
Fighting to free the
world of CSAM.

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Annual Report

2021.

INHOPE

COLOFON

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A LOOK BACK

Letter from the President

Sustainable development was our direction for 2021. After embracing the need for change created by COVID-19, we find ourselves concluding this year in a stronger position than where we started. From 2022, a wave of online safety and digital regulatory reform will reshape the roles and responsibilities of many stakeholders, from authorities to platforms and hotlines.

With a new strategy that applies the core principles of People and Technology, we are prepared.

Having faced the challenges caused by the pandemic and understanding that after two decades of stability, the time had come to fundamentally reengineer the fight against illegal content, we saw a need to reposition and reorganise ourselves.

New funding partners and strengthened collaboration with a refreshed INHOPE Advisory Board (made up of industry and thought leaders) allowed us to align with experts who have the determination to ensure our digital landscape is clean of child sexual exploitation material (CSEM) online. We revised and renewed our Articles of Association to ensure they match the new working environment, future-proofing the network. In 2021, we removed the limitations that restricted our ability to provide needed flexibility to the member hotlines of the INHOPE Network.

“We refreshed our mission to not only support but enable the INHOPE hotlines in the rapid identification and removal of Child Sexual Abuse

Material from the digital world, which is supported by the 4 new member hotlines we welcomed.”

The INHOPE network is made up of diverse members, roles, and areas of expertise. This puts us in a unique position to ensure that the work we do is representative of nations around the globe. The input of member hotlines provided through the European Union consultation on Fighting child sexual abuse: detection, removal and reporting of illegal content online is another example of why the network exists. We collectively address the growing threat of child sexual exploitation material and child sexual abuse material through different approaches. From active prevention to proactive search, our members apply methods that support their own goals as well as work towards the network’s collective mission.

Creating collective change requires awareness as well as action. To do more, we need to know more, and this year’s annual report will look at the effectiveness of reporting enhancements, technological partnerships, and member hotlines in the global removal of CSAM.

We measure our achievements based on our ability to support INHOPE’s member hotlines. In particular, we strive to support the analysts who are often referred to as Digital First Responders, the key people who work behind the scenes to remove CSAM online. They are an essential part of the Trust & Safety family, and we would like to express our words of gratitude to those who fought through despite the difficult period we faced. The last two years have demonstrated that we are stronger together. And, as we expand our network to include more hotlines and therefore more members, managers, colleagues, and Digital First Responders, we aim to be louder when it comes to sharing our impact.



INHOPE President
Jean-Christophe Le Toquin

BEFORE WE START

CSAM trend of 2021: self-generated content

A key topic of discussion in 2021 was self-generated content as INHOPE member hotlines saw a huge increase in reports of this nature. Self-generated content or child sexual abuse material (self-generated CSAM) is sexually explicit images or videos created, transmitted, or exchanged by minors under the age of 18. In cases of abuse this is often linked to coercion by offenders.

It is important to be aware of the risk of implicitly or inadvertently placing the blame on the child who has produced the image against his/her will.

Types of self-generated content can be consensual and non-consensual:

- ***Sexting***: the sending of intimate, sexually suggestive, or explicit messages or photographs, typically via mobile phone. Sharing images such as nudes is by far the most common of self-generated content amongst young people.
- ***Sextortion***: Predators will demand sexual favours, money, or other benefits from the minor under the threat of sharing their self-generated content. The challenge here is that this content can be identified and circulated by offenders online and offline for harmful purposes.
- ***Coercion***: reasons behind production can be linked to coercion or manipulation, even to the extent that offender has dictated the sexual acts depicted (Unicef, 2016).

Although children (in particular adolescents) may willingly produce sexual content, this does not mean they consent to or are responsible for the exploitative or abusive use and/or distribution of these images.

Young people that produce sexual images consensually run the risk of this material being shared and circulated both offline and online. It can also be used as a basis for further sexual extortion.

1 in 5 teenage girls and 1 in 10 teenage boys reported having shared nudes of themselves (Thorn, 2020).

39% of teens considered sharing nudes among their peers as normal. Thorn suggests natural teenage curiosity and risk-taking may be a motivation for this, with sending nudes providing a source of empowerment.

Self-generated content was a major point of discussion in 2021 and we do not expect that to change in 2022.

How is self-generated content is being addressed?

Education on how to protect yourself online

We see an increase in open dialogue: discussing the risks while removing stigma and blame. Resources are highlighting two key areas: proactive steps to stay safe (privacy settings, camera covers, parental controls) as well as understanding responsibility (Thorn's study showed that between 9% and 20% of teens admit to having re-shared someone else's nudes, so your child is as likely to be a culprit as a victim).

Age verification

The need for a review of existing age verification methods was put under the microscope. A range of techniques is used by Electronic Service Providers in attempts to prevent people who are underage (commonly those either under 13 or under 18) from accessing their services, such as: asking prospective users to provide their date of birth; verifying their date of birth according to existing data, such as on an ID or

credit card; cross referencing the ID with a selfie which users must upload to prove they are the owner of the ID; analysing a selfie of the user with AI tools to assess their age; using AI to flag behaviour patterns which indicate younger users (INHOPE, 2021).

New features

YouTube is launching new "supervised" experiences to enhance safety for teens and tweens. Adding to their YouTube Kids option which has been available since 2015, YouTube has recognised that a gap exists for children who perhaps do not need their content limited to the extent of YouTube Kids, but who nevertheless are too young to roam YouTube's channels with complete freedom (INHOPE, 2021v).

Reporting tools for self-generated content

The NSPCC and the Internet Watch Foundation (IWF) have developed the Report Remove tool, in partnership with age verification app Yoti, to support UK children to remove sexual images of themselves online. Once reported, the IWF will review this content and work to have it removed if it breaks the law. Reports of self-generated images to the IWF have doubled in the first three months of this year compared to the same period last year from 17,500 to 38,000. Many children have contacted Childline with concerns about self-generated imagery, and the worry they experience once this has been shared. Children and young people in the UK can access the tool via the Childline website. As part of Report Remove, a young person must verify their age, and Childline also ensures that all young people are safeguarded and supported throughout the whole process. In keeping with this child-centred approach, the tool has been developed in collaboration with law enforcement to make sure that children will not be unnecessarily visited by the police when they make a report (INHOPE, 2022).

During the INHOPE Summit, hotlines as well as industry discussed the trends they were seeing.

US hotline NCMEC stated that it had seen a ramp-up in blackmail and sextortion cases since 2020, while the IWF saw an increase of 77% in self-generated content in 2019 and 2020. The vast majority of this kind of abuse is taking place in victims' homes. Girls between the ages of 11-13 are highly targeted.

Online platform Roblox remarked that users hop between platforms. There is currently no safe and secure way to share consumer data between platforms. An additional problem is that children and young people are now getting devices at a younger age. The proliferation of new CSAM is going to be a serious issue going forward.

We need to be cognizant of the fact that self-generated content does not occur because of the actions of one person. Firstly, we must understand the risks of consensually produced explicit material. There is a lack of general knowledge of what CSAM is and that taking a photo of oneself is still considered CSAM. Secondly, we must never forget that the young person is never to blame for the production, distribution, and consumption of self-generated content. As the victim of the exploitation of their self-generated content, the victim is not responsible for this abuse and must be protected. Finally, we need to address the lack of education for young people, parents/guardians, and educators on the risks of self-generated content and potential harms. Once online, this material is at risk of being online forever.

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CHAPTER 01

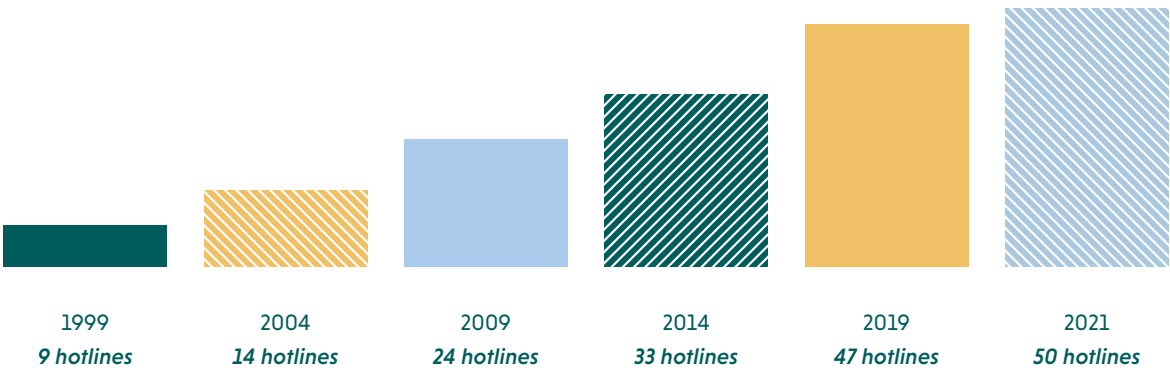
INHOPE

Formed by nine founder hotlines in 1999, 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 of hotlines combatting online Child Sexual Abuse Material (CSAM). The network consists of 50 hotlines in 46 countries (as of December 2021) that provide the public with a way to anonymously report illegal content online with a focus on CSAM. Reports are reviewed by trained content analysts who review and classify the reported material. If confirmed illegal, Law Enforcement Agencies will be advised and a Notice and Takedown order will be sent to the relevant Hosting Provider so that the content is removed from the digital world as rapidly as possible.



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

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

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

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

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

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

Vision

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

Mission

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

Join us in the fight!

Our Objectives

INHOPE in 2021 launched its future strategy which over the next 5 years will leverage People and Technology to deliver key outcomes which include: growing the network, increasing the effectiveness, widening awareness of and legal recognition of Hotlines, growing partnerships with industry, regulatory authorities and law enforcement agencies around the globe.

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

Grow Partnerships: to work with a diverse mix of government agencies, inter-governmental organisations, civil society organisations (including child

welfare), industry-sponsored initiatives and other private sector partners.

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

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

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

Our Values

Transparency

Commitment

Collaboration

Responsibility





CHAPTER 02

Network

INHOPE is made up of 50 hotlines across six continents:
Africa, Asia, Australia/Oceania, Europe, and the Americas.

THE BASICS

What is a hotline?

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

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

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

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

Country profiles on page 74.

OUR MISSION

Why should every country have a national hotline?

- Country ownership
- Be part of a stronger, global and national response against CSAM and cyber crime
- Save police time
- Stakeholder responsibility
- Prevent revictimisation

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

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

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

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

OUR WORK

The Role of a Network

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

the INHOPE network provides continuous growth and long-term support. Providing knowledge, expertise and best practice is how INHOPE continues to support its members while engaging, teaching, nurturing, and growing a network of more than 200 hotline analysts around the world.

What being part of the INHOPE network means:



STEP BY STEP

Joining the INHOPE Network

Becoming an INHOPE member hotline is a process outlined in our hotline creation timeline, which can be found in INHOPE's Hotline Development Guide. This timeline was developed to provide a transparent overview of the hotline development process and the roles and responsibilities of INHOPE, and of the applying organisation on its journey to becoming an INHOPE hotline. The time it takes to create a hotline in each country varies as there are several factors that must be considered.



Timeline for Creating your INHOPE Hotline (Months 1-8)



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

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

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

Approx. time period: Months 2-8

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

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

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

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

MONTH 01

MONTH 02

MONTH 03

MONTH 04

MONTH 05

A large amount of energy and time needs to be invested in the first six months of setting-up a hotline in any country. Timelines differ per hotline. INHOPE will assist you through all the months laid out here to succeed in the development of a hotline in your country. #reportit!

Organisation



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

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

Approx. time period: Months 2-8

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

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

Approx. time period: Months 5-7

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



INHOPE

Communication guidance

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

Quality Assurance Visit

INHOPE conducts a Quality Assurance visit to assess the hotline's operations on:

- Report Handling
- Cooperation key stakeholders
- Visibility
- Staff Welfare
- Physical and IT Security
- Membership Compliance

Approx. time period: Months 2-12

Hotline Training Meeting

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

Training

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

Full Membership Application

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

MONTH 06

MONTH 07

MONTHS 08 - 11

MONTHS 12 - 14

MONTHS 15 - 17

MONTHS 18 - 20

MONTHS 21 - 22

Organisation



Approx. time period: Month 8-12

Quality Assurance Visit

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

INHOPE Annual General Meeting

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

Recommendations & requirements

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

Full Membership Application

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

The documents listed below are defined in the hotline creation timeline so that applying organisations are clear on what we need from them.

Recruitment Principles BPP: Every hotline organisation has its own internal recruitment procedures. INHOPE, as the network coordinator, encourages hotlines to ensure that the principles set out in this document form part of the recruitment process used while hiring hotline staff.

Best Practice Guidelines on Staff Welfare: INHOPE develops best practices guidelines that incorporate the combined experiences of hotlines to set standards of operation. It is expected that all member hotlines are compliant with INHOPE's best practice guidelines, such as the one ensuring well-being of hotline analysts.

Best Practice Guidelines on Minimum Standards: All applying organisations need to be compliant with INHOPE's Minimum Standards and as such have a link on their website to the web form, a way for the public to paste a URL and provide the reason they are submitting a report. Each hotline must provide an anonymous way for reporting, with an option for the reporter to leave contact details in case they would like to receive feedback on the report.

ICCAM Data Retention Guidance: This document refers to the amount of time hotlines are allowed to store and keep information regarding the received CSAM reports, including the material, corresponding hashes, and any collected personal data.

INHOPE Code of Practice: This Code of Practice specifies minimum, general and preferred practices and concisely reflects the principles and standards to which INHOPE members aspire. This Code of Practice benefits all members of INHOPE and represents a clear statement of expectations about how INHOPE member hotlines should operate individually and in relation to other member hotlines. It also establishes and maintains common minimum standards for the good operation of an internet hotline and the role and responsibilities of members of INHOPE.

INHOPE Hotline Creation and Development Guide: This document serves as a one-stop shop to answer all questions about how to establish an INHOPE national hotline. There are different chapters dedicated to topics such as the role of a hotline, hotline models, logistics, training, general and technical FAQs.

International Roundtable agenda template: This is a template of a roundtable that is organised by a prospective organisation and INHOPE together to establish a greater awareness in the country of the need for a hotline. Ideally, the prospective organisation and INHOPE coordinate a roundtable or conference with industry stakeholders in their country. Representatives from the national law enforcement agency play a key part in this event. Government departments, child protection organisations, and NGOs are also invited to ensure a multistakeholder approach to online child protection.

Letters of Support from Stakeholders: INHOPE provides potential hotline organisations with templates of letters of support that can be shared with fellow stakeholders so that they can indicate support for the potential organisation as a reputable and trusted organisation with the country.

Membership Application Checklist: The purpose of this document is to assist with gathering all required information for an INHOPE membership application. This is a checklist based on the Code of Practice of INHOPE.

Membership Application Form: This document serves as the declaration of intent and application form for organisations applying to become provisional or full members of INHOPE so that all the required information is in one place.

Memorandum of Understanding (MoU): It is necessary for any applying organisation to sign an agreement with the police that will allow them to undertake the work of analysing suspected CSAM. The MoU must outline the role of each party, such as the permission to view CSAM and share it with the appropriate hosting provider, what material the hotline will forward on to police and through what means, how each party will provide feedback to the other, the duration of the MoU, and more. It is often the hardest step to get approval from national law enforcement agencies, and it is imperative that the prospective hotline organisation builds a good relationship and a clear understanding with law enforcement on exchanging CSAM reports and corresponding information.

Report Box Manual: Report Box is a ready-made website tool which can receive reports from the public and prepare them for processing at the hotline. The tool is a starter and an interim measure while an organisation is creating the perfect environment to set up a fully functioning hotline. Report Box is free of charge to committed INHOPE-approved organisations who plan to set up a hotline.



BUILDING THE NETWORK

Training & Capacity Building

An important part of INHOPE's work is to support hotlines in training analysts. Trainings concern the use of our platforms, content assessment, technical trainings, and best practices. This way our member hotlines are equipped with the right knowledge and skills to do their important work properly and safely.

By providing training to hotline analysts and creating best practice guidelines, INHOPE ensures that any gaps in capacities are covered, and that knowledge and expertise is unified across the network. By ensuring that all member hotlines operate with the same guidelines and understanding, the quality of the hotlines' work is at the highest possible level and supports the swift removal of CSAM online. Currently more than 200 analysts are working in the INHOPE network.

Ideally an analyst follows the trainings in the order below and 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. The training takes place during INHOPE's six-monthly Hotline Training Meetings (covering broader topics), where new analysts are also introduced to INHOPE's work. INHOPE can also provide this training as a bespoke training, for instance for LEA. In 2021 this training was given online because of COVID-19.
- **Content Assessment and ICCAM Training:** Analysts learn how to determine the illegality of CSAM material and the correct classification according to INTERPOL's criteria. Analysts also learn how the material is processed at INTERPOL and how to deal with already known victims and series. 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 second part consists of the usage of the ICCAM system. The training takes place at least once a year. In 2021 this training also took place online, via INHOPE's secure ICCAM system.

- **Online learning management system:** The online learning environment for hotline analysts was updated during 2021 with more interactive training material, videos and up-to date techniques and tools. Topics of the training are, among others: an introduction to INHOPE, technical tracing on the internet, referrers, cookies, and INHOPE's best practices. Each analyst that completes the online training course becomes an INHOPE Certified Analyst 2.0.

Besides the training INHOPE offers other support mechanisms for training analysts.

Q&A session hotline staff: Every month hotline staff are invited to an online videocall to discuss the most pressing topics analysts deal with, share tips & tricks, best practices, ICCAM issues, working during COVID-19 and more. These sessions connect hotline analysts from around the world and build a sense of community among INHOPE members.

Process Operation Manual (POM): The purpose of the ICCAM Process Operations Manual (POM) is to compliment the technical user manual with "what if scenarios" and practical examples of what to do with certain report situations using a step-by-step approach. Contributions are made regularly by analysts using the ICCAM system.

Webinars for analysts: INHOPE organises webinars on different topics that are helpful to analysts. In 2021 we organised workshops on age assessment and several on staff welfare. These are analyst-specific webinars aiming to support the work of analysts and further enhance their skills.

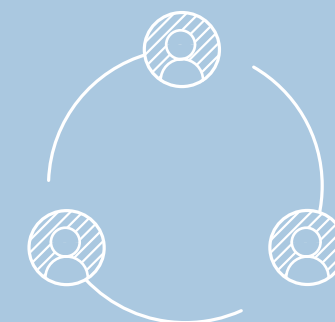
INHOPE Slack platform: INHOPE's online chat-platform for analysts, where work-related subjects can be discussed, questions regarding ICCAM reports to sending or receiving hotlines and general questions about INHOPE can be asked. There are channels for different subjects, but analysts can also ask questions 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 in the same 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.



90 hotline analysts were trained by INHOPE via online tools in 2021.

51 people followed the online CORE trainings and 39 people followed the online Content Assessment and ICCAM trainings.



CHAPTER 03

ICCAM

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

THE BASICS

What is ICCAM and why is it important?

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

ICCAM is a tool which aims to:

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

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

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

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

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

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

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

PROCESS

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.

In 2021, INHOPE analysts sent a Notice and Takedown order to hosting providers within three days for 92% of all illegal content URLs.

Notice & Takedown

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.





CHAPTER 04

2021

INHOPE member Hotlines handled almost 1 million URL's depicting suspected child sexual abuse and exploitation in 2021. 82% of the content reviewed was "unknown" meaning that INHOPE Hotlines had not seen that image or video before and ultimately 48% of all URLs were assessed as illegal in the country that it was hosted.

LOOKING BACK

A review of 2021

We look back at another extremely difficult year for many around the world. In the world of internet hotlines and our members, we can be proud of many achievements this year. But before we highlight them, we must look back at the petrifying reality we see online.

Our member hotlines exchanged almost 1 million URLs of potentially illegal and harmful material depicting child sexual abuse and exploitation in 2021. 82% of this content was unknown and unseen by hotlines before and 48% of it was confirmed as illegal in the country of hosting. These numbers were 39% and 34% respectively in 2020.

These URLs depict children of all ages and genders, at all sides of the globe. We repeatedly see similar patterns, year after year. The majority of victims are female (96%), which shouldn't undermine the male victims depicted in 2% of the processed illegal URLs and another 2% containing both genders, indicating that there is more than one victim in an image or video.

The ages of the victims change as the years pass. If we look back at the past 4 years, we can see how 3 to 13 year old children are featured in the majority of CSAM reported online, with a significant increase of 14 to 17 years old in the past 2 years. The increase in number of reports in combination of ages show us the increase of self-generated material by children and the need for a global approach to tackle this trend.

In 2021 we also saw a 15% decrease of CSAM found on websites and a 7% decrease of CSAM found on image host sited when compared to 2020 statistics.

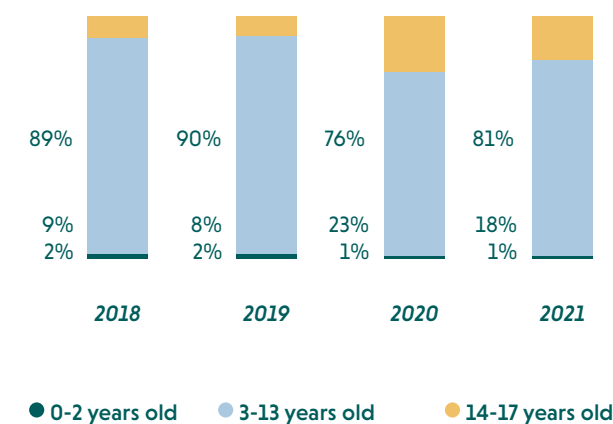
To celebrate the hard work of hotline analysts, we can see that 92% of all URLs containing CSAM were reported to hosting providers within 3 days of the moment they were inserted into the ICCAM system. Consequently, 72% of these takedown requests were processed and the illegal material was removed from the internet within 3 days.

We look back at a year where our network grew to 50 hotlines on 6 continents with 200+ hotline analysts.

Their tireless work has resulted in the removal of images and videos from the digital world which depict sexual abuse of real children. Removing this material from the internet makes a significant impact on our society and shows the importance of working collectively as a world-wide network. We are a proud partner of INTERPOL, EUROPOL, and all national law enforcement agencies our hotlines work with. We provide key intelligence to these partners which leads to safeguarding of victims, as well as identification of perpetrators. The collaboration of our member hotlines and their commitment to participate in information exchange and find solutions to at times impossible challenges, has been commendable in 2021.

We are proud to work with our member hotlines as our collaboration is key to creating a digital world free of CSAM.

82% of content URLs were unknown in 2021. This figure was 39% in 2020.



A YEAR IN NUMBERS

Expanding the INHOPE Network of hotlines

In 2021 the INHOPE network welcomed four new Hotlines: Fundación Pas (Te Protejo Mexico); SIEMPLE Japan; The Centre for Missing and Abused Children (CNZD) from Serbia, and the Child Rights Centre Albania (CRCA) from Albania. We look forward to continuing collaboration with these hotlines in 2022 and welcoming these four provisional members as full members later this year.

Establishing a Hotline involves bringing all the relevant national stakeholders together to make it happen. The amount of time this takes depends on the circumstances in each country but INHOPE supports Hotline initiative in order to make this happen as rapidly as is possible.

Due to COVID travel restrictions, this has been a particularly challenging time, but we have made unprecedented progress in 2021 and collaborated closely to support these provisional members in becoming members of the INHOPE family.

We were also delighted to accept full membership applications from Spain, Cambodia, and the Philippines, who have all now been voted into full membership.

We look forward to growing the network and welcoming more organisations to become INHOPE hotlines in 2022.

For more details on our member hotlines please see country profiles on page 74.

BACKGROUND INFORMATION

Guiding principles of ICCAM Statistics 2021

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

INHOPE's mandate as a member association of hotlines has two pillars of focus: people and technology. In terms of people, we want to create tools and processes so the analysts assessing content can do their work in the most efficient way. In terms of technology, we want to create a system that supports the secure exchange of illegal content and also makes sure no known content needs to be 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—This figure demonstrates the full number of individual content items that were entered to be exchanged through ICCAM among hotlines and is meant to illustrate the total volume of effort by the INHOPE network in 2021.

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

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

Illegal content—This figure demonstrates the number of URLs which contained actual CSAM. These URLs were either assessed in 2021 by analysts or were marked as

illegal as a result of matching with previously known material in ICCAM. Therefore, they are a mix of both known and unknown content. This number shows the total amount of illegal URLs identified in 2021.

These figures are comparable to the previously published numbers in INHOPE's Annual Report 2020.

KEY FIGURES

Number of Reports, Assessed, Illegal

Number of exchanged content URLs:
928,278

Known content:
168,224

Unknown content :
760,054

Illegal content:
443,705

82% of all exchanged content among INHOPE hotlines in 2021 was unknown. This is an 34% increase from 2020.

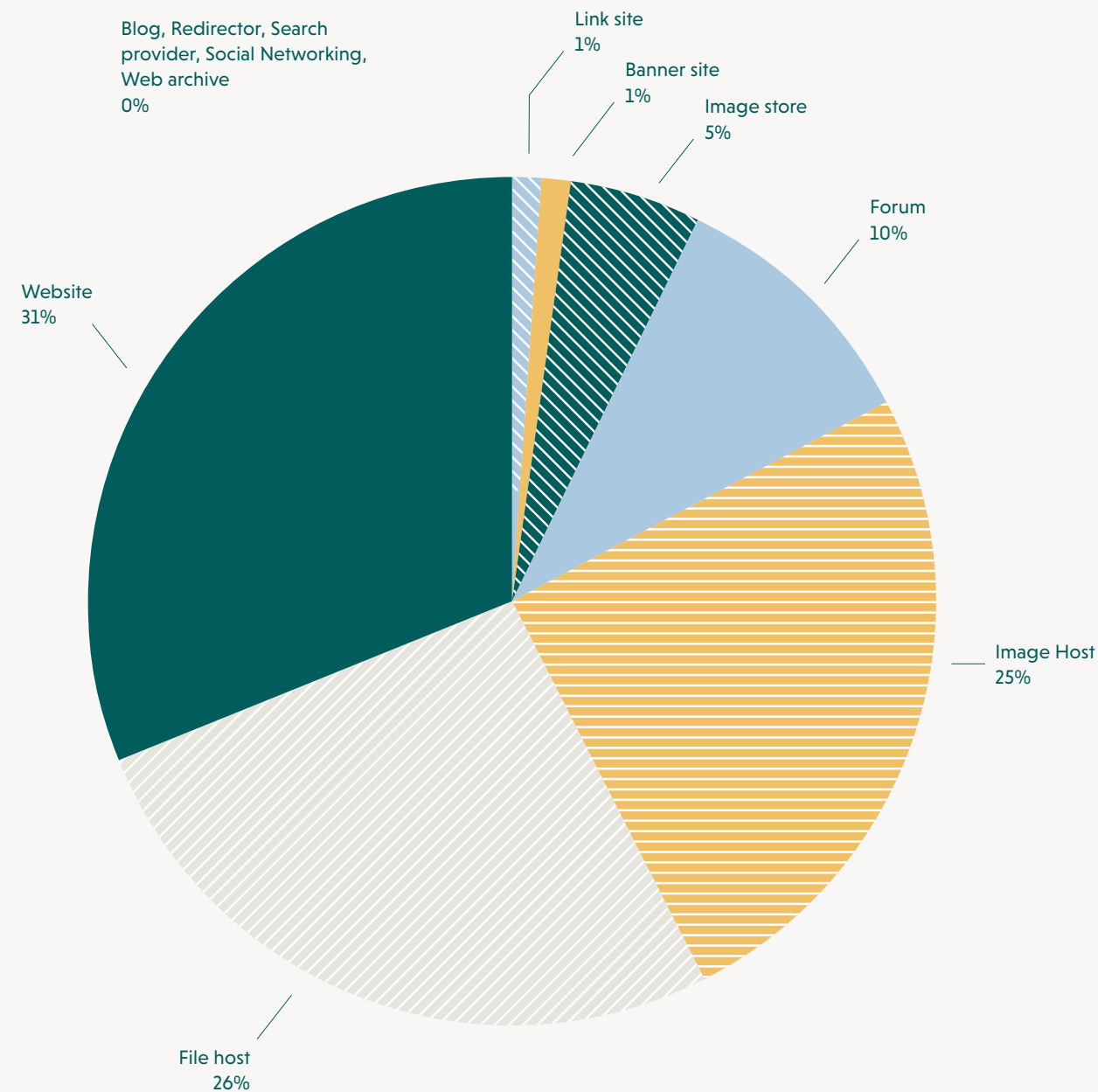
48% of all exchanged content in 2021 was illegal.

KEY FIGURES

Site Type

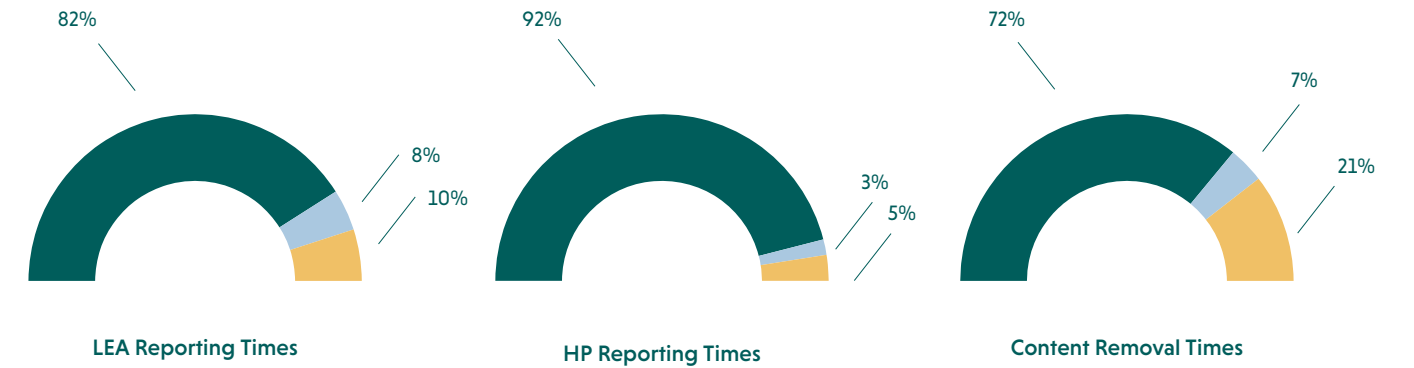
This pie chart shows the variety of sites where CSAM was found on reports sent to INHOPE hotlines in 2021. As in previous years, INHOPE hotlines continue to report that CSAM is mostly found on websites, file, and image hosts.

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

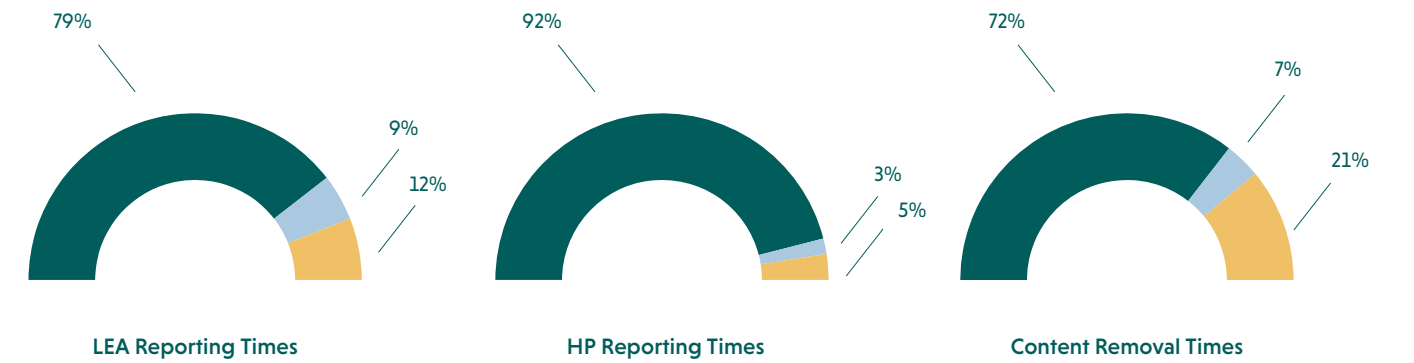


REPORTING TIMES

Global



Europe



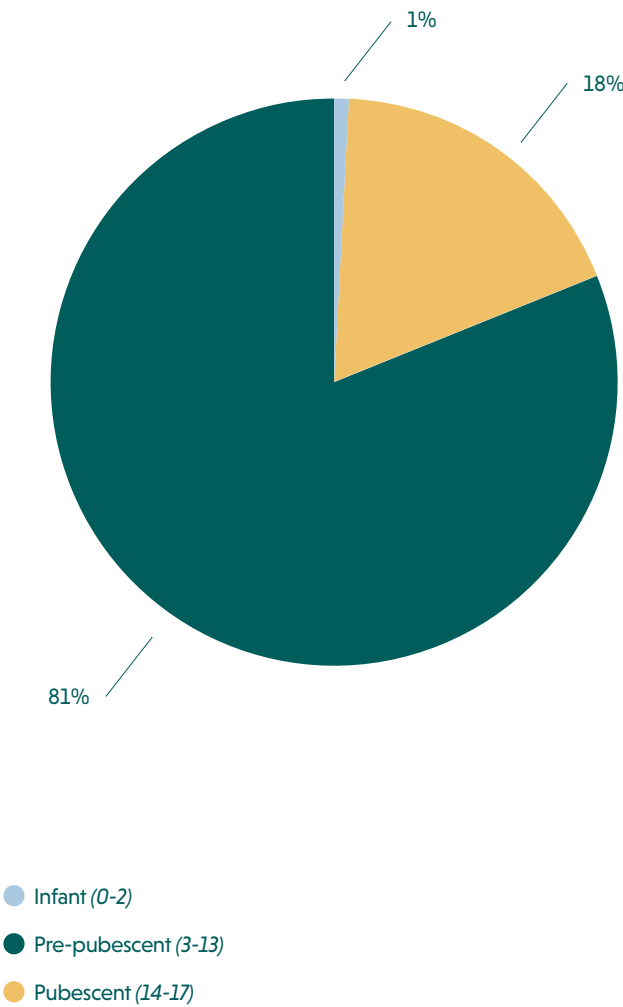
- 0 - 3 days
- 4 - 6 days
- 7 + days

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.

72% of all illegal content URLs were removed from the internet within three days after a Notice and Takedown order from INHOPE hotlines.

KEY FIGURES

Age of victims



In 2021, there is a slight increase of 5% in 3–13-year-old victims depicted in the processed CSAM reports and slight decrease of 4% in 14-17-year-olds.

96%

KEY FIGURES

Gender of victims

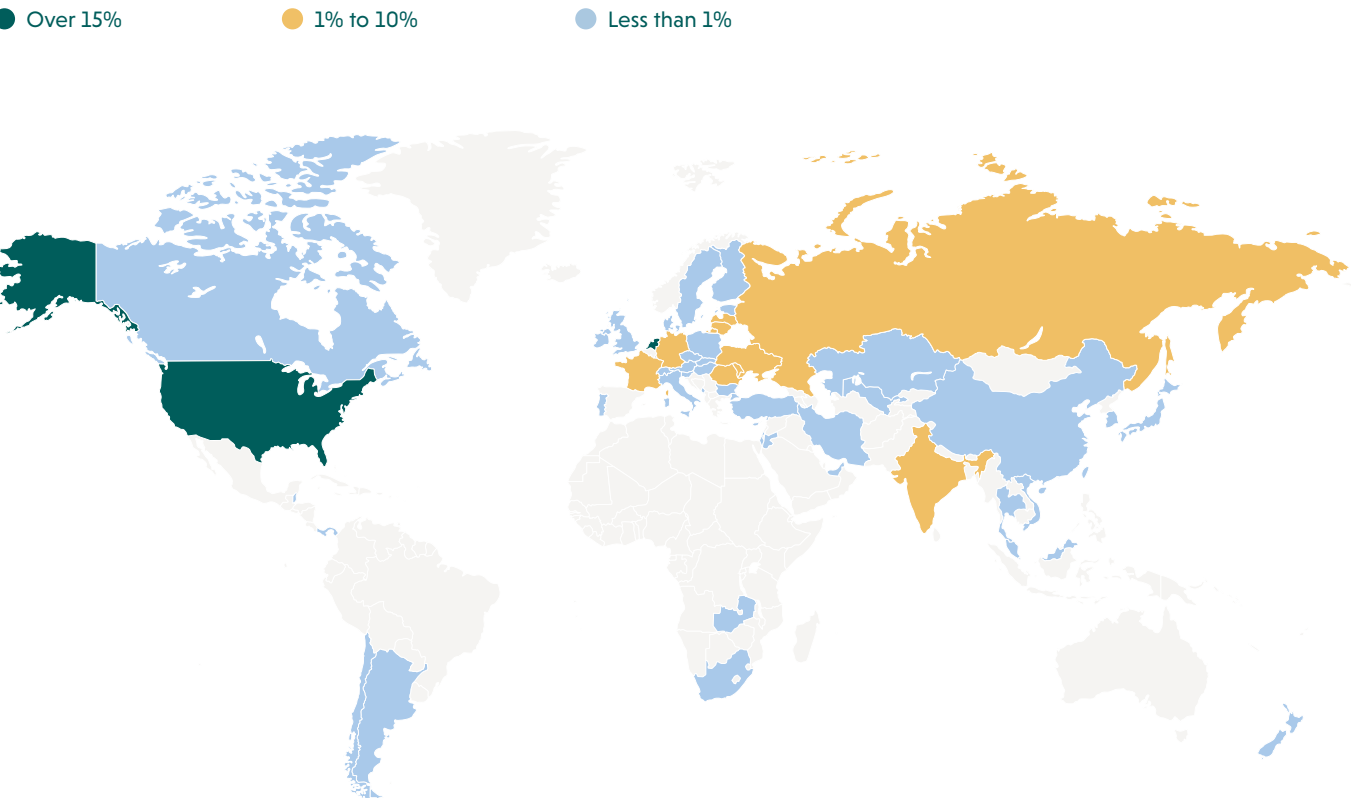


of CSAM in 2021 was showing female victims

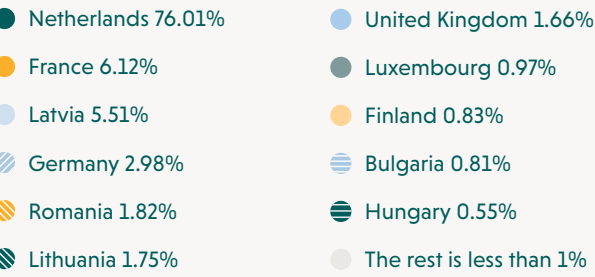
KEY FIGURES

Worldwide Hosting Patterns Map

INHOPE traced CSAM material to 81 countries in 2021. Out of these, INHOPE is present in 32 countries. INHOPE is actively working to set up hotlines in the remaining countries, among which are Ukraine, India, Moldova, Hong Kong, Switzerland, Slovakia, and Vietnam.



Hosting Data Patterns Europe 2021



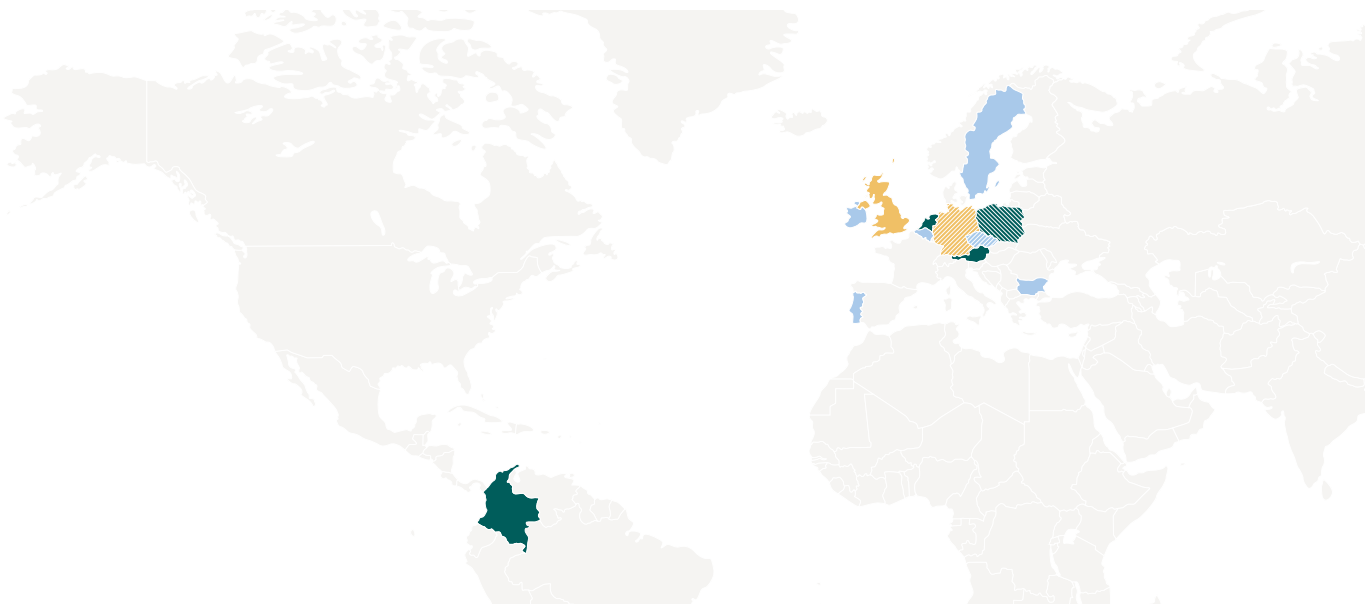
This data is for the breakdown per country of hosting percentages for all content hosted in Europe.

KEY FIGURES

Worldwide Reporting Data

In 2021, INHOPE has received reports from 46 hotlines in 42 countries. The percentages below show the top reporters in 2021 from all worldwide reporting.

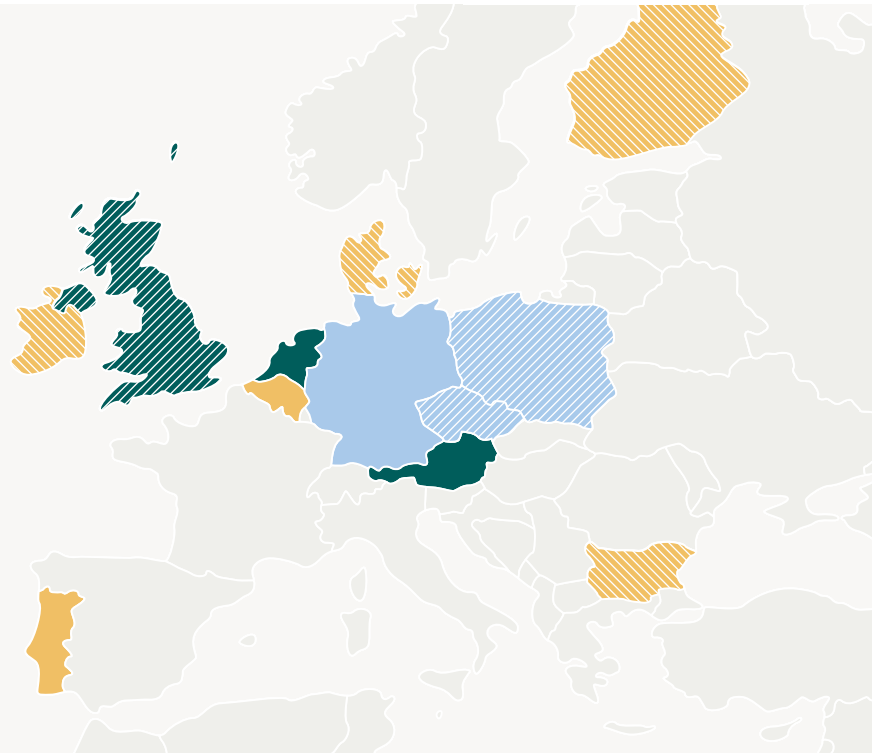
- Netherlands 32,62%
- United Kingdom 27,20%
- Austria 10,85%
- Germany 6,92%
- Czech Republic 3,85%
- Poland 3,35%
- Colombia 3,12%
- Portugal, Belgium, Ireland, Australia, Bulgaria, Sweden; all under 2%



Europe Reporting Data

- Netherlands 34.41%
- United Kingdom 28.68%
- Austria 11.44%
- Germany 7.30%
- Czech Republic 4.06%, Poland 3.54%
- Portugal 1.87%, Belgium 1.57%
- Ireland 1.33%, Bulgaria 1.23%, Finland 3.54%, Denmark 0.92%

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



KEY TAKEAWAYS

Deep Dive into ICCAM statistics

The number of total reports in 2021 compared to the previous year shows a lower total figure: from 1,038,268 in 2020 to 928,278 in 2021. However, all four reported metrics need to be considered together to draw conclusions.

927,278 content URLs were entered worldwide in 2021 by 200 analysts. This is the number of potentially illegal CSAM reports entered into ICCAM – not the total number of reports that hotlines receive from the public. Reports received from the public but assessed as not illegal may not be inserted into ICCAM if no exchange of information is required. The number of total exchanged content URLs is the number of reports that hotlines deemed necessary to exchange with other hotlines. This is lower than the total of content URLs received, assessed, and taken down by the hotlines.

These 927,278 content URLs then go to an analyst within the host country where the national jurisdiction is applicable. Hosting varies extremely from country to country, which means a small number of hotlines receive the majority of the reports (each report containing content URLs that need to be assessed). Additionally, hosting of CSAM moves over time and so analysts need to repeat the tracing and processing steps.

82% of the total number of processed content URLs was unknown in 2021. This figure was 39% in 2020. 48% of the total number of processed content URLs was confirmed as illegal in the hosting country in 2021. This figure was 34% in 2020.

When comparing the total figures of unknown and illegal content in 2021 with their counterpart figures from last year, we are significant seeing increases. This in turn means that the workload of analysts has increased by a significant percentage, even though the total exchanged URLs is lower.

The figure of known content significantly lowered in 2021 and there is a straightforward explanation for this:

a non-standard implementation of connecting to ICCAM that generated a lot of duplicates in 2020 was responsible for the higher number of known reports, in turn resulting in a higher total of exchanged reports.

72% of content URLs were removed in less than three days.

Once the material has been reviewed, the analyst then locates the hosting provider and sends a Notice and Takedown 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. With the significant increase of reports received by hotlines comes an increase of analytical workload, but the number of analysts does not always increase. This has consequences for the time it takes to process reports, send Notice and Takedown orders, and have the content removed from the internet.

We see two platform changes that may have contributed to the increase of content removal times in 2021:

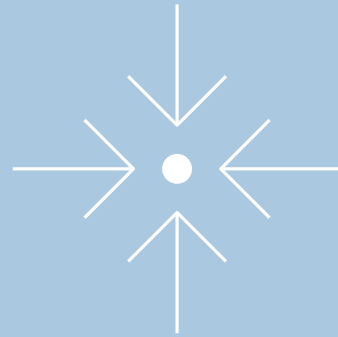
01 We developed a direct integration with Cloudflare CDN which automated a previous manual process to get the origin URL of a Cloudflare-hosted content URL. This integration has effectively decreased the wait time from a few hours to a few seconds.

02 We have developed a procedure to process reports in countries where there is no INHOPE hotline. Five hotlines that have the mandate to issue Notice and Takedown globally have taken this task on and are continually processing new and backlogged reports in these locations.

This procedure has effectively decreased the closing times for reports that were open for a long time.

Important to note: the number of content URLs does not give the full picture of the workload of the analysts processing content within our network. A content URL can be a single image, or it can contain a long form video. A content URL can be automatically closed if the hosting and URL are previously seen inside a 5-day period, or it can be automatically classified if the content matches by hash to a known content item already classified. These are the 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 assess.





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 2021.

OUR IMPACT

Highlights

In 2021, we created and shared memorable and impactful moments with our colleagues, members, and partners. Here are few of those chosen by the INHOPE team:

2021 was another challenging year both globally and for the individuals who make up our network of hotlines.

But despite the difficulties created by COVID-19 and the ongoing fight against CSAM, INHOPE, the hotlines, and all our partners continued to strive for improvements in the world we work in, to provide the best possible service for

our staff and analysts, and to support each other in the face of unprecedented changes online and offline.

The INHOPE Secretariat have chosen their highlights from 2021 to shine a light on the achievements and successes of the past year. We want to thank everyone who has helped us keep moving forward into 2022.



NUMBER 01 Annual funding partnerships directly support INHOPE's work. This year we welcomed TikTok, ActiveFence and Patreon as annual funding partners. They join Cloudflare, Microsoft, Facebook, Twitter, Google, Crisp, and Trend Micro in the fight against CSAM.

NUMBER 21 INHOPE launched its new long term development strategy 2022-2024 following a detailed development process with the support of all member Hotlines and the guidance of the INHOPE Advisory Board.

NUMBER 02 New project phases in the Better Internet for Kids programme, funded by the European Commission and AviaTor Project, funded by the European Union's Internal Security Fund. We also received a grant from Neo Philanthropy Foundation for capacity building and network expansion activities focused in Latin American.

NUMBER 03 The ESCAPE project funded by the End Violence Against Children Fund enabled us to create better technological connections between ICCAM and member hotlines.

NUMBER 04 The AviaTor project, developing a tool to prioritise NCMEC reports, was awarded funding for Phase 2 and INHOPE is a proud partner in the project.

NUMBER 05 The wellbeing of the network and the member hotlines is vital. Each month, we shared tips and resources on individual well-being, working from home and COVID-19, and supporting hotlines' teams.

NUMBER 06 Our work with Sexual Exploitation of Children in Travel and Tourism (SECTT). Together with ECPAT we hosted the SECTT conference, 2021 Don't Look Away campaign and updated SECTT reporting.

NUMBER 07 Our annual summit focussed on Digital First Responders as the first line of defence combatting the crisis of illegal content online and had 300+ global attendees, speakers from the tech industry, law enforcement and Trust and Safety operations. - See the summary [here](#).

NUMBER 08 An event showcasing the AviaTor Project. AviaTor's automation & intelligence support law enforcement's processing, assessment and prioritisation of Child Sexual Abuse Material (CSAM) reports - See the event highlights [here](#).

NUMBER 09 A curated season of engaging and educational webinars focusing on People & Technology were highlight of the year for many hotline analysts. With 500+ registrants and 200+ organisations represented in 2021 we are excited about our 2022 season - access the recap.

NUMBER 10 Focus Group: Science of Reporting. What if every member of the public knew what to do if they came across Child Sexual Abuse Material (CSAM)? A deep dive into public reporting & its importance - read the event recap.

NUMBER 11 Analysts from different hotlines around the world experienced and inexperienced, exchanged insights, tips, best practices, dealing with COVID on a monthly basis.

NUMBER 12 INHOPE Secretariat grew to eleven people.

NUMBER 13 Dr Sharon Cooper developed and delivered a Maturation and Content Assessment Manual, an analysis guideline for CSAM for all INHOPE analysts.

NUMBER 14 The first online delivery of Content Assessment Training by Interpol via the brand new secure training module in ICCAM .

NUMBER 15 The launch of INHOPE's updated online training platform for analysts.

NUMBER 16 After COVID restrictions lifted, on-site Hotline Quality Assurance reviews restarted .

NUMBER 17 Hotline Development Guide and Hotline Development Timelines were developed as key resources for new hotlines.

NUMBER 18 The Legislative Overview Publication was published, providing an overview in the different national legislations regarding CSAM online.

NUMBER 19 The updated INHOPE Quality Assurance Programme and associated online tool was launched.

NUMBER 20 The INHOPE Network published a detailed response to the European Commissions public consultation on the detecting and reporting of CSAM

NUMBER 22 INHOPE upgraded its Training Programme and added new elements to engage and connect with hotline analysts such as Hotline Analysts Q&A sessions and Monday Morning Coffee Sessions.

NUMBER 23 90 hotline analysts were trained by INHOPE in 2021!

NUMBER 24 INHOPE signed a 4-year Framework Partnership Agreement with the Directorate General for Justice and Consumers of the European Commission for the Stronger Together project to further build capacities of internet hotlines.

NUMBER 25 Following many improvements to the ICCAM system and workflow, 82% of users rated the system as good or excellent which is a reflection of the efforts of the technical team.

NUMBER 26 INHOPE held two Hotline Training Meetings for its members online.

NUMBER 27 INHOPE held roundtables and trainings in Serbia, Albania, and Moldova.

NUMBER 28 INHOPE welcomed four new hotlines in 2021: four new members to INHOPE: Fundación Pas (Te Protejo Mexico); SIEMPLE Japan; The Centre for Missing and Abused Children (CNZD) from Serbia and the Child Rights Centre Albania (CRCA) from Albania.

NUMBER 29 Five INHOPE member hotlines have taken on the task of processing orphan reports on top of their existing workload. This work was taken on voluntarily by the five hotlines, supporting INHOPE's goal to remove content as fast as possible. These five hotlines are: IWF from the United Kingdom, Hotline.ie from Ireland, FSM from Germany, eco from Germany and Jugendschutz from Germany.

DEDICATION AND RESILIENCE

Newsletter Standouts

Dedication, resilience, and commitment are the words that come to mind when reflecting on the work of the hotlines in 2021. Despite the challenges posed by the COVID-19 global health crisis, our analysts have remained resilient. They have adapted at an unprecedented pace and have thrived in the face of constant change.

Some hotlines inaugurated new services such as Irish hotline Hotline.ie, which launched an online service and reporting portal aimed at helping young people and adults alike, who have had their intimate images and videos shared online without their consent. ECPAT Sweden launched a helpline to support parents and other important adults in matters concerning sexual abuse and the sexual exploitation of children.

Safer Internet Day was a great opportunity for our network to join forces and get involved. To spotlight a few, Telefono Azzurro organised a two-day event with multiple panels and a hackathon for children aimed at strengthening their knowledge of the digital world and hearing their voices. FSM in Germany published a video about how to report illegal online content to their hotline to motivate as many people as possible to make reports. Ora de Net in Romania launched an online event to discuss, together with authorities and representatives of civil society, the risks and challenges children are exposed to in the online environment which has been amplified Covid-19. Finally, in celebration of Safer Internet Day, eProtectKids, the Philippines's first international hotline against Child Sexual Abuse Materials (CSAM) online was launched by ECPAT Philippines.

Some hotlines sculpted their innovative ideas into fruition with new technological tooling. Developers at the Czech hotline, Stoponline.cz, made a Firefox browser extension which allows users to quickly crawl selected web pages for the images and their corresponding links. British hotline, Internet Watch Foundation developed their new hash grading technology, IntelliGrade, which makes it possible for an image graded and classified in one country to seamlessly fit into another country's system, filling these gaps in legal harmonisation.

The methods to produce, distribute and host CSAM are constantly evolving. Therefore, research and insights are highly critical. Greek Hotline, Safeline.gr, continued conducting its research on CSAM forums on the dark web (after renewing their contract with Web-IQ). Their goal is to re-evaluate the connection between the clear net and the dark web, and to explore in depth the domains that are discussed on the dark web. Furthermore, they aim to research the offenders' way of operating and to identify clear web platforms targeted by offenders. Lastly, they aim to identify victims or offenders from Greece and webpages that are hosted in the registry of Greek domain names (.gr).

Members of the network were actively involved in promoting awareness and influencing change for child abuse prevention. INCIBE launched an awareness-raising campaign, #StopChildAbuse, to stop and prevent the abuse and sexual exploitation of minors on the Internet. South African hotline, The Film and Publication Board (FPB), held 20 public education events from 30 May to 6 June 2021, to raise awareness of online safety during national Child Protection Week.

Towards the end of the year, our hotlines participated in noteworthy awareness days such as World Day for the Prevention of Child Abuse and European Day on the Protection of Children against Sexual Exploitation and Sexual Abuse. To commemorate these days, ChildWebAlert Hotline made a national TV appearance station to discuss CSAM and how to make a report if one comes across it. BeSmartOnline Safer Internet Center launched a storybook for children between the ages of 4 and 7 about the misuse of photos in the online environment. The Center for Missing and Exploited Children conducted workshops and raised awareness on child abuse through a series of online quizzes.

2021 was a busy year full of campaigns, events, publications, and other initiatives. We thank our hotlines for their dedication, commitment, and face of resilience in a time of unprecedented change.



CELEBRATING SUCCESS

Hotline of the Month Initiative

INHOPE is a global network, but it's important to remember that hotlines operate on a national level. Each country they operate in comes with a different set of challenges, whether it be technological capacity or relationship building with local stakeholders, and member hotlines tackle these issues with innovation and dedication.

We highlight one hotline a month to showcase the great work being done in the network and celebrate the successes of our members. These were our Hotlines of the Month for 2021:

January: Film and Publication Board

February: Web547

March: Dyżurnet.pl

April: eco.

May: Incibe

June: eProtectKids

July: Te Protejo

August: Stoplevel

September: Childwebalert

October: Point de Contact

November: Safernet

December: Netsafe

SUPPORTING EACH OTHER

Hotline Training Meetings 2021

INHOPE's 2021 Hotline Training Meetings were held in April and December. Given the travel restrictions in place worldwide, these meetings took place virtually instead of in person. Adapting training meetings to the reality of COVID-19 takes flexibility and patience. Thanks to the dedication of the INHOPE Secretariat and the hotlines, the network enjoyed two engaging and productive online meetings in 2021!

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

FOCUSED EFFORTS

Network Expansion

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

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

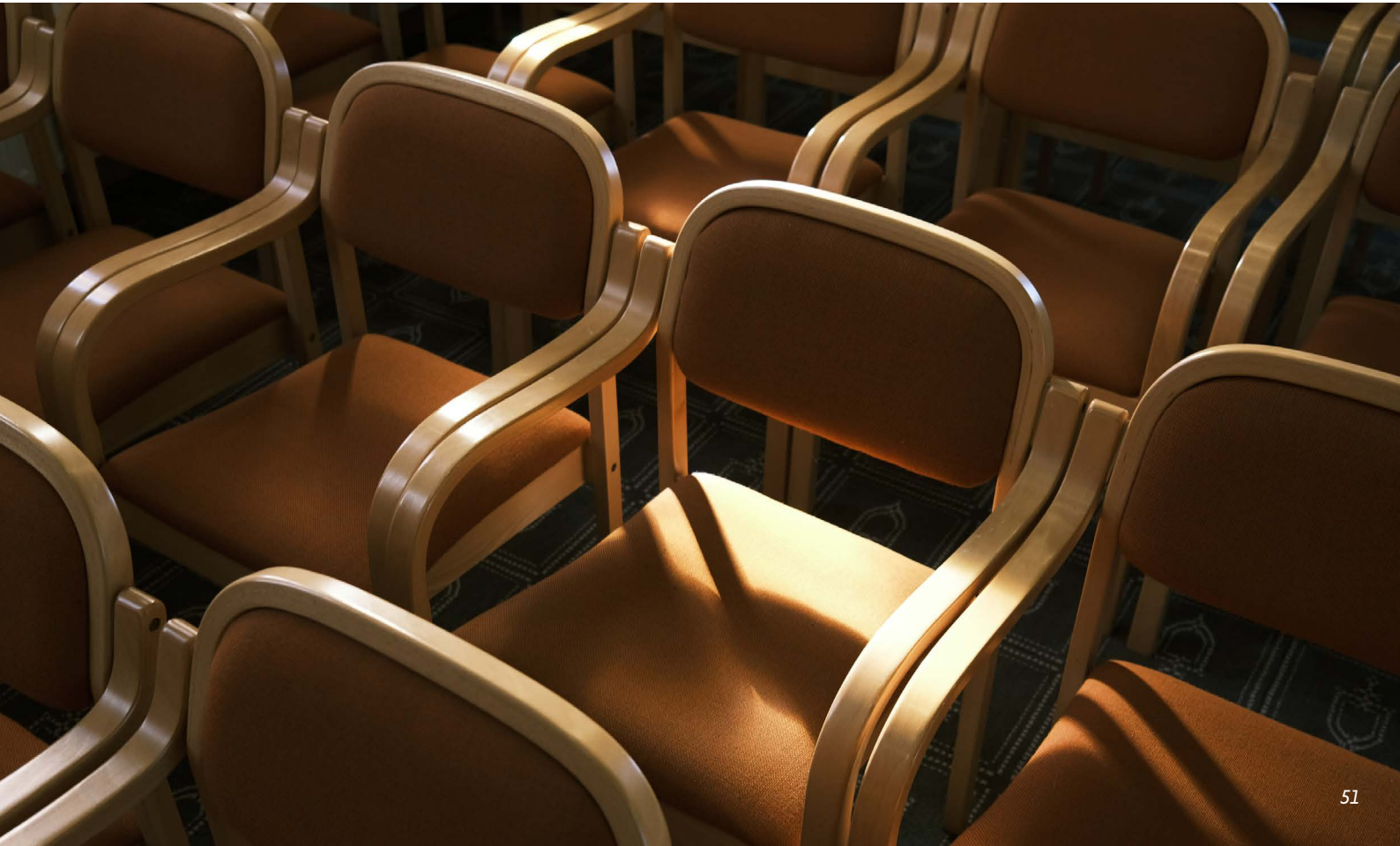
This research has three fronts:

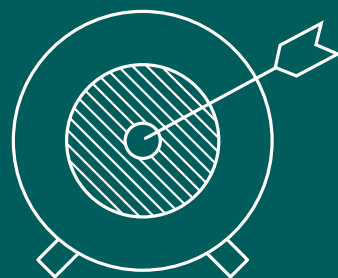
Geo-political: analyses the number of children within the country, number of mobile subscribers, regional safety, country literacy, the percentage of individuals on the internet, and other cultural norms.

Hosting of CSAM: assesses the number of CSAM items hosted in the country (according to ICCAM) and the latest hosting infrastructure forecasts for that specific country or region.

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

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





CHAPTER 06

Projects

INHOPE activities and the operation of ICCAM are funded by the European Commission as part of the Digital Europe Programme.

A JOINT EFFORT

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.

Better Internet for Kids (BIK) aims to create a safer and better Internet for children and young people. The project provides a coordination role to the European Network of Safer Internet Centres (SIC) and provides a secure online space within the core service platform to support their collaboration and knowledge sharing.

Better Internet for Kids (BIK) is a European Commission-funded initiative aiming to create a better internet for Europe's children and youth. 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, either face-to-face or online.

In 2021, INHOPE members met online during two Hotline Training Meetings (April 28-29 and December 15-16). Over 100 representatives from member hotlines, partner organisations, law enforcement experts and partners in the field participated in these meetings.

Hotline Training Meetings aim to:

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

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 2021, INHOPE improved its Quality Assurance Programme and will begin conducting online Quality Assurance Visits in 2022.

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

TECHNOLOGY & INNOVATION

Secure Platform for Exchange of CSAM – ICCAM

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

The reality of how fast CSAM can spread around the world requires technology, tools, and collaborative approaches not only among law enforcement agencies and hosting providers worldwide but also among internet hotlines. Equally, each country must offer a hotline service to its citizens where one can report illegal material online. Hence, the European Commission has been active in the past 15 years in defining policies and programmes to fight the production and distribution of CSAM online and supports INHOPE in this mission. In turn, INHOPE operates a core service platform that provides a technical solution supporting hotline transactions and the removal of online child sexual abuse material – ICCAM.

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 46 hotlines in 2021, inputting CSAM reports into the system which shares all illegal images and videos with the International Child Sexual Exploitation (ICSE) database of INTERPOL.

ICCAM was continuously improved in 2021, while directly engaging with ICCAM users to identify and prioritise 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 has been installed. 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 also been improved and provided online due to COVID travelling restrictions.

Besides improving the system, INHOPE ensures that hotline analysts are trained in using ICCAM and correct content assessment according to INTERPOL's criteria and national legislation. In 2021, INHOPE provided several trainings to hotline analysts online:

- Core training, 30 April 2021; 25 participants
- Content Assessment Training with INTERPOL, 27 May 2021; 20 participants
- Content Assessment Training with INTERPOL, 9 June 2021; 18 participants
- Core training specific for individual hotlines, various dates; 10 participants
- Core training, 14 December 2021; 30 participants

INHOPE and INTERPOL provide a Content Assessment Training for new analysts, to teach them how to correctly classify material exchanged via ICCAM. This training can only take place in a law enforcement environment due to the illegality of material used for training purposes. However, during 2021 COVID-19 travel regulations did not allow for a face-to-face training. INHOPE created a training platform on the ICCAM system which ensured a secure and accessible environment for analysts who could safely follow the training from their own hotline offices. The training was provided by and under the guidance of INHOPE's Training Manager and INTERPOL's Criminal Intelligence Officer.

SAVING VICTIMS

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. In 2021, the first phase of the project came to a close and a second phase was initiated.





NETWORK EXPANSION

ESCAPE

Thanks to support from the End Violence Against Children Fund for a two-year project, INHOPE has been able to develop and implement Project ESCAPE.

Project ESCAPE is a fast-moving project with a focus on expanding our network to at least four specific target countries where there is no hotline presence, and on providing increased technical capabilities for INHOPE's hotlines for the faster removal of online CSAM.

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

01 countries lead and take ownership of the issue

02 key stakeholders take responsibility

03 the public becomes aware of the need and possibility to report.

We realised that we needed to develop a Country Assessment Framework and Regionalisation Tool that would evaluate priority countries as well as the likelihood of success in those countries. While we believe that every country ultimately requires its own national hotline, we know that this is not always possible. There are some countries where the need is greater than others, and where we are more likely to succeed with the setting up of a hotline that will have real impact. It is these countries that we have prioritised in 2021 and continue to target with the Country Assessment Framework into 2022 and beyond. We are delighted that the Country Assessment Framework and Regionalisation Tools we developed as part of Project ESCAPE are already used outside Project ESCAPE to determine other priority countries.

After we identify target countries, we focus on ensuring the most appropriate entity to manage and host the hotline. Having used the Country Assessment Framework to determine our target countries and assess the most

appropriate entities to become the hotlines in the target countries, we conducted five roundtables and country visits in 2021. We brought stakeholders together in Serbia, Moldova, Albania, India, and Pakistan to support the journeys of organisations in these countries to become part of INHOPE. Police, industry, government, decision-makers, and child protection NGOs gathered either in person or online for these roundtables, which raised awareness of the challenge of online CSAM and the need for national hotlines.

INHOPE also provided and continues to offer in-country stakeholder outreach support, analyst training, INTERPOL training, communications campaigns support, and general onboarding support to all organisations working to establish a hotline.

As a result of all efforts to establish hotlines in Project ESCAPE target countries in 2021, and after a year or more of working in close concert, the following organisations had their provisional membership applications approved in December 2021: NetPatrola Serbia, isigurt.at Albania, Fondation Pas TeProtejo Mexico. We will continue our work with Moldova, India, Pakistan, and Vietnam into 2022. (Organisations that became provisional or full members of INHOPE in 2021 that were not part of Project ESCAPE include: Siemple Japan, APLE Cambodia, ECPAT Philippines, the Thai Hotline, INCIBE Spain.)

A technical aspect of Project ESCAPE was the development of a new modern API for ICCAM from the ground up. At the beginning of the project, the five hotlines that use an API were interviewed. As a result of these interviews, the requirements for all input and output were defined. At the current stage of reporting at the end of 2021, the API modernization is on track, and we are close to achieving feature parity. A documentation portal on usage of this new API is available online and has been presented to the members. In 2022, INHOPE will be proceeding with development testing with hotlines and proper migration to the new API.



CHAPTER 07

Key to Success - Partners

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

VITAL SUPPORT

Key to Success

INHOPE's Annual Funding Partners are vital to our network in fighting online CSAM. Their support has enabled the expansion of INHOPE's network of hotlines and contributed to the training and technical support of more than 150 analysts in 46 countries in 2021 alone.

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

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

01 Technology development;

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

03 Capacity building;

04 Political and legislative engagement.

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

Annual funding partnership directly supports INHOPE's impact and the sustenance of all aspects of the INHOPE network that enhances the everyday efforts of more than 200 analysts in 43 countries worldwide. Please see here for more information: <https://www.inhope.org/EN/become-a-partner>

Thanks to partnerships and funding, we added seven new members in seven countries to the INHOPE network in 2021. We hope to do the same again in 2022. We believe that every citizen in every country should be able to help remove online CSAM by reporting it. With the support of our partners this will be possible. Join us!

Our relationships with industry, global institutions, law enforcement and NGOs were strengthened in 2021as we developed ever more cooperative relationships with existing partners, and by expanding our reach geographically and across sectors. Our Annual Funding Partner Programme also saw growth as we increased visibility of INHOPE through social media platforms and campaigns. None of INHOPE's successes would be possible without the consistent support of all our partners.

HAND IN HAND

Our Partnerships

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

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

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

in Telecom, has since replaced it as the main funding instrument for implementing the European Commission's Better Internet for Kids strategy.

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

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



"INHOPE plays a vital role in bringing together industry and hotlines to ensure children around the world are better protected from abuse and exploitation. Through funding and expert advice, Google supports INHOPE to continue to increase its geographic outreach, ensuring the public can report this abusive content around the world and strengthening the cross-sectoral partnerships that are essential to combat this crime."

Almudena Lara, Google

"As we continue to work towards our shared mission of eradicating online child sexual abuse, our work with INHOPE has never been more important as we exchange best practices, monitor emerging developments, and listen to feedback that helps to strengthen our defences."

Alexandra Evans, Head of Safety Public Policy, Europe, TikTok



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





CHAPTER 08

Governance & Finance

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

ORGANISATION

Governance

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

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

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

The INHOPE Secretariat is led by

Executive Director

Denton Howard

INTRODUCING

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).



Póra Jónsdóttir
INHOPE Board Member

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



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.



INTRODUCING

Advisory Board

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

Jason Barry is the Trust & Safety Manager at Facebook.

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

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

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

Fred Langford is the Director Online Technology at OfCom.

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

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

Evan Anderson is the Trust & Safety Manager at Twitter.

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

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

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

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

INSIGHT

Finance

The INHOPE 2021 audited accounts will be published online when the full audit formalities are completed – approximately July 2022.

GLOSSARY 1/2

Terminology

CSAM

stands for Child Sexual Abuse Material.

ICCAM

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

A 'Report'

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

A content URL

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

Exchanged content URLs

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

Previously assessed content URLs

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

Assessed content URLs

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

Illegal content URLs

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

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 stands for Hosting Provider.

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

Sexting

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

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.





CHAPTER 09

Member Hotlines

Internet hotlines play a crucial role in a wider response ecosystem. They provide structured and accountable mechanisms at a national level to respond to public reports of CSAM and online child sexual exploitation and abuse. They exchange crucial information through the global INHOPE network of hotlines to ensure that confirmed CSAM content can be removed from public access.

HOTLINES

Our Members

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

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

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

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

- o To apply for INHOPE Membership, we firstly recommend you download the INHOPE & GSMA guide available at (<https://inhope.org/EN/hotline-guide>) and then email us at info@inhope.org.
- o To find a full directory of all our members download PDF digital version of the 2020 Annual Report.



iSIGURT

Operated by
CRCA

Country Demographics

Population (World Bank, 2020): 2,837,743

Mobile Subscribers (ITU, 2020): 2,618,880

% of individuals using the internet (ITU, 2020): 72.24%

Hotline Information

Organisation type: NGO

Size of team (no. Analysts): 5 (number of staff)

Date of Establishment: Feb 2015 (date of hotline launch)

Member of INHOPE: 2021

Public phone number: + 35542265741

Public email address: isigurt@crca.al

Address: Kutia Postare 1738, Tirane, Shqiperi - Isigurt.al, P.O Box 1738, Tirana / Albania

Types of Reports

- o CSAM
- o Child Abduction
- o Child Trafficking
- o Adult Pornography
- o Adult Pornography accessible to kids
- o Racism
- o Cyberbullying
- o Grooming
- o Sexting

Cyber Report Hotline

Operated by
The eSafety Commissioner

Country Demographics

Population (World Bank, 2020): 25,687,041

Mobile Subscribers (ITU, 2020): 27,454,000

% 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, 2020): 8,917,200

Mobile Subscribers (ITU, 2020): 10,682,294

% of individuals using the internet (ITU, 2020): 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: 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, 2020): 11,555,197

Mobile Subscribers (ITU, 2020): 11,529,728

% of individuals using the internet (ITU, 2020): 91.52%

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: 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)

BOSNIA AND HERZEGOVINA

Sigurno Dijete

Operated by
International Forum of Solidarity – EMMAUS

Country Demographics
Population (World Bank, 2020): 3,280,815
Mobile Subscribers (ITU, 2020): 3,509,674
% of individuals using the internet (ITU, 2020): 73,21%

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

BRASIL

Safernet

Operated by
Safernet Brasil

Country Demographics
Population (World Bank, 2020): 212,559,409
Mobile Subscribers (ITU, 2020): 205,834,781
% of individuals using the internet (ITU, 2019): 73,91%

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

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

BULGARIA

Safenet Hotline

Operated by
ARC Fund

Country Demographics
Population (World Bank, 2020): 6,934,015
Mobile Subscribers (ITU, 2020): 7,945,739
% of individuals using the internet (ITU, 2020): 70,16%

Hotline Information
Date of Establishment: 2006
Member of INHOPE: Since 2006
Website: www.safenet.bg
Type of hotline: Non-profit organisation
No. of Analysts: 3

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

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

CAMBODIA

Internet Hotline

Operated by
Action pour les Enfants (APLE)

Country Demographics
Population (World bank, 2020): 16,718,971
Mobile subscribers (ITU, 2019): 21,418,681
% of Individuals using the internet (ITU, 2020): 78.80%

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**
- Child Sexual Abuse Material

COLOMBIA

Te Protejo

Operated by

Red PaPaz – Red de Padres y Madres

Country Demographics

Population (World Bank, 2020): 50,882,884

Mobile Subscribers (ITU, 2020): 67,672,570

% 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: 4

Types of Reports

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



CROATIA

Centar za Nestalu i Zlostavljanu Djecu

Operated by

CNZD – Centar za Nestalu i Zlostavljanu Djecu

Country Demographics

Population (World Bank, 2020): 4,047,200

Mobile Subscribers (ITU, 2020): 4,375,699

% of individuals using the internet (ITU, 2020): 78,32%

Hotline Information

Date of Establishment: 2005

Member of INHOPE: 2013

Website: www.cnzd.org

Type of hotline: Non-profit organisation

No. of Analysts: 3

Types of Reports

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



CYPRUS

Cybersafety

Operated by

Cyprus Institute of Education, Ministry of Education and Culture

Country Demographics

Population (World Bank, 2020): 1,207,361

Mobile Subscribers (ITU, 2020): 1,230,706

% of individuals using the internet (ITU, 2020): 90,80%

Hotline Information

Date of Establishment: May 2017

Member of INHOPE: Since January 2019

Website: www.cybersafety.cy

Type of hotline: Government

No. of Analysts: 1

Safer Internet Centre

The Cyprus Institute of Education, part of the Ministry of Education and Culture is part of the Cyprus Safer Internet Centre together with Office of the Commissioner for Electronic Communications and Postal Regulation, University of Cyprus, 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



CZECH REPUBLIC

Stoponline.cz

Operated by

CZ.NIC

Country Demographics

Population (World Bank, 2020): 10,698,896

Mobile Subscribers (ITU, 2020): 12,999,353

% of individuals using the internet (ITU, 2020): 81,34%

Hotline Information

Date of Establishment: 1998

Member of INHOPE: Since 2018

Website: www.stoponline.cz

Type of hotline: Domain registry

No. of Analysts: 2

Safer Internet Centre

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

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 Racism and xenophobia



DENMARK

Report It (AnmeldDet)

Operated by
Save The Children Denmark (Red Barnet)

Country Demographics
Population (World Bank, 2020): 5,831,404
Mobile Subscribers (ITU, 2020): 7,144,123
% of individuals using the internet (ITU, 2020): 96,55%

Hotline Information
Date of Establishment: 1998
Member of INHOPE: Since 2001
Website: www.redbarnet.dk
Type of hotline: Non-profit organisation
No. of Analysts: 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**
- Child Sexual Abuse Material
 - Child Erotica/Inappropriate Child Related Images
 - Child Grooming Activities



ESTONIA

Vihjeliin

Operated by
Estonian Union for Child Welfare

Country Demographics
Population (World Bank, 2020): 1,331,057
Mobile Subscribers (ITU, 2020): 1,925,789
% of individuals using the internet (ITU, 2020): 89,06%

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



FINLAND

Nettivihje

Operated by
Save The Children Finland

Country Demographics
Population (World Bank, 2020): 5,530,719
Mobile Subscribers (ITU, 2020): 7,120,000
% of individuals using the internet (ITU, 2020): 92,17%

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

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

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



FRANCE

Point de Contact

Operated by
Point de Contact

Country Demographics
Population (World Bank, 2020): 67,391,582
Mobile Subscribers (ITU, 2020): 72,751,000
% of individuals using the internet (ITU, 2020): 92,17%

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: 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**
- Child Sexual Abuse Material
 - Child Grooming Activities
 - Adult Pornography (Accessible to Children) and extreme content
 - Abuse
 - Sexual extortion/image-based sexual abuse
 - Procuring (prostitution)
 - Hate speech
 - Terrorism
 - Praise of War Crimes/Crimes Against Humanity
 - Sexual harassment
 - Incitement to Suicide
 - Promoting Violence Against an Individual



eco

Operated by

eco – Verband der Internetwirtschaft e.V.

Country Demographics

Population (World Bank, 2020): 83,240,525

Mobile Subscribers (ITU, 2020): 107,500,000

% of individuals using the internet (ITU, 2020): 89.81%

Hotline Information

Date of Establishment: 1996

Member of INHOPE: Since 1999 (founding member)

Website: www.beschwerdestelle.eco.de
www.complaints-office.eco.de

Type of hotline: Association of Industry Service Providers

No. of Analysts: 5

Safer Internet Centre

eco is part of the Germany Safer Internet Centre together with the Klicksafe awareness centre, the Nummer gegen Kummer helpline, and the hotlines www.internet-Beschwerdestelle.de, 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, 2020): 83,240,525

Mobile Subscribers (ITU, 2020): 107,500,000

% of individuals using the internet (ITU, 2020): 89.81%

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: 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, 2020): 83,240,525

Mobile Subscribers (ITU, 2020): 107,500,000

% of individuals using the internet (ITU, 2020): 89.81%

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: 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, 2020): 10,715,549

Mobile Subscribers (ITU, 2020): 11,412,995

% of individuals using the internet (ITU, 2020): 78,12%

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: 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

Biztonságosinternet

Operated by
International Children's Safety Service (ICSS)

Country Demographics
Population (World Bank, 2020): 9,749, 763
Mobile Subscribers (ITU, 2020): 10,332,660
% of individuals using the internet (ITU, 2020): 84,77 %

Hotline Information
Date of Establishment: 2019
Member of INHOPE: 2019
Website: www.biztonsagosinternet.hu
Type of hotline: Non-profit organisation
No. of Analysts: 2

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

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



Internet Hotline

Operated by
National Media and Info-communications Authority

Country Demographics
Population (World Bank, 2020): 9,749, 763
Mobile Subscribers (ITU, 2020): 10,332,660
% of individuals using the internet (ITU, 2020): 84,77 %

Hotline Information
Date of Establishment: 2011
Member of INHOPE: Since 2012
Website: www.english.nmhh.hu/internethotline
Type of hotline: Government
No. of Analysts: 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, 2020): 366,425
Mobile Subscribers (ITU, 2020): 421,384
% of individuals using the internet (ITU, 2020): 99%

Hotline Information
Date of Establishment: 2001
Member of INHOPE: Since 2001
Website: www.barnaheill.is
Type of hotline: Non-profit organisation
No. of Analysts: 0

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

- Types of Reports**
- o Child Sexual Abuse Material
 - o Child abuse, exploitation and labour
 - o Child Grooming Activities
 - o Cyber Bullying
 - o Tobacco, alcohol and drug sales to minors
 - o Trafficking in Children for Sexual Purposes
 - o Child Exploitation through Prostitution
 - o Sexual Exploitation of Children in Travel and Tourism
 - o Adult Pornography (Accessible to Children)
 - o Racism and Xenophobia
 - o Hate speech



Hotline.ie

Operated by
ISPAI

Country Demographics
Population (World Bank, 2020): 4,994,724
Mobile Subscribers (ITU, 2020): 5,234,027
% of individuals using the internet (ITU, 2020): 92%

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

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



ITALY

Save the Children

Operated by
Save the Children

Country Demographics

Population (World Bank, 2020): 59,554,023
Mobile Subscribers (ITU, 2020): 77,796,840
% of individuals using the internet (ITU, 2019): 76,01%

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



ITALY

Telefono Azzurro

Operated by
Telefono Azzurro

Country Demographics

Population (World Bank, 2020): 59,554,023
Mobile Subscribers (ITU, 2020): 77,796,840
% of individuals using the internet (ITU, 2019): 76,01%

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: 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



JAPAN

Internet Hotline Center

Operated by
SIEMPLE

Country Demographics

Population (World Bank, 2020): 125,836,021
Mobile Subscribers (ITU, 2020): 192,284,308
% of individuals using the internet (ITU, 2019): 92,73%

Hotline Information

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

Types of Reports

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



LATVIA

Drossinternets

Operated by
Latvian Internet Association

Country Demographics

Population (World Bank, 2020): 1,901,548
Mobile Subscribers (ITU, 2020): 2,051,359
% of individuals using the internet (ITU, 2020): 88,90%

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: 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



LITHUANIA

Svarus Internetas

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

Country Demographics
 Population (World Bank, 2020): 2,794,700
 Mobile Subscribers (ITU, 2020): 4,742,427
 % of individuals using the internet (ITU, 2019): 83.06 %

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

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



LUXEMBOURG

BEE Secure Stopline

Operated by
 (KJT) Kanner-Jugendtelefon

Country Demographics
 Population (World Bank, 2020): 632,275
 Mobile Subscribers (ITU, 2020): 890,000
 % of individuals using the internet (ITU, 2018): 98.82%

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: 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

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



MALTA

Childwebalert

Operated by
 Aġenzija Appoġġ

Country Demographics
 Population (World Bank, 2020): 525, 285
 Mobile Subscribers (ITU, 2020): 633,123
 % of individuals using the internet (ITU, 2020): 86,86%

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: 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

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



MEXICO

Te Protejo México

Operated by
 Fundación PAS

Country Demographics
 Population (World Bank, 2020): 128,932, 753
 Mobile Subscribers (ITU, 2020): 120,481,969
 % of individuals using the internet (ITU, 2020): 71,97%

Hotline Information
 Date of Establishment: June 2021 (date of hotline launch)
 Member of INHOPE: 2021
 Website: <https://teprotejomexico.org>
 Type of hotline: Civil society organization and authorized grantee.
 No. of Analysts: 4 (number of staff)

Types of Reports

- Child Sexual Abuse Material
- Child Trafficking
- Child Exploitation



THE NETHERLANDS

Meldpunt Kinderporno

Operated by
Expertisebureau Online Kindermisbruik (EOKM)

Country Demographics
Population (World Bank, 2020): 17,441,139
Mobile Subscribers (ITU, 2020): 21,415,000
% of individuals using the internet (ITU, 2020): 91,35%

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: 10

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

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



NEW ZEALAND

NetSafe

Operated by
NetSafe

Country Demographics
Population (World Bank, 2020): 5,084,300
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: 4

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



POLAND

Dyzurnet.pl

Operated by
NASK

Country Demographics
Population (World Bank, 2020): 37,950,802
Mobile Subscribers (ITU, 2020): 49,350,724
% of individuals using the internet (ITU, 2020): 86,84%

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: 4

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

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



PORTUGAL

Linha Internet Segura

Operated by
The Portuguese Association for Victim Support (APAV)

Country Demographics
Population (World Bank, 2020): 10,305,564
Mobile Subscribers (ITU, 2020): 11,854,999
% of individuals using the internet (ITU, 2020): 78,26%

Hotline Information
Date of Establishment: 2019
Member of INHOPE: 2019
Website: www.linhaalerta.internetsegura.pt
Type of hotline: Non-profit organisation
No. of Analysts: 2

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

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



eProtectKids

Operated by
ECPAT Philippines

Country Demographics
Population (World Bank, 2020): 109,581,085
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
- Child Sexual Abuse Material
 - Sexual Exploitation of Children



Ora de Net

Operated by
Save the Children Romania

Country Demographics
Population (World Bank, 2020): 19,371,648
Mobile Subscribers (ITU, 2020): 22,592,000
% of individuals using the internet (ITU, 2020): 78.46 %

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: 1

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

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



Friendly Runet Foundation

Operated by
Friendly Runet Foundation

Country Demographics
Population (World Bank, 2019): 144,104,080
Mobile Subscribers (ITU, 2020): 238,733,217
% of individuals using the internet (ITU, 2020): 84,99%

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
- Child Sexual Abuse Material
 - Drugs
 - Propagation of Suicide



Net Patrola

Operated by
Center for Missing and Abused Children in Serbia

Country Demographics
Population (World Bank, 2020): 6,908,224
Mobile Subscribers (ITU, 2020): 8,260,758
% of individuals using the internet (ITU, 2020): 78.37 %

Hotline Information
Date of Establishment: 2019 (date of hotline launch)
Member of INHOPE: Since 2021
Website: <https://netpatrola.rs>
Type of hotline: NGO
No. of Analysts: 1 (number of staff)

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



Spletno oko

Operated by
University of Ljubljana, Faculty of Social Sciences

Country Demographics
Population (World Bank, 2020): 2,100,126
Mobile Subscribers (ITU, 2020): 2,550,895
% of individuals using the internet (ITU, 2020): 86.60 %

Hotline Information
Date of Establishment: 2007
Member of INHOPE: Since 2008
Website: www.spletno-ok.si
Type of hotline: University-based
No. of Analysts: 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*
- Child Sexual Abuse Material
 - Racism and Xenophobia



Film Publication Board

Operated by
Film Publication Board

Country Demographics
Population (World Bank, 2020): 59,308,690
Mobile Subscribers (ITU, 2020): 95,959,439
% of individuals using the internet (ITU, 2019): 68,20%

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

- Types of Reports*
- Child Sexual Abuse Material



KCSC

Operated by
Korean Communications Standards Commission (KCSC)

Country Demographics
Population (World Bank, 2020): 51,780, 579
Mobile Subscribers (ITU, 2020): 70,513,676
% of individuals using the internet (ITU, 2020): 96.51 %

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

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



INCIBE

Operated by
INCIBE – Spanish National Cybersecurity Institute

Country Demographics
Population (World Bank, 2020): 47,351,467
Mobile Subscribers (ITU, 2020): 55,644,651
% of individuals using the internet (ITU, 2020): 93,21%

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

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

- Types of Reports*
- Child Sexual Abuse Material



SWEDEN

ECPAT

Operated by
ECPAT Sweden

Country Demographics

Population (World Bank, 2020): 10,353,442
Mobile Subscribers (ITU, 2020): 12,959,858
% of individuals using the internet (ITU, 2020): 94,54%

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: 3

Types of Reports

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



TAIWAN

Web547

Operated by
ECPAT Taiwan

Country Demographics

Mobile Subscribers (ITU, 2020): 29,351,150
% of individuals using the internet (ITU, 2019): 88,96%

Hotline Information

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

Types of Reports

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



THAILAND

ThaiHotline

Operated by
Internet Foundation for the Development of Thailand

Country Demographics

Population (World bank, 2020): 69,799,978
Mobile subscribers (ITU, 2020): 116,294,000
% of Individuals using the internet (ITU, 2019): 77,84%

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, 2020): 84,339,076
Mobile Subscribers (ITU, 2020): 82,128,104
% of individuals using the internet (ITU, 2020): 77,76%

Hotline Information

Date of Establishment: 2007
Member of INHOPE: Since 2011
Website: www.ihbarweb.org.tr/eng
Type of hotline: Government
No. of Analysts: 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): 67,215,293
Mobile Subscribers (ITU, 2020): 79,007,000
% of individuals using the internet (ITU, 2020): 94,82%

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



UNITED STATES

CyberTipline

Operated by
National Center for Missing and Exploited Children

Country Demographics
Population (World Bank, 2019): 329,484,123
Mobile Subscribers (ITU, 2019): 442,457,000
% of individuals using the internet (ITU, 2017): 89,43 %

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



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