



Safer Internet Day 2018: Roundtable of Online Safety for Children and Youth

Co-organisers:

eHelp Association

Department of Applied Social Sciences, The Hong Kong Polytechnic University

Venue: The Hong Kong Polytechnic University, V315

Date: Thursday, 8 Feb 2018

Time: 2:00pm – 5:30pm

Roundtable Summary

On Thursday 8th February, Safer Internet Day 2018: Roundtable of Online Safety for Children and Youth was co-organized by eHelp Association and Department of Applied Social Sciences, The Hong Kong Polytechnic University, to celebrate the Safer Internet Day together with over 100 countries globally. The theme of this year is “Create, connect and share respect: A better internet starts with you”.

Welcome & Open Remarks

Ms. Christie Hoo, Co-founder of eHelp Association and Chairman of YouthOnline Association gave an open remark and introduced the background of eHelp Association. She announced that eHelp has successfully completed the registration process in Hong Kong and became the foundation participants of INHOPE. She emphasized that the establishment of eHelp relying on to the critical support and funding from Save the Children and the collaborative effort between different stakeholders. Also, she stated that the aim of the roundtable is to provide a platform for different stakeholders to share information on the work they have done for the online protection of children and young people from local, regional and global perspective. Meanwhile, eHelp intends to raise the public awareness on disrupting the dissemination of Child Sexual Abusive Materials (CSAM) and other cyber crisis such as Cyber Crime and Cyberbullying especially among the community in Hong Kong as the host region of the roundtable.

Representatives from non-governmental organisations, the ICT industry, academia, as well as child and youth groups were invited to join the roundtable. By further engaging related

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stakeholders in the discussion, eHelp hope to establish an online reporting mechanism in Hong Kong to fight against CSAM and to create a better cyberspace for our next generation.

Overseas Experience

Dr. Srida Tanta-atipanit, the managing director of Internet Foundation for the Development of Thailand, talked about the reporting mechanisms, ThaiHotline. Dr. Srida shared the background information of the hotline which was set up to deal with illegal content on the internet. She stated the importance of working with different stakeholders to remove the content and they were working closely with police force for the prosecution the offenders.

Dr. Srida ended her sharing by addressing the challenges that the hotlines are normally facing. She mentioned the difficulty to promote the service to general public with limited sources. Simultaneously, it is essential to ensure staffs have been trained with updated knowledge in understanding the rapid technological change for combating cybercrimes.

At last, Miss Prachaya Sirimahaariyapoya, a 12-year-old student who was trained in an online safety program of ThaiHotline, shared her small project organized in school. It was aimed to promote online safety. She created a character called “Hero Protection Children Online” for raising awareness on online issues among peers. The initiative showed the importance to engage children leader to help to promote the hotline and child online protection issue in school and community.

Another overseas sharing started with a brief introduction by **Ms. Akari Noguchi** from Safer Internet Association (SIA) Japan, which is a non-profit and non-governmental organisation founded by the Japanese IT firms in 2013. SIA Japan manages two hotlines which are Internet Hotline Center Japan and Safe-line. Internet Hotline Center is funded by the National Police Agency (NPA) and notified domestic providers of removal of illegal content whilst Safe-line notified mainly overseas providers of removal of content such as revenge porn, cyberbullying and corpse.

Akari also shared the procedure and the removal rate of the reporting mechanism. The current removal rates for “Obscene materials” was 98%, “Child Sexual Abuse Materials(CSAM)” was 97%, and the removal rate of “Revenge porn” which is handled by Safe-line, was also high at

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91%. She stressed the importance of cooperation between local and international organisations to tackle the illegal and harmful content is needed.

The session also introduced the activities hosted by SIA during Safer Internet Day 2018. There was collaboration of civil society, government, industry and SIA. Discussion among private sectors for solutions and talk session of parents in IT industry were conducted. Akari also mentioned the cooperation with the Yahoo! Japan. When specific keywords such as “revenge porn” or “child sexual abuse materials” were searched, the banner of Safe-line would appear on the top of the search result page pointing the user to the reporting website.

eHelp Updates & IGF Experience Sharing

Mr. David Ng, Co-founder of eHelp Association, shared the updates regarding eHelp’s participation in Internet Governance Forum (IGF) and International relations building of eHelp Association. He talked about the background of the International Association of Internet Hotlines (INHOPE) which coordinates a network across the globe and on all continents. Become a member of INHOPE allows eHelp to access the ICCAM database and connect to the international network for completing the global connection of domestic reporting mechanism.

David also shared the newly launched useful digital literacy and online materials from Council of Europe and EDRI. He added the information that eHelp is cooperating with EDRI to translate and publish the materials to the public. What’s more, David introduced the domestic online reporting mechanism of eHelp is aiming to handle various online safety issue including child pornography, children trafficking, child sex tourism, cybercrime and cyber bullying. He ended the presentation by addressing the significance of joint effort to combat the illegal and harmful content online.

Guest Sharing: Best Practices to promote and protect Child Online Safety

Mr. George Chen, the Head of Public Policy, Hong Kong & Taiwan, Facebook, stated that there were around 5.3 million Facebook users in Hong Kong. Online safety issue is of Facebook’s concern. In this view, George has shared their work on promoting online safety. They have sponsored campaigns such as “SHEOBJECTS” for public awareness raising. He also mentioned

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the public are able to learn more about the safety policy and report the inappropriate content through Safety Centre of Facebook (facebook.com/safety).

George noted that professional training is vital to make report procedure effective. He took the cooperation with Taiwan non- governmental organisations (e.g. ECPAT Taiwan, iWIN) as example and showed their interest in providing training to build the capacity of local community. George also mentioned that Facebook provided a green channel to eligible organisations, in a bid to better facilitate the takedown process of inappropriate materials on the platform.

Mr. Yam Ki Chan, Head of Public Policy and Government Affairs, Hong Kong, Google, started the presentation from introducing the google safety centre and child safety tools. The safety tools, including “Safe search (Google)”, “Restricted mode (Youtube)”, “Android Protection (Android)”, were put into practice. Meanwhile, google safety centre provide a set of useful safety guide (e.g. YouTube community guidelines) for platform users to follow. Yam Ki also introduced the YouTube safety measure - “Trusted Flagger” which allows the government agencies and non-governmental organisations effectively notifying YouTube Admin to takedown inappropriate contents.

Google also developed a program called “Be Internet Awesome” as a user guideline to state the five important principles while children are surfing the net. Yam Ki ended his presentation by sharing their commitment to cooperate with NGO. They supported WebOrganic to organize “Smart People Video Contest” in 2018 to promote child online safety among schools in Hong Kong.

Mr. Joe Lam, the Chief Executive Officer of Alive! Media & Communications Limited, shared their experience of dealing with complaints on online discussion forum, Hong Kong Golden Forum. The forum has got in total 1,559,295 posts, active content screening is infeasible, at the same time should be avoided in respect of the freedom of speech. Nevertheless, they would still try their best to remove the harmful and illegal content in the forum from reviewing public reports.





He said that once the inappropriate content is reported to the forum, administrator will actively take action in handling the case. However, Joe indicated that they will try to state as neutral as possible as a discussion platform operator. But from their experience, digital literacy education is one of the significant solutions to the problem, for example related ordinance can be posted to serve the propose of public education.

Mr. Lento Yip, the Chairman of the Hong Kong Internet Service Providers Association (HKISPA), said HKISPA had a new project called “Service Providers, Interconnection, Routing, Information Security (SPRITS)” which is highly related to child online protection. The project took reference to the “Mutually Agreed Norms for Routing Security (MANRS)”, which provides guideline for ISP to take a better practice in providing high quality services. HKISPA is already working on the draft and would like to have further cooperation with eHelp to get a touch on the area about implementing child online protection safeguard in the guideline.

Dr. Chitat Chan, Assistant Professor of the Department of Applied Social Sciences, The Hong Kong Polytechnic University, started the presentation with the history of internet filter software. He raised the questions regarding who should have the authority to decide the content to be filtered and whether fundamentally installing filter software in children’s digital devices is a good way to solve the problem. Dr. Chan also examined the media literacy education with the participants, and illustrated that media literacy education could facilitate children to access to information as well as critically evaluate the use of media. At last, he introduced the notion of digital parenting that the parents should know how to provide new form of proper guidance to their children in the digital age.





Roundtable Discussion

After the presentation sessions, **Ms. Elaine Cheng**, co-founder of eHelp Association and founder of DotKids Foundation, facilitated the roundtable discussion. Participants shared their work on child online safety and expressed their opinions of the current situation in Hong Kong.

They agreed that prohibit children and youth from using digital devices is not a wise method to tackle the online challenges but education is the way out. During the discussion, Ms. Autumn Leung, Senior Programme Manager of WebOrganic, shared the challenges they faced while organizing activities in schools. She mentioned that the messages are not easy to convey to students due to the tight teaching schedule. Ms Catherine Leung, Funding and Promotion Officer of Against Child Abuse, said that she learnt a lot from the sharing and reckoned the necessary of different stakeholders especially the social workers to keep up-to-dates with the new technology to combat the online safety problems. She added that it would be great if there were more related trainings could be conducted and invited social workers and other caregivers to join. In addition, the participants believed that the joint effort between IT Industry and NGO is the key for creating a better Internet. In response to the questions, the industry members express their concern on the child online safety issues and looking forward to further cooperation with the NGOs. They hoped that there would be a better communication channel established between different stakeholders for collaboration, in this view, eHelp could take the position to facilitate the discourse. Moreover, the participants also reached the consensus that joint-force from various stakeholders is necessary for the battle to tackle different online risks, as well as setting up information and knowledge sharing platform, in a move to enrich everyone's understanding on the issue, and joint hands to promote a safer Internet.





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Participants List

Ms Autumn Leung, WebOrganic

Ms Billy Wong, Hong Kong Committee on Children's Rights

Ms Catherine Leung, Against Child Abuse

Dr. Chan Chitai, Department of Applied Social Sciences, The Hong Kong Polytechnic University

Ms Chine Chan, Psychotherapists in Action

Ms Christie Hoo, YouthOnline Association

Ms Elaine Cheng, DotKids Foundation

Mr. David Ng, eHelp Association

Mr. Elvis Ng, Hong Kong Family Welfare Society

Ms Fiona Chan, Stapworks Stem Cell Limited

Mr. George Chen, Facebook

Ms Grace Wong, Save the Children Hong Kong

Mr. Joe Lam, Alive! Media & Communications Limited (HK Golden)

Ms Kim Ma, WebOrganic

Ms Kitty Wan, Save the Children Hong Kong

Mr. Lento Yip, Hong Kong Internet Service Providers Association

Ms Shirley Wong, Hong Kong Committee on Children's Rights

Ms Sylvia Luo, Hong Kong Family Welfare Society

Ms Tara Tung, Save the Children Hong Kong

Mr. Yam Ki Chan, Google

Ms Yuchi Yu, eHelp Association

Ms Yvonne Wong, Internet Professional Association (iProA)

