Combating online illegal content -
the role of the INHOPE network of hotlines

Octopus Interface Conference
Strasbourg
11 – 12 June 2007

Ian Brown

Ian Brown – Copyright INHOPE

INHOPE
The International Association of Internet Hotlines

- INHOPE Association founded November 1999
- Funded by EC Safer Internet Action Plan
- In 1999 there were 10 member hotlines today there are 28

Mission Statement

"To support & enhance the performance of internet hotlines around the world, ensuring swift action is taken in removing illegal content, making the internet safer for all its users."

Ian Brown – Copyright INHOPE

Countries with INHOPE Hotlines

Australia	Austria	Belgium	Canada	Cyprus	Denmark
Finland	France	Germany	Greece	Hungary	Iceland
Ireland	Italy	Lithuania	Netherlands	Poland	South Korea
Spain	Chinese Taipei	United Kingdom	United States	Japan	Slovenia
Malta	?	?	?		

May 2007June 2007 Ian Brown – Copyright INHOPE Slide 3

Internet Hotlines

- Offer an easy way for the public to report suspected illegal sites and content
- Effective response to cross-border criminal activity
- Each report is reviewed by a content analyst and origin on the internet is traced
- Action is taken to ensure swift response
  - Referred to local or international law enforcement
  - Referred to INHOPE hotline in country of origin
  - Referred to ISP for appropriate action

inhope
Internet Hotline Providers

International Complexity = Slow results

Real people… response has to be fast

- INHOPE processes ensure best response:
  - Available and Accountable
    - visibility, accessibility, readability, choice
  - Reliable and Responsible
    - security, confidentiality, privacy, solidity
  - Transparent and Trustworthy
    - organisation, criteria, process, interfaces, report

INHOPE Board of Directors 2006

Lithuanian Focus Group 2006

This is where INHOPE fits in

Transparent, reliable processes give tangible results

May 2007June 2007 Ian Brown – Copyright INHOPE Slide 9

INHOPE's purpose

- To ensure hotlines are operating to best practise standards
- To respond quickly and effectively to reports of illegal content around the world
- To expand the network of INHOPE members around the world by identifying and supporting new hotlines

To make the internet as safe as possible for everyone

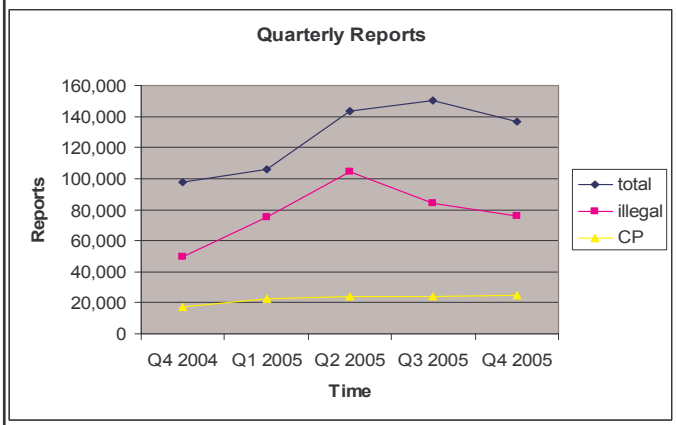
May 2007June 2007 Ian Brown – Copyright INHOPE Slide 10

Key Challenges for INHOPE

- Managing cultural and legislative differences
- Maintaining best practice standards across the network
- Expanding the INHOPE footprint to become more effective
- Pre-empting & keeping pace with technology developments
- Raising awareness without scare mongering
- Building strong strategic alliances with key stakeholders

Trends of Reports to Hotlines

numbers subject to review – does not include all hotlines

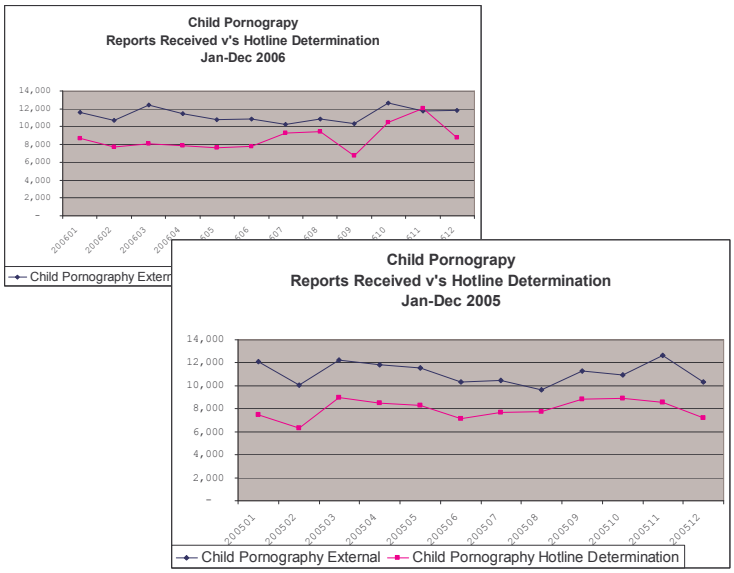


- Over 534,000 reports in 2005
- Increasing quarter on quarter
- In 2005 Child pornography represented 28% of reports

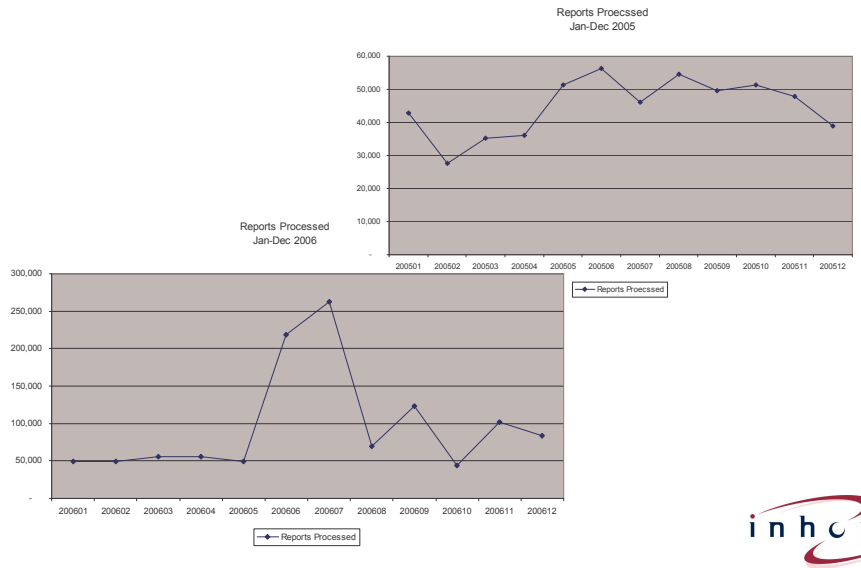
2005: 1,073 confirmed Racist and Xenophobia

2006: 6,275 reports received on Racism and Xenophobia resulting in 2,947 confirmed reports

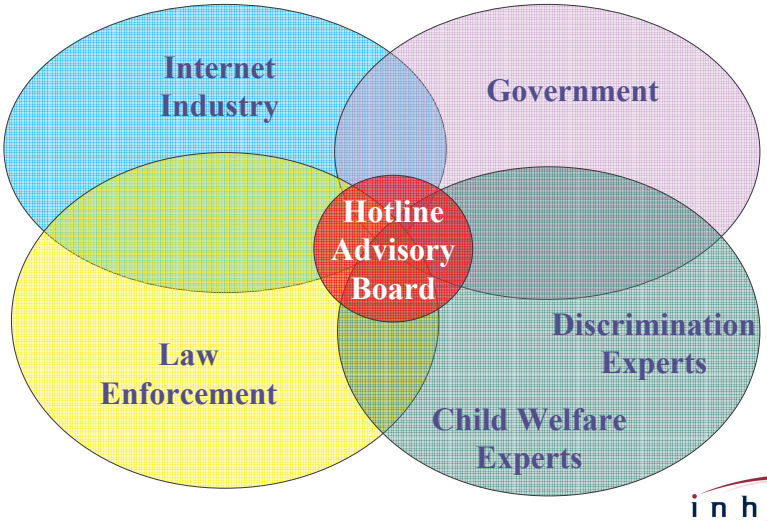
Reports Received vs Hotline Determination 2005



Reports Processed 2005-2006



Hotline Stakeholders



Changing Landscape for Internet Safety

- Internet proliferation
- Broadband and Mobile penetration
- Changes in legislation
- Increase in self generated content e.g. blogs
- Emergence of "new" types of crime
- Increased engagement from industry
  - Server based filtering
- Specialist law enforcement agencies
- And of course, growth in hotlines!

inhope.
Internet Hotline Providers

www.inhope.org

Ian Brown
Deputy CEO
INHOPE

Ian.brown@inhope.org

inhope.
Internet Hotline Providers