

SafenetCY: Hotline to report illegal and disturbing uses of the Internet.

Cyprus Neuroscience & Technology Institute

What is SafenetCY

“SafenetCY” is the Hotline that promotes the safe use of Internet in Cyprus. It serves the needs of all people that live on the island (i.e., also Turkish Cypriots and other minorities) and addresses not only issues of pornography, but also racism (currently on the rise in Cyprus), gender discrimination and inappropriate use of peoples’ images. It operates as a combined Awareness Node and a Hotline under the name CyberEthics. The project engages actors from the government and the civil society, thus contributing towards the eradication of cyber crime through informed actions of European citizens and public institutions that aim to change behaviors, mentality and attitudes, giving special emphasis to rural and less developed areas of the country.

Objectives for the Hotline

- Operate an island-wide hotline for Internet users in Cyprus to report illegal and harmful material and activities, so as to reduce the circulation of illegal content on the Internet.
- Inform users of the hotline’s scope of activity and how to contact it; Make clear to users the difference between their activities and those of public authorities, and inform them of the existence of alternative ways of reporting illegal content.
- Deal rapidly with complaints received, in accordance with best practice guidelines drawn up by the network and in cooperation with law enforcement authorities.
- Exchange specific information on identified illegal content with other members in the network.
- Participate actively in networking nationally and at European level and contribute to cross-border discussions and exchange of best practice.

- Co-operate with the awareness node present in the country and Europe Direct.
- Take an active part in events organized for safer Internet day at European, national and local level.
- Develop a structured method of concentration with the relevant actors (e.g. Internet Industry association, major communication service providers, media regulators, legal authorities) in cooperation with other safer Internet nodes in the country, if any.

How to make a Report

You can select one of the following ways to submit your report. On-line reports are preferable since they are accepted automatically. Please consult beforehand the guidelines section in order to provide a complete set of information.

On-line: You could fill in the on-line reporting form. (It can be found on the website: www.cyberethics.info)

Telephone: 22674747 (Only weekdays)

Regular mail: You could make a report by sending us a letter to the following address: CyberEthics Hotline, 5 Promitheos, 1065 Nicosia, CYPRUS

Email: You could send us an email with your report to the following email address: reports@cyberethics.info

In order to make the processing of your report as effective as possible you are required providing us with specific information depending on the location and type of illegal content you encountered.

For each different type of report SafeNetCY provides different on-line reporting form:

Website: Website address (URL), day and time you looked at the content, type of content, a free text description of the content.

Newsgroup: Name of newsgroup, message ID, message sender, message subject, date of the message, type of message content, a free text description of the content.

Report Handling by SafeNetCY

Every report is recorded at SafeNetCY's Database. From that point every procedure has to be done no later than 24 hours from the time the report was made. SafeNetCY makes the following steps:

(i) Verification: First, SafenetCY performs a typical verification of the reported content. If, for example, the report complains about a website, SafenetCY verifies that the address (URL) given exists and that its content is possibly illegal. If the report does not refer to illegal content according to Cyprus Law, then no further actions are made with exception of the case the specific situation needs national attention (see 8. below). In the case that the content is verified to be illegal, the following steps (ii-vii) are taken by SafeNetCY.

(ii) Tracing the source: Then, an attempt is made, using technical means, to trace the country where the reported content originates.

(iii) Cyprus Police notification: SafenetCY forwards all reports, regardless of the originating country of the reported content, to the Cyprus Police.

(iv) Ask help from child welfare: If the reporting source originates in Cyprus and the form of the report could hurt an involved child then the child welfare will take the appropriate actions to support the child.

(v) Foreign hotline notification: If the reported content originates from abroad, the report is also forwarded to a hotline in the country of origin (if one exists). If the contents originate from Cyprus this specific step is omitted.

(vi) Feedback: If the user that made the report has provided any personal details, then SafenetCY informs him of the actions taken based on his report.

(vii) Database update: SafeNetCY informs its database for any results and conclusions taken from the above procedure.

(viii) Inform Awareness Node: If the content does not have to do with anything illegal but still needs national attention we inform the Awareness Node about the possible threats. Note that no information is given about the report, but only about the existence of the specific "threat" in the Internet.

Protect your Anonymity

Persons filing reports have the option to choose to remain anonymous by not providing any contact information. Making an on-line report does not automatically imply that they lose their anonymity. The Hotline registers only information that the person making the report enters to the Hotline's on-line form. The Hotline does not register any other information, not even the IP address of the machine used to submit reports.

However, if the person who is making the report wishes to be notified about the outcome of the report he/she should provide us with sufficient contact information: First Name, last Name, address, email, etc.

Actions taken by the Cyprus Police

The Cyprus Police Department runs a specific unit (Cyber Crime Unit) in order to deal with the situation of illegal content in the Internet. After SafeNetCy notifies the Police about the report of the illegal content, the Police will make the following steps relatively if the illegal content originates in Cyprus or another country:

- (i) If the illegal content originates in Cyprus then the Cyprus Police makes any necessary actions to deal with the situation
- (ii) If the illegal content originates in another country then the Cyprus Police informs Europol or Interpol, depending on the country that the illegal content originates

Hotlines in other countries

There are many Hotlines running in Europe and the rest of the world. The European Hotlines are supported and funded by the European commission apropos of the "Safer Internet Action Plan" of the EU. One can see the websites of the other Hotlines through our website: www.cyberethics.info.

Inhope

INHOPE is the association of all the Hotlines whose duty is to coordinate all the Hotlines. Inhope is supported by the "Safer Internet

Action Plan" of the EU. Inhope now has 28 members in 25 countries. More information about the activity of Inhope can be found at Inhope's website: www.inhope.org.

CyberEthics Awareness Node

The Hotline constitutes a combined node with the Awareness Node both running from the same NGO (CNTI). The Awareness Node contributes to the promotion of the SafeNetCY Hotline. It also shares the same website with SafeNetCY: www.cyberethics.info.

"CyberEthics" concerns the safe use of Internet in Cyprus, and serves the needs of all people that live on the island (i.e., also Turkish Cypriots and other minorities) addressing not only issues of pornography, but also racism (currently on the rise in Cyprus), gender discrimination and inappropriate use of peoples' images. It operates as a combined Awareness Node and a Hotline. The project also aims to engage actors from the government and the civil society, thus contributing towards the eradication of cyber crime through informed actions of European citizens and public institutions that aim to change behaviours, mentality and attitudes, giving special emphasis to rural and less developed areas of the country.

Conclusion

The Hotline constitutes a combined node with the Awareness Node, thus the Awareness Node contributes to the promotion of the SafeNetCY Hotline in Cyprus. There are many events organized under the Awareness Node campaign that help the promotion of the SafeNetCY Hotline such as presentations at schools and at parents associations, presentations at municipalities and appearances on TV and radio shows. In addition, SafeNetCY leaflets distributed by our community partners enhance the promotional activities of the hotline.