Child Grooming Activities

Vihjeliin

Operated by
Estonian Union for Child Welfare

Country Demographics
Population (World Bank, 2019): 1,326,590
Mobile Subscribers (ITU, 2019): 1,951,051
% of individuals using the internet (ITU, 2019): 89,53%

Hotline Information
Date of Establishment: 2011
Member of INHOPE: Since 2011
Website: www.vihjeliin.targaltinternetis.ee/en
Type of hotline: Non-profit organisation
No. of Analysts (2020): 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 Trafficking in Children for Sexual Purposes
o   Adult Pornography (Accessible to Children)
o   Child Grooming Activities
o   Sextortion

Nettivihje

Operated by
Save The Children Finland

Country Demographics
Population (World Bank, 2019): 5,520,314
Mobile Subscribers (ITU, 2019): 7,150,000
% of individuals using the internet (ITU, 2019): 89,61%

Hotline Information
Date of Establishment: 2002
Member of INHOPE: Since 2002
Website: www.nettivihje.fi
Type of hotline: Non-profit organisation
No. of Analysts (2020): 4

Safer Internet Centre
The Nettivihje 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   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

Point de Contact

Operated by
Point de Contact

Country Demographics
Population (World Bank, 2019): 67,059,887
Mobile Subscribers (ITU, 2019): 72,040,000
% of individuals using the internet (ITU, 2019): 83,34%

Hotline Information
Date of Establishment: 1998
Member of INHOPE: Since 1999 (founding member)
Website: www.pointdecontact.net
Type of hotline: Non-profit organisation
No. of Analysts (2020): 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   Adult Pornography (Accessible to Children) and extreme content
o   Sexual extortion/image-based sexual abuse
o   Procuring (prostitution)
o   Hate speech
o   Terrorist propaganda
o   Praise of War Crimes/Crimes Against Humanity
o   Sexual harassment
o   Incitement to Suicide
o   Promoting Violence Against an Individual
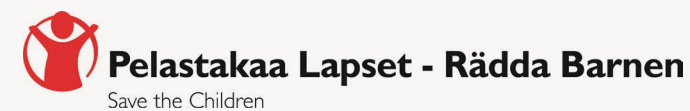
eco

Operated by
eco – Verband der Internetwirtschaft e.V.

Country Demographics
Population (World Bank, 2019): 83,132,799
Mobile Subscribers (ITU, 2019): 107,200,000
% of individuals using the internet (ITU, 2019):88.13%

Hotline Information
Date of Establishment: 1996
Member of INHOPE: Since 1999 (founding member)
Website: www.eco.de
Type of hotline: Association of Industry Service Providers
No. of Analysts (2020): 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, which is operated by eco and FSM, and the hotline 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

Country Demographics
Population (World Bank, 2019): 83,132,799
Mobile Subscribers (ITU, 2019): 107,200,000
% of individuals using the internet (ITU, 2019): 88.13%

Hotline Information
Date of Establishment: 1997
Member of INHOPE: 1999 (founding member)
Website: www.fsm.de
Type of hotline: Self-Regulatory Organisation for Multimedia Services
No. of Analysts (2020): 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, which is run by eco and FSM, and the hotline 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

Country Demographics
Population (World Bank, 2019): 83,132,799
Mobile Subscribers (ITU, 2019): 107,200,000
% of individuals using the internet (ITU, 2019): 88.13%

Hotline Information
Date of Establishment: 1997
Member of INHOPE: Since 1999 (founding member)
Website: www.jugendschutz.net/hotline
Type of hotline: Government
No. of Analysts (2020): 5

Safer Internet Centre
jugendschutz.net is part of the Germany Safer Internet Centre with klicksafe, Nummer gegen Kummer, and 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)

Country Demographics
Population (World Bank, 2019): 10,716,322
Mobile Subscribers (ITU, 2019): 11,882,081
% of individuals using the internet (ITU, 2019): 75,67%

Hotline Information
Date of Establishment: 2003
Member of INHOPE: Since October 2015
Website: www.safeline.gr
Type of hotline: Association of Internet Service Providers/Government
No. of Analysts (2020): 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

Biztonsagosinternet

Operated by
International Children's Safety Service (ICSS)

Country Demographics
Population (World Bank, 2019): 9,769, 949
Mobile Subscribers (ITU, 2019): 10,272,694
% of individuals using the internet (ITU, 2019): 80,37 %

Hotline Information
Date of Establishment: 2019
Member of INHOPE: 2019
Website: www.biztonsagosinternet.hu
Type of hotline: Non-profit organisation
No. of Analysts (2020): 1

Safer Internet Centre
The Biztonsagosinternet 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

Internet Hotline

Operated by
National Media and Info-communications Authority

Country Demographics
Population (World Bank, 2019): 9,769, 949
Mobile Subscribers (ITU, 2019): 10,272,694
% of individuals using the internet (ITU, 2019): 80,37 %

Hotline Information
Date of Establishment: 2011
Member of INHOPE: Since 2012
Website: www.english.nmhh.hu/internethotline
Type of hotline: Government
No. of Analysts (2020): 2

Types of Reports
o   Child Sexual Abuse Material
o   Content Made Accessible without Permission
o   Online Harassment
o   Racism and Xenophobia
o   Promoting Violence Against Individuals
o   Terrorism
o   Drugs
o   Data Phishing Sites, Content Infected with Viruses, Spyware or Worms
o   Other Content Harmful to Minors

Barnaheill

Operated by
Save the Children Iceland

Country Demographics
Population (World Bank, 2019): 361,313
Mobile Subscribers (ITU, 2019): 413,446
% of individuals using the internet (ITU, 2018): 99,01%

Hotline Information
Date of Establishment: 2001
Member of INHOPE: Since 2001
Website: www.barnaheill.is
Type of hotline: Non-profit organisation
No. of Analysts (2020): 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, alchohol 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

Hotline.ie

Operated by
ISPAI

Country Demographics
Population (World Bank, 2019): 4,941,444
Mobile Subscribers (ITU, 2019): 5,160,309
% of individuals using the internet (ITU, 2018): 84,52%

Hotline Information
Date of Establishment: 1999
Member of INHOPE: Founding Member
Website: www.hotline.ie
Type of hotline: Non-profit organisation
No. of Analysts (2020): 3

Safer Internet Centre
ISPAI hotline.ie is part of the Irish Safer Internet Centre together with Webwise (Internet safety awareness hub), ISPCC 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)

Save the Children

Operated by
Save the Children

Country Demographics
Population (World Bank, 2019): 60,297,396
Mobile Subscribers (ITU, 2019): 79,480,756
% of individuals using the internet (ITU, 2018): 74,39%

Hotline Information
Date of Establishment: 2001
Member of INHOPE: Since 2003
Website: 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
o   Child Sexual Abuse Material

Telefono Azzurro

Operated by
Telefono Azzurro

Country Demographics
Population (World Bank, 2019): 60,297,396
Mobile Subscribers (ITU, 2019): 79,480,756
% of individuals using the internet (ITU, 2018): 74,39%

Hotline Information
Date of Establishment: 1987
Member of INHOPE: Since 2006
Website: www.english.azzurro.it
Type of hotline: Non-profit organisation
No. of Analysts (2020): 0

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

Types of Reports
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images
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   Incitement to paedophilia
o   Promoting Violence Against Individuals
o   Pro-ana and Pro-mia Sites
o   Drugs
o   Hate speech
o   Cyber Bullying

Internet Hotline Center

Operated by
Safer Internet Association (SIA)

Country Demographics
Population (World Bank, 2019): 126,264,931
Mobile Subscribers (ITU, 2019): 186,514,109
% of individuals using the internet (ITU, 2019): 92,73%

Hotline Information
Date of Establishment: 2013
Member of INHOPE: Since 2016
Website: www.saferinternet.or.jp/english
Type of hotline: Non-Profit Organization
No. of Analysts (2020): 16

Types of Reports
o   Child Sexual Abuse Material
o   Child Nudism
o   Revenge Porn
o   Adult Pornography
o   Extreme Adult Content
o   Cyber Bullying
o   Drugs
o   Prostitution
o   Bank Fraud
o   Phishing
o   Unauthorised Internet Access

Drossinternets

Operated by
Latvian Internet Association

Country Demographics
Population (World Bank, 2019): 1,912,709
Mobile Subscribers (ITU, 2019): 2,071,814
% of individuals using the internet (ITU, 2019): 86,14%

Hotline Information
Date of Establishment: 2007
Member of INHOPE: Since 2009
Website: www.drossinternets.lv
Type of hotline: Association of Internet Service Providers
No. of Analysts (2020): 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
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related
o   Child Grooming Activities
o   Trafficking in Children for Sexual Purposes
o   Sexual Exploitation of Children in Travel and Tourism
o   Adult Pornography (Accessible to Children)
o   Extreme Adult Content
o   Racism and Xenophobia
o   Promoting Violence Against Individuals

Svarus Internetas

Operated by
Communications Regulatory Authority of the Republic of Lithuania (RRT)

Country Demographics
Population (World Bank, 2019): 2,786,844
Mobile Subscribers (ITU, 2019): 4,658,823
% of individuals using the internet (ITU, 2019): 81.58 %

Hotline Information
Date of Establishment: 2007
Member of INHOPE: Since 2008
Website: www.svarusinternetas.lt
Type of hotline: Government
No. of Analysts (2020): 1

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

BEE Secure Stopline

Operated by
Kanner-Jugendtelefon

Country Demographics
Population (World Bank, 2019): 619,525
Mobile Subscribers (ITU, 2019): 835,900
% of individuals using the internet (ITU, 2018): 97.06 %

Hotline Information
Date of Establishment: 2003
Member of INHOPE: Since 2008
Website: www.stopline.bee-secure.lu
Type of hotline: Non-profit organisation
No. of Analysts (2020): 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

Childwebalert

Operated by
Aġenzija Appoġġ

Country Demographics
Population (World Bank, 2019): 502, 653
Mobile Subscribers (ITU, 2019): 634,386
% of individuals using the internet (ITU, 2019): 85,78%

Hotline Information
Date of Establishment: 2011
Member of INHOPE: Since 2012
Website: www.fsws.gov.mt/en/onlineabuse/Pages/
            welcome-online-abuse.aspx
Type of hotline: Government
No. of Analysts (2020): 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

Meldpunt Kinderporno

Operated by
Expertisebureau Online Kindermisbruik (EOKM)

Country Demographics
Population (World Bank, 2019): 17,332,850
Mobile Subscribers (ITU, 2019): 21,762,000
% of individuals using the internet (ITU, 2019): 93,29%

Hotline Information
Date of Establishment: 1997
Member of INHOPE: Since 1999 (founding member)
Website: www.meldpunt-kinderporno.nl
Type of hotline: Non-profit organisation
No. of Analysts (2020): 10

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

Types of Reports
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images

NetSafe

Operated by
NetSafe

Country Demographics
Population (World Bank, 2019): 4,917,000
Mobile Subscribers (ITU, 2019): 6,400,000
% of individuals using the internet (ITU, 2017): 90,81%

Hotline Information
Date of Establishment: 1998
Member of INHOPE: Since 2014
Website: www.netsafe.org.nz
Type of hotline: Non-profit organisation
No. of Analysts (2020): 4

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

Dyzurnet.pl

Operated by
NASK

Country Demographics
Population (World Bank, 2019): 37,970,874
Mobile Subscribers (ITU, 2019): 48,392,944
% of individuals using the internet (ITU, 2019): 80,44%

Hotline Information
Date of Establishment: 2005
Member of INHOPE: Since 2005
Website: www.dyzurnet.pl/en
Type of hotline: National Research Institute
No. of Analysts (2020): 4

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

Linha Alerta

Operated by
The Portuguese Association for Victim Support (APAV)

Country Demographics
Population (World Bank, 2019): 10,269,417
Mobile Subscribers (ITU, 2019): 11,909,751
% of individuals using the internet (ITU, 2019): 75,34%

Hotline Information
Date of Establishment: 2019
Member of INHOPE: 2019
Website: www.linhaalerta.internetsegura.pt
Type of hotline: Non-profit organisation
No. of Analysts (2020): 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
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images
o   Sexual Exploitation of Children in Travel and Tourism

eProtectKids

Operated by
ECPAT Philippines

Country Demographics
Population (World Bank, 2019): 108,116,615
Mobile Subscribers (ITU, 2019): 167,322,000
% of individuals using the internet (ITU, 2019): 43,03%

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

Types of Reports
o   Child Sexual Abuse Material
o   Sexual Exploitation of Children

Ora de Net

Operated by
Save the Children Romania

Country Demographics
Population (World Bank, 2019): 19,356,544
Mobile Subscribers (ITU, 2019): 22,671,000
% of individuals using the internet (ITU, 2019): 73.66 %

Hotline Information
Date of Establishment: 2015
Member of INHOPE: 2016
Website: www.oradenet.salvaticopiii.ro/esc-abuz
Type of hotline: Non-profit organisation
No. of Analysts (2020): 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
o   Child Sexual Abuse Material
o   Child Erotica/Inappropriate Child Related Images
o   Adult Pornography (Accessible to Children)
o   Racism and Xenophobia
o   Trafficking in Children for Sexual Purposes

Friendly Runet Foundation

Operated by
Friendly Runet Foundation

Country Demographics
Population (World Bank, 2019): 144,373,535
Mobile Subscribers (ITU, 2019): 239,795,946
% of individuals using the internet (ITU, 2019): 82,64%

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

Types of Reports
o   Child Sexual Abuse Material
o   Drugs
o   Propagation of Suicide

Spletno oko

Operated by
University of Ljubljana, Faculty of Social Sciences

Country Demographics
Population (World Bank, 2019): 2,087,946
Mobile Subscribers (ITU, 2019):2,511,979
% of individuals using the internet (ITU, 2019): 83.11%

Hotline Information
Date of Establishment: 2007
Member of INHOPE: Since 2008
Website: www.spletno-oko.si
Type of hotline: University-based
No. of Analysts (2020): 3

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

Film Publication Board

Operated by
Film Publication Board

Country Demographics
Population (World Bank, 2019): 58,558,270
Mobile Subscribers (ITU, 2019):968,972,459
% of individuals using the internet (ITU, 2017): 56,17%

Hotline Information
Date of Establishment: 1996
Member of INHOPE: Since 2009
Website: www.fpbhotline.org.za
Type of hotline: Government
No. of Analysts (2020): 5

Types of Reports
o   Child Sexual Abuse Material

FRIENDLY RUNET
FOUNDATION

SPLETN OKO

Film and Publication Board

KCSC

Operated by
Korean Communications Standards Commission (KCSC)

Country Demographics
Population (World Bank, 2019): 51,709, 098
Mobile Subscribers (ITU, 2019): 68,892,541
% of individuals using the internet (ITU, 2019): 96.16%

Hotline Information
Date of Establishment: 2008
Member of INHOPE: Since 2005
Website: www.kocsc.or.kr
Type of hotline: Independent Organisation
No. of Analysts (2020): 1

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 Exploitation of Children in Travel and Tourism
o   Adult Pornography (Accessible to Children)
o   Adult Pornography
o   Extreme Adult Content
o   Racism and Xenophobia
o   Promoting Violence Against Individuals
o   Terrorism
o   Drugs

INCIBE

Operated by
INCIBE – Spanish National Cybersecurity Institute

Country Demographics
Population (World Bank, 2019): 47,362,946
Mobile Subscribers (ITU, 2019): 55,354,944
% of individuals using the internet (ITU, 2019): 90,72%

Hotline Information
Date of Establishment: 2006
Member of INHOPE: Since 2019
Website: www.incibe.es
Type of hotline: Public Company/Government
No. of Analysts (2020): 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

ECPAT

Operated by
ECPAT Sweden

Country Demographics
Population (World Bank, 2019): 10,285,453
Mobile Subscribers (ITU, 2019): 12,895,854
% of individuals using the internet (ITU, 2019): 94,49%

Hotline Information
Date of Establishment: 2005
Member of INHOPE: Since 2014
Website: www.ecpat.se/in-english
Type of hotline: Non-profit organisation
No. of Analysts (2020): 3

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

Web547

Operated by
ECPAT Taiwan

Country Demographics
Mobile Subscribers (ITU, 2019): 29,291,467
% of individuals using the internet (ITU, 2019): 88,82%

Hotline Information
Date of Establishment: 1999
Member of INHOPE: Since 2005
Website: www.web547.org.tw/web5472010/ english.htm
Type of hotline: Non-profit organisation
No. of Analysts (2020): 2

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 Exploitation of Children in Travel and Tourism
o   Adult Pornography (Accessible to Children)
o   Adult Pornography
o   Extreme Adult Content
o   Drugs
o   Non-consensual sharing of intimate/exploitative
     imagery

THAILAND

ThaiHotline

Operated by
Internet Foundation for the Development of Thailand

Country Demographics
Population (World bank, 2019): 69,625,582
Mobile subscribers (ITU, 2019): 129,614,000
% of Individuals using the internet (ITU, 2019): 66.65%

Hotline Information
Date of establishment: 2009
Member of INHOPE: 2019
Website: www.thaihotline.org/en
Type of hotline: Internet Association
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)

Country Demographics
Population (World Bank, 2019): 83,429,615
Mobile Subscribers (ITU, 2019): 80,790,877
% of individuals using the internet (ITU, 2019): 73,98%

Hotline Information
Date of Establishment: 2007
Member of INHOPE: Since 2011
Website: www.ihbarweb.org.tr/eng
Type of hotline: Government
No. of Analysts (2020): 8

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

Country Demographics
Population (World Bank, 2019): 66,834,405
Mobile Subscribers (ITU, 2019): 800,967,000
% of individuals using the internet (ITU, 2019): 92,52%

Hotline Information
Date of Establishment: 1996
Member of INHOPE: Since 1999 (founding member)
Website: www.iwf.org.uk
Type of hotline: Non-profit organisation
No. of Analysts (2020): 13

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
- Child Sexual Abuse Material
- NPI (Non-Photographic Images) - Prohibited Images of Children

UNITED STATES

CyberTipline

Operated by
National Center for Missing and Exploited Children

Country Demographics
Population (World Bank, 2019): 328,239,523
Mobile Subscribers (ITU, 2019): 442,457,000
% of individuals using the internet (ITU, 2017): 87,27%

Hotline Information
Date of Establishment: 1998
Member of INHOPE: Since 1999 (Founding Member)
Website: www.missingkids.org/gethelpnow/cybertipline
Type of hotline: Non-profit organisation
No. of Analysts (2020): 41

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

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