

Annual report

*for the activities
in 2008*

of the

Bulgarian Awareness Node

and

**the National Hotline for fighting illegal and
harmful for children content in Internet**

Safenet.bg

INTRODUCTION

The Applied research and communication Fund /ARC Fund / has established and has put in action the Bulgarian Hotline for fighting illegal and harmful for children content in Internet in May 2006 within the framework of the project, co-financed by Safer Internet Program of European Commission. In June 2008 was found the National Awareness Node by ARC Fund in consortium with three other Bulgarian organizations –Association Roditeli, Bulgarian Federation for Electronic Sports, DeConi Advertising Agency within the framework of its next project, co-financed by the Safer Internet Plus Program of the European Commission.

ARC Fund is a full member of International Association of Hotline - INHOPE as well as the European network of e-safety awareness – INSAFE.

The aim of the Bulgarian Hotline is to provide easy to access way for every citizen to alert about noticed content in Internet, which is illegal according Bulgarian legislation or may cause traumatic or other harmful affect to minors in the web. The main priority in the Hot line's work is fight against child pornography's spread in Internet, but in the last years as main treats emerged the grooming and cyberbullying. The social networking sites, including dating sites are becoming more and more serious threat for youngsters.

The European and the Bulgarian experience prove that putting in action of a public hot-line for reporting illegal and harmful for children content in Internet many times increases the efficiency of the competent law forcing authorities in their fight against illegal and harmful content. The Hot lines are being hold by non-governmental organizations, which make easier the procedure of alerting of illegal content in Internet and guarantee the full anonymity of those who have reported illegal content.

WHO ARE WE

Applied research and communication Fund /ARC Fund/ is a public non- profit and non-governmental organization, established in Sofia in 1991. Today ARC Fund is among leading Bulgarian organizations, which work for development of the contemporary society, found on the knowledge, empowered by the might of the information technologies and innovations.

ARC Fund is actively involved in the efforts to formulate and to apply politics of the development of the information society and the economics of knowledge both - in national and international aspect through:

- studies and analysis, aimed at formulating and implementation of social politics
- active work for achieving consensus by gaining over representatives from the government, industry and civil society as well as by forming coalitions and public-private partnerships.
- working out and sustaining capacity of different professional groups through trainings, know-how transfer and good practices
- increasing companies' capacity to innovate and use innovations through technological consulting services
- popularizing innovative decisions for strategic development through initiating pilot projects which

reveal the benefits of particular technologies in order to stable democratic development, to develop civil society and competitive business environment.

BULGARIAN AWARENESS NODE

According to accepted European practice the activities of the Bulgarian Hot line for fighting illegal and harmful for children content in Internet is being supervised by National Awareness Node, founded in April 2006.

The members of the National Awareness Node are representatives of the official authorities, of the organizations of the private and non-governmental sector, which are involved in the informational technologies' society development and share the common mission of the project to turn Internet to an environment, safe for minors.

At its meetings the National Awareness Node follows closely and carries the periodical activities' reports of the Bulgarian Hot line and gives recommendations for improving its work. It monitors to keep approved Hot line's working procedures and make decisions to change them, if the conditions in the country – legislative, social and economic- change.

When debatable points emerge in the Hot line work, the National Awareness Node make decisions for adequate acts.

The National Awareness Node initiates different activities for Safer Internet popularizing and rising of social awareness about risks for minors in the Internet environment and about the ways of their prevention. The organizations, which are members of the National Awareness Node, take an active part in number of initiatives of the National Awareness Node.

By showed wish and proved activities in the area of Safer Internet, conformity with accepted Activities' Rules, The National Awareness Node accept new members who can contribute to rising efficiency of the work of National Awareness Node and Bulgarian Hot line for fighting illegal and harmful for children content in Internet.

In the end of the year 2008, as new members were approved the mobile operators M-tel and GLOBUL. This way the three mobile operators in Bulgaria - /BTK is a member from the moment of the National Awareness Node's founding/ are closely engaged to support different activities in the Safer Internet area as well as to consider and to take efficiency measures to prevent children in the mobile communications and in the mobile internet environment.

Members of the National Awareness Node

Chairman – Mr. Svetoslav Spasov, Member, Committee for children, youth and sport, National Assembly

Deputy – chairman Mr. Javor Milushev, Deputy – minister, Ministry of Culture

Deputy – chairman Mr. Teodor Zahov, Chairman, Association for Electronic Communications

1. Ministry of Culture
2. Ministry of Education and Science

3. Ministry of Interior
4. State Agency for Child Protection
5. State Agency for Information Technologies and Communications
6. Association for Electronic communications
7. Internet Society-Bulgaria
8. BAIT (Bulgarian Association for IT)
9. Law and Internet Foundation
10. Roditeli (Parents) Association
11. Bulgarian Telecommunications Company
12. Cisco Systems-Bulgaria
13. Association for Consumers Protection,;
14. Partners Bulgaria Foundation
15. Bulgarian Federation for Electronic Sports
16. Gender education, research and technologies foundation
17. Center for the Study of Democracy
18. The Sofia Municipal Council
19. Mobiltel
20. GLOBUL
21. Vivatel

Bulgarian Hotline's working procedures

The procedures, observed by the Bulgarian hot line in its work are approved by the National Awareness Node. The text is entirely published at the Hot line site : <http://web112.net/pages/procedures.htm>.

The aim of accepted procedures is the activity to be most efficient and transparent.

They guarantee, if desirable, the full anonymity of the complainant and in the same time provide by approved channel for connection the complaint to be received by relevant competent authority who is authorized to take necessary measures.

On the other hand, the procedures defend Bulgarian host organizations' reputation from possible disloyal attacks.

After receiving a complaint, the Hotline operators find the location of pointed out content. If it is in Bulgaria, the complaint is transmitted via specially established working communication channel to the Ministry of Interior in virtue of agreement, signed in 2006.

If the content is on the territory of the other country that is a member of International Association of Hotline - INHOPE , the complaint is transferred directly to the partners' Hot line.

If it is found out that the content has been placed in third country, the complaint is transferred for next measures along the line of the international police cooperation between police services.

The Hotline's operators answer to the questions on the phone or by e-mail in case, when there is a threat for physical or psychological well-being of minor.

The Bulgarian Hotline reports periodically to the National Awareness Node and in the public annual reports which are published on the Hot line site.

The Hotline's Activities

In the calendar year 2008 the 565 complaints have been entered to the Hot line. 157 from them have concerned websites in Bulgaria and abroad, which, according to the complainants, have published inappropriate for minors content.

After relevant processing by operators, the signals, received in the year, can be classified by the type of content which the complainant has warned, as follows:

- sites, with of content child pornography – 15:
- sites, showing child nakedness-1;
- sites , with pornography for adults, accessible for children-3;
- sites , with pornography for adults-6;
- sites, propagandizing racism and xenophobia-1;
- sites, propagandizing violence against the individual-13;
- complaints, for grooming minors through Internet – 5;
- complaints, connected with trafficking children- 1;

25 % of the complaints concerned content, placed in Bulgaria.

17 persons have been asked Hot line for advice.

One the received complaints the Hotline has undertaken 135 relevant measures. From them:

- 14 from the complaints have been given to the competent low forced authority:
- 5 host organizations have been notified of inappropriate content:
- 16 site's owners have been given a notice of inappropriate content:
- 3 complaints have been given to other state authorities
- 4 complaints have been given to the relevant partner Hot line in other countries:
- in 20 cases answers have been given to user's answers
- 42 of the complainants, who hadn't wanted anonymity , have been informed about undertaken actions in line of their complaint

National Awareness Node's activities

Safer Internet Day

Safer Internet day is hold every year in February on the European Union's initiative. Also every year a competition between schools is carried out. ARC Fund. was the National coordinator for the competition in 2008.

ARC Fund organized the constitution of the national jury to rate the Bulgarian students' and schools' multimedia projects on theme: **“The life online is such as you make it.”** The members of the jury were representatives of the State Agency for information technologies and communications, the State Agency of Child Protection and the Ministry of Education and Science.

The students competed in three categories: in age 5-10 years, in age 11-14 years and in age 15-19 years. The projects of the Bulgarian students were 16 in number. The jury classed one project from each of the three age groups for participation in the European competition. Also the jury classed one other project from each age group to the national award.



On 12th February 2008 - the Safer Internet Day, the award ceremony was organized for the sixth best multimedia projects of the Bulgarian students. The chairman of the State Agency for information technologies and communications Plamen Vachkov handed to the distinguished students honorary diplomas and presents on behalf of the State Agency for information technologies and communications, the State Agency of Child Protection and Microsoft – Bulgaria

Real and Virtual Violence Prevention course for schools

During the entire 2008 year the ARC Fund had been implementing the project “Virtual and real violence – prevention by interactive training at schools”, started in September 2007 year, financially supported by Suisse “Oak Foundation”, in partnership with “Roditeli Association” and supported by Microsoft- Bulgaria.



Within the framework of the project a Methodological guide book for trainers has been worked out. It consists 25 module lessons for 5-12 grades' students and presents different themes, connected with recognition and reaction to the violence in the real and virtual world. The Methodological guide was reviewed by a reviewer from the Institute of Psychology from the Bulgarian Academy of Science. It was officially approved by the Ministry of Education and Science as a material, which can be used in the school network.

The course was probed for testing of the methodology and the online-platform for submitting requests for substitute-teachers by directors. It was probed In April- June in 3 Sofia schools – volunteers. The automated system transfers request to the registered trainers, who take free classes in the certain school.

This is the double focus of the project: on one hand – the violence's recognition and prevention among the students, on the other hand – the possibility for solving the problem with free classes. Automated online platform enables school directors in the shortest time to provide a trainer to substitute the extremely absent teacher.

25 trainers and 12 coordinators from 12 Sofia schools – volunteers were trained and the free classes' taking began in these schools in October.

Stimulating of the public – private partnership in Safer Internet area

On the 16 of June 2008, ARC Fund, together with the Center of Study of Democracy and the Commission of social consultations of the European Affairs Committee /National Assembly/ hold a workshop on the topic:

“The public-private partnerships in the area of Justice and Interior: the new European Framework of Safer Internet.” Members of parliament, state authorities', non-governmental organizations' representatives and experts took part in the workshop.

In order to purpose was prepared and a prior send to the Commission of social consultations of the European Affairs Committee /National Assembly/ a statement about shortages in the European Commission's proposal for new long-term Safer

Internet Program as well as some suggestions for legislative measures that Bulgaria has to undertake in this line.

Afterwards through the Bulgarian Members of the European Parliament the notes to the European Commission's proposal have drawn attention of the European Commission and in the voted Program by the European Parliament have been made relevant amendments.

Presentation of the European system for game information - PEGI

ARC Fund, together with the State Agency for Information Technologies and Communications, took part in the Round table: "The computer games and the children safety in Internet" on 12th of September. Representatives from the executive and legislative authorities, the coordinator of the European Commission's Awareness Nodes' Network-InSafe, the coordinator of the Bulgarian Awareness Node, the Bulgarian Federation for Electronic Sports, parents, media, internet and internet game providers participated In the event.

During the forum a Council of Europe's document was presented, that had been worked out in order to give to the online games' providers clear and practical advices in terms of children safety, when the children play or study in the web. The directions are prepared by the Group of specialists of human rights in the information society (MC-S-IS) of the Council of Europe. There are two representatives of Bulgaria among them. The directions were translated and had been disseminated in public by the State Agency for Information Technologies and Communications in accordance with the priorities of the Agency of Human Rights and Freedom, especially with the Freedom of expression, content's and messages' creating and sharing .



The Pan European system for game information - PEGI for parents' help, was presented on behalf of the National Awareness Node. The special guest of the event was Mrs. Janice Richardson, coordinator of the European Commission's Awareness Node Network – In Safe, that is one of the most active in working of the safety rules for children, using Internet.

The safety children directions' popularizing was supported by the representatives of the companies-“game- creators”, importers, and websites for children.

Safer Internet for children campaign

On the 2 October in Sofia was announced the start of the second national campaign “Children Safe in Internet”. The campaign, lasting 7 months, is a mutual initiative of

Microsoft – Bulgaria , Az- deteto.com and Evrocom-cable and has been implemented by the National Awareness Node's, The Ministry's of education and science, The State Agency's for Child Protection and the State Agency's for Information Technologies and Communications' support.



During the opening ceremony in presence of children, parents and media were handed awards to the winners of the drawing competition “My parents and me in Internet”. More than 150 children from all over the country took part in the competition, announced at the children web- portal Az-deteto.com. The winners received prizes, provided by Microsoft – Bulgaria and were invited to participate to the children web-portal's next competition about creating rules for parents, who wanted to guarantee their children's safety in Internet.

This year the wide public discussion includes a number of other initiatives, as some round tables-discussions in 3 towns of the country. On the round tables - parents, teachers and experts will discuss problems with risks for children in the virtual world of Internet.

Cyber festival for students

On the 4 of November 2008 was opened officially the 5-days Students Computer Festival within the Framework of yearly exhibition BAIT – EXPO. The festival was organized by the National Awareness Node and Sofia Municipality, supported actively by the State Agency's for Information Technologies and Communications, a number of state institutions, non-governmental organizations and IT-companies.

The festival was opened with demonstration of fire spinning. Every day to the event came entire classes from different schools together with their teachers.

Within the framework of the Festival, the Bulgarian Federation for Electronic Sports, partner of the National Awareness Node from the European Commission' s INSAFE network, organized National cyber championship – Bulgaria 2008.

Some demonstrations of computer and play station games were done, including games without violence, worked out on the children's ideas, on the initiative of the State Agency for Child Protection

Every day at the student festival was shown the documentary “I Surf Safely” worked out within framework of the campaign “Children safety in Internet” of the Microsoft – Bulgaria, of the children site Az-deteto.com and supported by the National Awareness Node. The students had the opportunity to see presentations of their peers, devoted to the risks in Internet and to risky behavior. The visitors could see an exhibition of children drawings for the competition “My parents and me in Internet” of Az-deteto.com.



The state institutions, non-governmental organizations and companies from IT sector exposed their training and information materials on the special counters. News from the computer games’ world and technologies were presented. The teachers were given with new programs by Microsoft – Bulgaria for working out of electronic content in secondary schools.

A great interest and active participation raised the quizzes with prizes. The quizzes were on the knowledge in the Internet area and in the computer technologies as well as about risks in Internet and computer use.

Kids safely in Internet campaign spread to Pleven and Plovdiv

On 12 and 20 November 2008 in Pleven and Plovdiv under the patronage of regional municipalities some round tables were held on the topics, related with the kid’s safety in Internet. The public discussions are a part from on a large scale initiative “Kids safety in Internet” that is being held for the second consecutive year with the support of National Awareness Node .

On the round table in Pleven on 12 of November the Deputy Mayor on security Minko Minkov took part in the discussion. The participants have come together with the idea that it is extremely important for parents always to know what kind of sites their children have been visiting. This means that they have to be informed about the newest tendencies in Internet in order to prevent their kids in danger. The most important thing is children to keep the main rules for internet safety.

Also to the discussion actively contributed representatives of the community centers, parents board of trustees and students from Math’s gymnasium, “Ivan Vazzov”



secondary school and School for Music in Pleven.

The round table in Plovdiv was opened by the Deputy Mayor of the social activities - Mr. Krassimir Angelov. He has undertaken to the campaign’s posters with the 8 rules for Safer Internet surfing to be spread in the all

Plovdiv schools. In addition, Mr. Angelov promised the rules to be published in the January issue of the Social newsletter, which is printed and disseminated by the Municipality in Plovdiv. “The Plovdiv Municipality is participating in the International Network of the Municipalities –Friends of the Children, which is coordinated by Roditeli Association” – Mr. Angelov said - and this way the Safer Internet values will be popularized more

The participants into discussion have joined around the idea trainings for parents to be organized for Internet use and work. So that the thinking of adults that dangers in Internet can not reach their child will change.

In the round table took part students of the 6th grade of the “Petar Beron” Primary School , representatives of the National Voluntary Alliance, “Bulgarian center for gender studies”, representatives of the Juvenile Delinquency Commissions and the Department of Fight against organized crime. from the regional policy station – Plovdiv, from the regional department of the Ministry of Education, informatics teachers from town of Stamboliiski, as well as parents.

Educational game for the youngest



The educational game “I am online” was worked out and put online as well as on a disk in cooperation with the partner of the Public Council on Safer Internet use – the Consumers’ Association. With ideas and with participation of students, the team from the children web-portal Dechica.com made the game that teach kids from earliest ages to cautious behavior in Internet, presents them the

main dangers in Internet and shows ways to avoid them. The game is accessible online through the web-portal of the National Awareness Node and through the children portal Dechica.com.

Parents control program



The partner organization Dolphin foundation has developed the first parents control program in Bulgarian-Child Defender. The National Awareness Node was actively involved in popularizing and free-spreading of the program that enables parents to

control access to different websites and also to follow their child's actions in Internet in order to prevent possible treats of him. The program is accessible to be downloaded from the special site. It is easy to be installed and became more and more popular since the program is in Bulgarian and the parents can easy orientate themselves in the different functions, which are given to provide children safety in internet.

Portal site of the National Awareness Node



In order to popularize its activities and also to inform parents, teachers and children about the last development in internet safety, the National Awareness Node created the portal site Safenet.bg. The portal contains four sites – for children, for teens, for parents and for teachers. On each of them news and useful information are being published, designed for the relevant group of users. There is a direct link from all sites of the portal to the 'Hot line' site so that the users can complaint about noticed illegal or potentially harmful for kids content in the web.

Conclusion: The Hotline's informational, training and popularizing activities, organized by the National Awareness Node, together with the Public Council's on Safer Internet use partner's organizations and any other organizations, help essentially for the efficient work of the Hot line. Since the National Awareness Node has started its work comparatively soon, the expectations are that the impact of its activity will be felt in larger scale in 2009.