



Public report

Bulgarian Safer Internet Centre

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Web112.net

Helpline.bg

2014



Introduction

The Bulgarian Safer Internet Centre was established in 2005 and has been operating since then as a part of the Safer Internet Programme of the European Commission that was launched in 1999. The Centre was set up by the Applied Research and Communications Fund (ARC Fund) with the financial support of the EC. Association Parents and DeConi Advertising Agency joined ARC Fund as the main partners in the Centre's activities in 2008 and in 2012 ARC Consulting became the fourth member of the consortium.

ARC Fund launched the Bulgarian Internet Hotline for fighting illegal and harmful for children content and conduct in Internet in May 2006. Since June 2010, when ARC Fund, Association Parents and DeConi joined the European Commission's Programme "Safer Internet" 2009-2013, the Hotline has been operated through this programme. The Hotline can be easily contacted by every adult or minor, who wants to report online content or conduct, which is illegal according to the Bulgarian legislation or may have a traumatic or other harmful effect on the minors using the web. The anonymity of the reporting person is guaranteed.

The main priority of the Hotline is to fight the dissemination of child pornography and grooming of children in Internet. For this reason, ARC Fund actively cooperates with the relevant law-enforcing agencies and has signed the framework agreement with the Ministry of Interior in January 2006. The European and Bulgarian experience proves that setting up a public Internet Hotline significantly increases the efficiency of the competent law enforcement authorities in their fight against the illegal and harmful for children content and conduct in Internet.

ARC Fund, in consortium with Association Parents, the Bulgarian Federation for Electronic Sport and DeConi Advertising Agency, has operated the National Awareness Node (a component of the Bulgarian Safer Internet Centre) since June 2008. The Awareness Node was established with co-financing from the Safer Internet Plus Programme of the European Commission.

A national Helpline was launched in 2011 and with its establishment, the full package of services offered by National Safer Internet Centres across Europe is now available also in Bulgaria. The Helpline provides support and consultations to young people, parents and teachers regarding the safe and positive use of Internet and mobile technologies. Trained operators-consultants serving the Helpline can be reached through the telephone number 124 123 (each call is charged a fixed rate of 0.07 euro regardless of its duration), Skype and email. Involvement of Helpline consultants is especially important in cases when the online risks facing the minors appear as a result of activities of other minors. These activities include cyber-bullying, uploading of illegal or harmful content on the photo and video-sharing websites and social networks, and unreasonable and irresponsible online conduct. On discretion of consultants, such cases can be forwarded to the experts from the State Agency for Child Protection or social workers from the Departments for Child Protection

In its work, the Bulgarian Safer Internet Centre relies on the close collaboration with the key stakeholders united in the Public Council on Safer Internet Use. The Public Council, which serves as an advisory board for the Centre, includes 22 government agencies, private companies and NGOs.

ARC Fund has been a member of the International Association of Internet Hotlines (INHOPE) since 2006. INHOPE coordinates a network of Internet Hotlines in 45 countries. ARC Fund also participates in the European Network of Safer Internet Centres Insafe.

ARC Fund is a member of the National Network for Children and in May 2013 also joined its management board. The National Network for Children brings together 127 Bulgarian non-governmental organisations, working in the field of children rights and children protection. It is a member of Eurochild, of the Regional Network of Non-Profit Organisations and of UNICEF for

Children from Central and Eastern Europe, the Commonwealth of Independent States and Baltic countries.

Who we are

The Applied Research and Communication Fund (ARC Fund) is a non-governmental, non-profit organisation in public interest, established in Sofia in 1991. ARC Fund is among the leading Bulgarian organisations working for the development of a knowledge-based society that has mastered the power of information technologies and innovation.

ARC Fund has been actively involved in formulating and implementing policies for the development of information and knowledge-based society both on national and international level by:

- Conducting applied research and analyses that assist the development and implementation of public policies;
- Promoting public policy consensus by bringing together the key actors in government, industry and civil society, and by forming coalitions and public-private partnerships;
- Building capacity of various professional groups through trainings and transfer of knowledge and good practices.

ARC Fund is:

- Member of the European Network of Safer Internet Centres Insafe
- Member of the International Association of Internet Hotlines INHOPE
- Coordinator of the Public Council on Safer Internet Use
- Member of the Management Board of the National Network for Children
- Member of the National Council on Child Protection
- Representative of Bulgaria in the European research network “EU Kids Online”

Association Parents was established in June 2001 as a non-profit organisation in public interest. Its mission is to encourage parents to be the best parents they can be and to support children to grow up into the best adults they can become. The Association’s main aims are development and acknowledgement of parenthood as a main spiritual value of the society and recognition of the family as a natural environment for raising and educating the children.

Association Parents is:

- Member of European Parents Association
- Member of the National Network for Children
- Member of working groups at the National Council on Child Protection
- Member of the Public Council on Safer Internet Use
- Member of the Consultancy Board for Education at Sofia Municipality
- Member of the Consultancy Board “Children of Sofia”

DeConi Agency is a marketing agency with nearly twenty year history of successful brand building and promotion. The Agency has introduced to the Bulgarian market international brands such as OMV, Jim Beam, Dunkin 'Donuts, KFC, JYSK, Prisun, Creditex, and Lidl.

The agency specializes in corporate social responsibility, creating effective models of cooperation between companies, NGOs, government and international organisations, with a lasting impact on sustainable development of specific communities on a local and regional level and the Bulgarian society as a whole. The team of the agency has successfully implemented a number of awareness and media campaigns with social dimension. These include a series of charitable marathons “Let’s run for health, let’s run for children,” and campaigns for reduction of CO2 emission from public transportation vehicles, for recycling and cleaner environment, for allowing guide dogs of blind persons into public places, and for furnishing houses for children without parents.

ARC Consulting is the consulting division of the Applied Research and Communications Fund. The company provides services in the areas of analysis and public policies on innovation and information and communication technologies in the European Union. It also works on the preparation and implementation of national and international projects under the EU Framework Programmes and Cohesive and Structural Funds. ARC Consulting develops and supports the capacity of ARC Fund for the implementation of its mission.

ARC Consulting is a member of two European professional networks:

- Enterprise Europe Network – the largest information and consulting network in Europe for assisting SMEs with development of their innovation and technological growth potential, and informing them about the EU policies.
- ERAWATCH – a network of European centres providing information on European, national and regional research and innovation policies of the EU and member-states, in order to support the evidence-based policy making and contribute to the realisation of the European Research Area.

Public Council on Safer Internet Use

The Public Council on Safer Internet Use was founded in April 2006. It includes representatives of the major stakeholders – public institutions, industry associations, private companies and non-governmental organisations involved in development of information technologies and knowledge-based society and which share the common mission to make Internet a safer environment for the minors.

The Public Council discusses and approves the periodical activity reports of the Hotline and the Bulgarian Safer Internet Centre, and gives recommendations for improving their work. It approves operational procedures of the Hotline and the Helpline, and if needed, changes them in accordance with the alterations in the national legislative, social and economic conditions. In the event of controversy in the work of Hotline and Helpline, the Public Council decides upon an appropriate course of action.

The Public Council initiates various activities for promoting Safer Internet rules and for increasing social awareness about risks for the minors in Internet and ways for preventing them. The member organisations play an active part in a number of initiatives of the Safer Internet Centre.

In conformity with its Statutes, the Public Council can accept as a new member an organisation with a proven record of activity in the area of safer Internet. The new members must be able to actively contribute to the work of the Bulgarian Safer Internet Centre and the Bulgarian Hotline.

On its regular annual meeting on January 13, 2014, the Public Council discussed and approved changes to the Regulations for the Work of the Public Council for Safer Internet and changes to the manual of procedures of the Hotline for fighting illegal and harmful for children content and conduct in Internet. The new management of the Board was elected on the meeting. Hristo Monov, chair of the Parliamentary Commission for Children, Youth and Sports was elected chair of the Board, while Eva Zhecheva, chair of the State Agency for Child Protection and Aneta Ivanova, chair of the Management Board of the Society for Electronic Communications were elected as deputy-chairs. The Board approved the Annual Report of the Safer Internet Centre for 2013 and discussed the forthcoming activities on the occasion of the international Safer Internet Day. The Council members discussed and passed the 2014 Activity Plan for the SIC.

Members of the Public Council on Safer Internet Use:

1. Parliamentary Committee on Children, Youth and Sports
2. State Agency for Child Protection
3. Bulgarian Association for Information Technologies
4. Ministry of Education and Science
5. Ministry of Interior
6. Ministry of Transport, Informational Technologies and Communications
7. Ministry of Culture
8. Sofia Municipality

9. Internet Society – Bulgaria
10. Bulgarian Association of Informational Technologies (BAIT)
11. Cisco Systems – Bulgaria
12. Law and Internet Foundation
13. Association Parents
14. Association for Consumer Protection (Web services)
15. Partners-Bulgaria Foundation
16. Bulgarian Federation for Electronic Sport
17. Gender Education, Research and Technologies Foundation
18. Vivacom
19. Mobiltel
20. Telenor Bulgaria
21. Microsoft Bulgaria
22. Centre for the Study of Democracy

Hotline Operational Procedures

The operational procedures of the Bulgarian Hotline “Web112.net” have been approved by the Public Council on Safer Internet Use. The full text of the procedures is available on the Hotline website. The aim of the operational procedures is to make the activities of the Hotline most efficient and fully transparent to the general public.

The procedures guarantee full anonymity of the reporting persons, if they wish to remain anonymous. After receiving a signal, the Hotline operators establish the physical location of the reported content. If the server is located in Bulgaria, the report is transmitted over a specially established secure communication channel to the Ministry of Interior in line with the Framework Agreement for cooperation signed in 2006. When the content is traced to another country, which is a member of the International Association of Internet Hotlines INHOPE, the report is passed on to the partner Hotline. In cases when the content is located in a third country, the report is transmitted to the Bulgarian Ministry of Interior, which takes further measures based on the international police cooperation procedures.

The Hotline operators answer queries by phone or by e-mail. If necessary, they direct the client to contact the Helpline psychologists in accordance with the internal procedures for reports transfer, adopted by the ARC Fund and Association Parents.

The Bulgarian Hotline periodically reports to the Public Council on Safer Internet Use. Its annual Public Reports are published on the Hotline website and are available to the general public.

Helpline Operational Procedures

The Helpline was established and is maintained by the Association Parents. It represents a consultation centre for providing help and advice to children and adults on problems and risks children may encounter in Internet. The clients can use four channels for communication: telephone, 2 chat platforms (Skype and live chat system, attached to the website of the Helpline), and e-mail. The information on all phone, chat or e-mail consultations is stored in the database and is strictly confidential.

The persons, who contact the Helpline, can remain anonymous if they prefer so. However, the operators are obliged to request the personal information, when there is a genuine threat for the life or health of a minor and/or anyone else (in cases of likely violence, abuse, crime, sexual abuse). Such cases are redirected to the Hotline and/or any other appropriate organisation or institution.

The consultation centre operates between 10.00 and 16.00 from Monday to Friday. There are always two consultants and one supervisor on duty. Consultants and supervisors are trained psychologists, who are well prepared to evaluate the seriousness of the case and, if necessary, direct the child victim for further consultation and/or therapy to appropriate institutions.

The centre works closely with the National Hotline for fighting illegal and harmful for children content and conduct in Internet. At the discretion of the consultants, some reports (concerning virtual sexual violence, grooming for sexual abuse, dissemination of child pornography, sexual exploitation of children, mental and physical abuse of children, promotion of terrorism, xenophobia, racial and ethnic hatred on the Internet, online bullying, and Internet fraud) are redirected to the Hotline, where they are assessed, and if necessary, forwarded to the Ministry of Interior for further investigation.

The Helpline works closely with other institutions and organisations related to children's safety. In cases of significant and genuine threats to life and health of a minor, the consultant refers the case to the State Agency for Child Protection, the relevant law enforcement agencies, school authorities and health care institutions. In these cases, the operators do not need the consent of the client to breach the confidentiality. The supervisor on duty informs the relevant institutions and then continues to follow the case until its final resolution. The entire process is recorded in the database.

Activities of Hotline Web112.net

The Hotline received and processed 2,166 reports in 2014. The processing of the reports revealed that 93 of them referred to websites featuring content or conduct that was illegal and/or inappropriate for the minors. They included the following confirmed cases of illegal content:

- Child pornography – 33;
- Child nudism – 2;
- Grooming – 3;
- Pornography for adults accessible to children – 1;
- Extreme pornography – 1;
- Racism and Xenophobia –1;
- Promoting violence against the individual – 53;

The Hotline operators traced the content to 7 different countries. In large majority of cases (56), the apparent location of the content was Bulgaria. Other locations included United States (24 cases), Netherlands (6), Russia (3), Canada (2), British Virgin Islands (1) and Latvia (1).

The Hotline acted on 332 of the reports. The actions included:

- Transmission to the Ministry of Interior – 8;
- Transmission to hosting ISP – 1;
- Transmission to content owner – 53;
- Transmission to other competent authorities / bodies – 8;
- Forward to other INHOPE Hotline – 21;
- Follow-up actions / response to reporter – 109;
- Receipt acknowledgements – 109;
- Explanatory response to queries – 23.

Helpline activities

In the period January – December 2014, the Helpline received 276 enquiries.

The clients who contacted the Helpline were divided into the following groups:

- Adults – 34;
- Children – 21;
- Professionals – 3;
- Parents – 19;
- Teenagers – 44.
- Unidentified – 30.

The enquiries can be classified as following:

- Harmful content – 5;
- Grooming – 2;
- Financial risks / threats – 8;
- Love / relationships / sexuality (online) – 17;
- Unwanted contact from a stranger (different from grooming) – 3;
- Illegal content, relating to the Hotline – 6;
- Online crime – 11;
- Online reputation – 1;
- Online bullying – 29;
- Identity (abuse of identity) – 10;
- Identity (how to protect it) – 5;
- Self-harming – 2;
- Sexual abuse – 1;
- Technical settings – 42;
- Other – 8.

Safer Internet Centre Activities

In 2014, the Centre continued to be an active member of the European Network of Safer Internet Centres Insafe and the International Association of Internet Hotlines INHOPE. It contributed to the work of both networks and collaborated with the partner hotlines and with the owners / administrators of websites across Europe with the goal of removing the harmful content. In Bulgaria, many of Centre's activities were implemented in cooperation with various stakeholders both on the national and local levels.

As in the previous years, the Centre was mainly involved in the following activities, aimed at increasing the safety of children using information and communication technologies:

- Public awareness campaigns, conferences, round tables and seminars
- Trainings and education of children, parents, teachers, law enforcement officers and other professionals
- Study of trends in the use of “new technologies” among children
- Design, production and dissemination of information materials and awareness raising tools
- Encouragement of cooperation among all stakeholders from public, private and non-governmental sector.

Safer Internet Day 2014

The international Safer Internet Day (SID) was marked on February 11 by a multitude of events. In the morning, the three Bulgarian mobile operators sent an SMS to all their customers informing them about SID. The Safer Internet Centre prepared an exhibition of over thousand drawings on the topic “You are the hero (in internet),” received from schools across the country.

The main event took place at the premises of the EC and European Parliament representation office in Sofia. Official guests delivering addresses included the head of the EC representation office Mr. Ognian Zlatev, the chair of the State Agency for Child Protection Mrs. Eva Zhecheva, and a representative of the Commission on children, youth and sports at the National Parliament.

The central part of the event was reserved for special guests who have made a notable contribution to online safety during the previous year. Rosica Visarionova, a teacher from Haskovo and a winner of the national competition “Teacher in the Virtual Space,” and her two pupils Antoan Kalev and Cvetelina Tencheva shared what they have done in their class on the topic “Young persons between the real and the virtual.” Dimitar Ganchev, an expert from the Internet Society Bulgaria, spoke about the pioneering years of the Internet, in which he was an active participant. Borislava Dineva and Lilyana Slavova, two

delegates from the 2013 TeeNet Parliament made a presentation on how the Charter for online rights and responsibilities of the young people was created and approved. They also told the audience about their participation on the European Safer Internet Forum in Brussels. Lyubomir Yanchev, a young programmer-entrepreneur and an inventor of a cheap “smart house” system, inspired the participants with his message that what the world needs today are the young people eager to make the change.

The scenario for the SID was developed by the young people from the Centre’s Youth Panels and the TeeNet Parliament. About 80 students from secondary schools from Sofia and other cities attended the event.

Tens of schools and other organisations across Bulgaria organised their own events on the occasion of the Safer Internet Day. To this end, the Centre has provided them with various materials.

The team of the Safer Internet Centre gave interviews or participated in talk shows at several radio and TV channels. They presented the Safer Internet Day, and talked about other Centre’s initiatives and about online risks and what parents and children should do to avoid them.

Family celebration “Famillathlon” 2014 and other public events

The sixth edition of the annual Famillathlon took place in the South Park in Sofia on May 18. Thousands of families spent the entire day actively involved in a large variety of games and sport events, organised with the help of over 40 sport and leisure clubs. Parents and children had a chance to partake in numerous traditional and exotic sports and fun activities like badminton, petanque, capoeira, aikido, robotics and many more. They also had fun and obtained useful knowledge by playing games developed by the SIC: “Flashboy in the Land of Spammies,” Memory Cards, “Flashboy Trainer” and “Helpline’s House.” Flashboy, the superhero invented by the SIC, was present the whole day to play with the children and inform them, with the assistance of the Helpline team, about the rules for safe Internet surfing.

From April to June, the Helpline team organised several small Famillathlons in schools in different Bulgarian towns (on April 11 and April 28 in Sofia, on May 17 in Kozloduy, on June 1 in Sofia and in Dupnica). On all these events, children played “Flashboy in the land of Spammies” and other educational games developed by the SIC. All children, who took part in the games, received gifts, including the book “Flashboy at Famillathlon” and stickers of the Helpline.

For the third consecutive year, a Famillathlon marked the beginning of the new school year in the town of Gorna Oryahovitza. The event took place on September 19 and was organised with assistance of the Municipality and the Association “Youth Tolerance.” The celebration of family, sport and healthy lifestyle consisted of over 10 workshops, including sports competitions and Helpline games.

In addition to Famillathlons, the SIC team promoted the work of the Centre, Helpline and Hotline through participation in many other public events, such as Sofia Breathes festival, Books Fair, Children’s Fair and others.

Trainings

The SIC team carried out a large number of trainings of various professionals and experts. They included police officers from cybercrime and from juvenile delinquency departments, teachers, school psychologists, social workers, and anti-trafficking experts. The topics of these training covered a wide range of issues, including abuse of children, prevention of cyber-bullying, cybercrimes against and by minors, online safety for children and minors, prevention of real and virtual violence among children, prevention of hate speech online, and the connection between Internet and human trafficking.

Police officers from Children's Pedagogical Rooms from police stations across the country were trained on the topic of prevention of sexual violence against and/or among school children. In Varna, the Centre trained police officers, experts from the Preventions Directorate of Varna Municipality, members of the anti-trafficking commissions, and officers from the local commissions for combating juvenile delinquency to tackle the use of internet for the human trafficking. Social workers from various children institutions in Sofia participated in training focused of the internet risks for children in institutional care.

The majority of trainings targeted teachers. Teachers in Sofia, Plovdiv and Gabrovo were trained how to deal with the online risks for children and cyber-bullying, how to apply the SIC's methodology for prevention of real and virtual violence among children, and how to deal with and prevent hate speech.

In addition to the trainings of adults, the SIC devoted substantial time and resources to the education and training of children and young people. The Centre's experts visited tens of schools from Sofia, Simitli, Kozloduy and Gorna Oryahovitza and delivered lessons to over 1,000 children of different ages. Most of the trainings and lessons revolved around the issues of online safety and rules for safe use of Internet, real and virtual forms of aggressive behaviour, and strategies for preventing violence. On the majority of these trainings, children and youth took part in the Centre's interactive games, received awareness and educational materials, shared their experience and knowledge about staying safe online, and actively discussed and proposed rules for safe use of Internet. Some of the older training participants were also trained to apply the peers-to-peers education method for prevention of aggression among the young people.

A group of children and their fathers were trained how to develop simple games for mobile phones, which turned out to be a highly efficient and fun way to engage fathers with teaching the children to use modern communication technologies in a positive and safe way. Another initiative with a similar objective was a national competition in playing the new educational online game Family Duels. The game was developed by the Bulgarian SIC with the support of kabinata.com and the Bulgarian Association for Information Technologies. The competition started on June 16 and lasted for one month. The game is played by a family team, consisting of at least one adult and one child. Some of the questions participants have to answer in the course of the game are connected to their knowledge about safe use of Internet and mobile devices.

Children and youth panels

The Bulgarian Safer Internet Centre continued its cooperation with Youth Panels in 2014. The most active partnership was with the Youth Panels in Varna and Sofia. The Varna Panel participants underwent training on how to apply the peer-to-peer educational methodology on safer Internet use. In October, the Centre's experts participated in an online working meeting of coordinators of Youth Panels of the European Safer Internet Centres, during which work with very young children was presented and discussed.

Youth Panels, TeeNet Parliament and other organisations of young people were actively involved in creation of some of the awareness raising tools (educational online and offline games, and various print materials). Decisions on the final outlook of these tools were taken on working meetings of the Centre and its young partners.

International activities

The SIC team members participated on various events (conferences, meetings and forums) on which they exchanged knowledge and experience with colleagues from numerous European countries and where they presented and disseminated the Centre's methodology for prevention of virtual and real violence among children, as well as other SIC resources.

On an International conference on counteraction of sexual exploitation and abuse of children in Internet in Sofia on June 10-11, attended by representatives of law enforcement authorities from 26 countries,

Interpol, Europol, NGOs and industry, the SIC expert presented the work of the Hotline, its cooperation with the law enforcement, and the Centre's prevention and awareness raising activities. The SIC had its representatives also on the international conference Youth and Media in Skopje in February, at the working group meeting for organisation of an EuroDIG event in Sofia in June 2015, the Helpline cluster steering committee meeting and Insafe training seminar (on the risks children and young people are exposed to online) in Vilnius in September. The Bulgarian SIC also contributed to the launching of the SIC in Serbia through presentation of best practices.

Although less rewarding than a physical participation in a real event, periodic online meetings, webinars and teleconferences were important venues for exchange of views and finding solutions to various problems ranging from the working procedures of Helplines to reporting of cybercrimes. Some of these occasions were: monthly teleconferences of the working groups within the European project BIK NET; a presentation via video-bridge to a national conference organised in Moscow by the Russian Safer Internet Centre in February; two INHOPE-led webinars in August and September on Tor and on Facebook; and a webinar on the needs of the young people in the framework of the e-Skills for Jobs project in October. The SIC team was also involved in planning of various events (Pan-EU Youth Panel, Positive Content Competition, Safer Internet Forum).

The SIC experts participated on several training seminars. Two SIC experts obtained additional skills on the Insafe training meeting in Bratislava, and one on the training for hotline operators in Berlin. As part of the INHOPE programme, the Centre hosted a bursary visit of the Irish Hotline in May. The SIC experts presented the work, operational procedures, types of reports the Bulgarian Hotline receives, and the Hotline's major achievements and weaknesses, awareness activities, partnerships and policy formation.

National cooperation

In 2014, the Safer Internet Centre has maintained active partnerships with a large variety of actors. Some were involved in organisation and implementation of SIC's activities – especially events associated with promotion of active fatherhood (Father's Day celebration, project "To Be a Father). Members of SIC participated in numerous working groups and associations (National Network for Children, working group at the Parliamentary Labour and Social Affairs Committee, working group at the General Directorate of the National Police, working group at the National Commission for Combating Traffic in Human Beings, etc), where they contributed to the formulation of national policies and their application. A considerable effort was devoted to political lobbying for triggering necessary changes in the legislation and in the school curricula, aimed at prevention of real and online violence against or conducted by children and minors, and on prevention, investigation and prosecution of sexual abuse and exploitation of children.

A working group on prevention of violence and crime against children met on January 24 in the building of the State Agency for Child Protection. The participants included professionals from various state institutions like State Agency for Child Protection, Ministry of Education, Ministry of Youth and Sports, Ministry of Social Affairs, Ministry of Health, Red Cross, Police, and various NGOs. The meeting included a training of participants.

The result of a joint effort of the SIC and the General Directorate of the National Police was an Internet site "Improved Child Care and Prevention of Child Delinquency in Bulgaria."

Gergana Alexova, secretary of the National Commission for Combating Traffic in Human Beings, hosted a Working Group meeting in April with the participation of representatives of the Ministries of Education, Justice, Health, Internal Affairs, and Foreign Affairs, representatives of the National Police and the State Agency for National Security, and experts from NGO sector, including the SIC. The main topic of the meeting was formulation and approval of Commission's strategic goals and plan of activities for 2014.

A SIC representative attended a round table, held in Sofia in September, on which the draft of the National Cybersecurity Strategy was discussed. Other participants came from the government's Executive Agency "Electronic Communication Networks and Information Systems," Ministry of Defence, CERT (National Computer Security Incidents Response Team), State Agency for National Security, IBM, DSK Bank, Microsoft and other institutions.

The team of Association Parents has established partnership and cooperation with the Ministry of Interior on the project "To Be a Father."

The Bulgarian Safer Internet Centre thanks all of its partners and supporters, who helped with the realization of all activities in 2014!