



Safer Internet Project SIC LT II

Annual Public Report

2012–2013



Švietimo informacinių
technologijų centras



Lietuvos Respublikos
ryšių reguliavimo tarnyba



LANGAS Į ATEITĮ
Asociacija „Langas į
ateitį“



Viešoji įstaiga „Vaikų linija“



European Commission
Information Society and Media

Contents

Introduction	3
<i>Safer Internet Programme</i> 2009–2013	4
Safer Internet Programme Project in Lithuania	5
<i>Safer Internet SIC LT II Project Consortium Members</i>	6
Centre of Information Technology of Education (CITE)	6
Communications Regulatory Authority of the Republic of Lithuania (RRT).....	7
Association “Langas į ateitį” (LIA)	8
Child Line Service (“Vaikų linija”)	9
Project implementation in Lithuania	10
National Cooperation	10
Development of Awareness Raising Tools and Methods.....	11
Competitions for Youth	14
Dissemination Events	16
Safer Internet Day 2013 Activities.....	17
Other <i>Safer Internet Day</i> Events.....	18
Contribution to the European Network Insafe	18
Safer Internet Hotline	19
International activities	23
Safer Internet Helpline	24
Contact information	26

Introduction

Regulation of harmful Internet content is currently one of the critical issues in development of the information society, attracting scrupulous attention of European countries. The Internet may pose various risks if used by children and teenagers without adults' supervision. Parents, carers and teachers face themselves with constant concern over how to protect their children against various risks of virtual environment, such as cyber bullying, harmful and illegal content, etc. Having recognized the implications of such issue, the Centre of Information Technologies in Education under the Ministry of Education and Science of the Republic of Lithuania (CITE), the Communications Regulatory Authority of the Republic of Lithuania (RRT), NGO "Vaikų linija" (Child Line) and association "Langas į ateitį" (LIA) (Window to the Future), in collaboration with other partner organisations from public and private sectors, have implemented Safer Internet project SIC LT II funded by the European Commission.

The consortium of four cooperating organisations – the CITE, RRT, Child Line, and LIA – has been engaged in the activities of promoting the project in Lithuania. The project SIC LT II set the four key objectives: awareness-raising, hotline, helpline activities, and promotion of youth's initiatives. During the reporting period from 1 July 2012 to 30 June 2013 a number of awareness-raising campaigns on the television, radio, and Internet were carried out with the aim to raise awareness of the society. As usual, the central event of the project was the Safer Internet Day celebration on the 5 February 2013. A number of other social campaigns and educational activities were carried out as well. Project website www.draugiskasinternetas.lt was updated to provide children and their parents, teachers with relevant comprehensive information about safer use of the Internet and ways of self-protection against harmful information and other potential risks for young Internet users. Various awareness-raising instruments were developed. Lithuanian Safer Internet project team encouraged Lithuanian kids to compose "Net etiquette". *Lithuanian Kids Net Etiquette* was unanimously voted for by the participants of the National Conference and Youth Forum on the Safer Internet Day. Another important activity was operation of the hotline used for reporting on detected harmful or illegal Internet content.

This Annual Report outlines the activities carried out during the twelve months period in Lithuania under the project SIC LT II within the European Programme “Safer Internet”.

Safer Internet Programme 2009–2013

The Safer Internet is a programme of the Information Society and Media Directorate-General of the European Commission for the period 2009-2013. The Programme is a successor of the Safer Internet Action Plan implemented across the EU during the period 1999-2004 and of the Safer Internet plus Programme (SIP) 2005-2008 aimed at promoting safer use of the Internet and new online technologies, particularly for children, and fighting illegal content and content unwanted by the end-user. Within the SIP framework, actions were taken to cover a broader range of illegal and harmful content and conduct of concern, including racism and violence. All of this was part of the common and consistent EU approach to this issue.

The new Safer Internet Programme is designed to establish a knowledge base using Web 2.0 services for communications, e.g. social networks. Activities under the Programme are aimed at fighting not only illegal content, but also harmful conduct, such as children grooming and cyber bullying.

Key objectives of the Programme:

- ✓ Increase public awareness about harmful information and behaviour on the Internet.
- ✓ Provide the society with possibilities of anonymous reporting on illegal or harmful Internet content and conduct, in particular, children sexual abuse, grooming or cyber bullying.
- ✓ Foster self-regulatory initiatives in this field and involve children in creating a safer online environment.
- ✓ Establish a knowledge base on new trends in the use of online technologies and their consequences for children's lives.

For implementation of the programme, national Safer Internet Centres (SICs) have been established across the European Union. National centres currently operate in 33 countries worldwide, unified under the INSAFE and INHOPE networks.

Safer Internet Programme Project in Lithuania

Project **SIC LT II** (Safer Internet Centre LT II) in Lithuania (project period: 2012 to 2014) increased its activities under the *Safer Internet* programme in Lithuania. Safer Internet project are currently implemented by 4 partners: the Centre of Information Technologies in Education, the Communications Regulatory Authority of the Republic of Lithuania, association “Langas į ateitį” (), NGO “Vaikų linija” (Child Line). The consortium has won the competition announced by the European Commission to implement the project from July 2012 to October 2014. The objective of the project SIC LT II is operation of the national SIC in Lithuania.

4 core functions of the SIC:

- ✓ awareness raising of the society about safer Internet and helping children, parents and educators avoid risks related to digital communications;
- ✓ operation of the hotline for reception and processing of user reports on illegal and harmful content on the Internet;
- ✓ operation of the helpline for children who have encountered grooming, taunt, bullying, harmful content or other intimidating experience of using online technologies;
- ✓ promotion of and support to Lithuanian children and youth initiatives towards creation of safer Internet space.

Safer Internet SIC LT II Project Consortium Members

Centre of Information Technology of Education (CITE)

CITE mission is to assist the Ministry of Education and Science in introduction and application of information and communication technologies (ICT), providing educational community with necessary, secure and recent data and information. The Centre pursues the strategic goal of participation in creation of strategies and programmes related to introduction of ICT into education and implementation of the projects under such programmes in relation to the mission of the Centre.

CITE is responsible for the following objectives:

- ✓ Initiates and coordinates the work of various national and private organizations in computerization of educational and education administration agencies and development of ICT applications for educational processes.
- ✓ Initiates and coordinates international projects on introduction of the ICT into education.
- ✓ Promotes international cooperation between educators and students on a web-based learning platform.
- ✓ Organizes and carries out scientific research on the practices of modern ICT in education.
- ✓ Administers information systems of education.
- ✓ Develops and maintains computer networks in education.
- ✓ Accumulates the databases of educational statistics.

CITE managed implementation of the SIC LT II project and coordinated the activities of the SIC partners. CITE has developed and maintains the website www.draugiskasinternetas.lt, which is the main awareness raising instrument intended for Lithuanian society and educational community.

For more information on CITE please visit www.ipc.lt.

Communications Regulatory Authority of the Republic of Lithuania (RRT)

RRT is an independent national regulatory authority governing electronic communications and postal sectors in Lithuania. RRT was established under the provisions of the Law on Electronic Communications of the Republic of Lithuania and the Directives of the European Union on regulation of electronic communications and post. The mission of the RRT is to ensure a variety of technologically advanced, high quality, safe and affordable information and communication technologies (ICT) and postal services (products) to every citizen of Lithuania and provide conditions for development of ICT and postal business to accelerate development of the information society.

Development of information society and building trust in electronic environment require substantial effort to be taken by private, public and non-governmental sectors on time and in a coordinated manner.

RRT took the initiative to lead the activities on network and information security and established a special Network and Information Security Department focused on four main areas in network and information security:

- ✓ user education and awareness raising;
- ✓ mitigation of negative impact of security incidents and illegal content;
- ✓ management of security incidents (CERT functions);
- ✓ encouragement of development of legal and standardisation tools.

RRT was the Lithuanian coordinator of Safer Internet projects during the period 2007-2012 and operated the hotline. In this project, the RRT is the consortium partner in charge of operations of the hotline.

For more information of the RRT please visit www.rrt.lt.

Association “Langas į ateitį” (LIA)

A non-profit association “Langas į ateitį” was established in 2002 by socially responsible Lithuanian businesses. Association participates in the development of information society of Lithuania cooperating with wide range of organizations including central and local authorities. The mission of the association is to promote the use of Internet and e-services in Lithuania, thus stimulating the growth of the standard of living and Lithuania’s competitive ability among European and world countries.

Main activity areas of LIA:

- ✓ Association “Langas į ateitį” started its activities by initiating establishment of public internet access points (PIAPs) in Lithuania. Uniting the efforts of various initiatives during the last 11 years, the net of over 1200 PIAPs operates throughout the country (most of them in the public rural libraries).
- ✓ Since 2003 association “Langas į ateitį” has been providing trainings to adult Lithuanian citizens on computer, internet and e-services use. Today the association counts more than 120 thousand participants of its free classroom or web courses.
- ✓ In 2012 association “Langas į ateitį” introduced free e-services learning website www.epilietis.eu. This website is the continuation of previous training projects.

While implementing various activities, association “Langas į ateitį” encourages safe use of information technologies among the citizens. In July 2012 the association became the official partner of the project SIC LT II and has been implementing safer internet training and awareness raising activities.

For more information about association “Langas į ateitį” please visit www.langasiateiti.lt

Child Line Service (“Vaikų linija”)

Child Line is the service providing support to children and teenagers under 18 who may contact the service in case of various issues they have encountered, such as disagreement with friends, parents or teachers; conflicts; difficulties in learning; being abused or bullied; the feeling of being lonely or unloved, or any other difficulties or troubles calling for advice. In July 2011 the Child Line launched consultation services for children and teenagers on the safety of electronic environment.

- ✓ Child Line offers support by phone and online;
- ✓ The service can be contacted on the toll-free phone number 116 111;
- ✓ The service is open for all children and teenagers in Lithuania;
- ✓ The service is anonymous, as it does not require presenting any name or surname of a child or teenager who wishes to contact the Child Line on the phone or by an online message;
- ✓ The service runs on the principle of confidentiality, which means that a child or teenager can be confident that the information he/she has shared with the Child Line will not spread beyond the walls of the service.

If a child needs additional support in his/her surroundings, specific social or legal advice, consultants at the Child Line can forward the call to State Child Rights Protection and Adoption Service. Its specialists will be able to initiate further support and maintain contact throughout the problem solving process.

Child Line may also be contacted by adults who wish to report on violation of child’s rights.

For more information on the Child Line please visit www.vaikulinija.lt.

Project implementation in Lithuania

National Cooperation

During the project key stakeholders and authorities promoting the project were identified, contacted during the project and agreed to take part in the project activities. The following public authorities, private sector and non-governmental organizations were represented in the Advisory Board of the project: the Centre of Information Technology of Education (CITE); Communications Regulatory Authority of the Republic of Lithuania (RRT); association “Langas į ateitį”; NGO “Child Line” (“Vaikų linija”); the Ministry of Education and Science of the Republic of Lithuania; the Children’s Rights Ombudsman of the Republic of Lithuania; Police Department under the Ministry of the Interior of the Republic of Lithuania; Office of the Inspector of Journalist Ethics of the Republic of Lithuania; State Gaming Control Authority; Lithuanian Academic and Research Network LITNET; Association of Lithuanian Social Pedagogues; Lithuanian Human Rights League; TEO LT, AB telecommunications operator; UAB “Omnitel” mobile telecommunications operator.

The main goal of the Advisory Board is to ensure successful implementation of the project in Lithuania. The main objectives are coordination and supervision of the project; evaluation of project results and consideration of material changes in the project. Moreover, *ad hoc* Working Groups were formed for implementation of specific project tasks. The structure, governance, tasks, functions and responsibilities of the Advisory Board were determined and validated in the Rules of Procedure of the Board. Three sessions of the Working Group took place during implementation of the project.

Project friends: Lithuanian National Radio and Television (media sponsor of the project); Information Society Development Committee under the Ministry of Transport and Communications; association “Infobalt”; UAB “Bitė Lietuva” mobile telecommunications operator; UAB “Microsoft Lietuva”, Microsoft branch in Lithuania; NGO “Paramos vaikams centras” (Children Support Centre); Rural Internet Access Points Association; UAB “Tildė informacinės technologijos”.

Development of Awareness Raising Tools and Methods

Project website www.draugiskasinternetas.lt is the main channel to report on potentially illegal or harmful Internet content, which provides latest information and advice on how to make the Internet safer. 52 new articles have been published on the website this year. During the year, the website was visited 55 379 times.

The website shows efforts to adapt the information both for wider public and for separate target groups.

✓ **Practical tips for parents**, developed by the European Schoolnet together with company *Liberty Global* (<http://www.saferinternet.org/web/guest/digitaluniverse>), can be used by children as well:

- a. Privacy on Social Networks ([LT](#))
- b. Online Gaming ([LT](#))
- c. Blocking ([LT](#))
- d. Risks Online ([LT](#))
- e. Online Friends ([LT](#))
- f. Meeting Strangers ([LT](#))
- g. Personal Information (LT)
- h. Online Information (LT)

✓ **Rules of creating and making photos available to public** may sometimes be complex and difficult to understand; hence, the following tips can be relevant both to children and their parents: <http://www.draugiskasinternetas.lt/ccount/click.php?id=25>.

✓ For younger children a **short video** called “Pačiupk banana” (Grab the Banana) could be very efficient, as it is aimed at teaching the young users on how to resist various temptations: <http://www.youtube.com/watch?v=nFIM6Hy3JJg>.

✓ **5 educational instruments**, developed by the INSAFE network and Safer Internet project Lithuanian team, could be useful for teachers wishing to make their lessons more interesting:

- i. [Online Rights Poster \(A3\)](#) ([A4](#)) ([A5](#)).

- j. Game “Feelings Barometer” ([LT](#) / [EN](#)).
- k. Lesson plans: [primary education lesson plan](#) ([LT](#) / [EN](#)) and secondary education lesson plans: (1) ([LT](#) / [EN](#)) and (2) ([LT](#) / [EN](#)).
- l. Game “Decide” ([LT](#) / [EN](#)).
- m. A guide to *YouTube*’s educational resources ([LT](#) / [EN](#)).

✓ The Safer Internet website also presents products created by students, such as **Lithuanian Kids Net Etiquette (LT and EN)** (<http://goo.gl/3vlbuK>) (http://www.draugiskasinternetas.lt/repository/dokumentai/pazymejimai/2013/net_etiquette_2013.jpg), that are useful as hands-on educational tools.

✓ This year the Safer Internet Lithuanian team has published **the first newsletter of the project** (<http://www.draugiskasinternetas.lt/ccount/click.php?id=24>), inviting teachers, school managers and school website administrators to look at the latest information. The newsletter also provides relevant information for project partners. Regular project newsletters are planned with the beginning of the new school year.

✓ **New section “Video materials”** presenting video clips for students, teachers and parents has been added to the Safer Internet website:

- a. Tips on Safer Internet topic by Dr (Educology) A. Landsbergienė – <http://www.youtube.com/watch?v=pmRCmzoWI7A>
- b. Promotional video for the Safer Internet Day 2013 on the topic “Connect with respect” – <http://www.youtube.com/watch?v=6QNj-jg5sUc>
- c. Video report on SID 2013 by young journalists Karolina and Rūta – <http://www.youtube.com/watch?v=rIIVPwO36TM>
- d. Presentation of the Lithuanian Safer Internet project to children (V.Nakutis, N.Ignatova, M.Mažionienė) – <http://www.youtube.com/watch?v=Vz4NtGS9qs8>
- e. Moments from SID 2013 forum “Connect with respect and responsibility” events in Kaunas , Klaipėda and Šiauliai – <http://www.youtube.com/watch?v=8vIJNihC6aY>
- f. Information on social campaign “Childhood without Abuse” – <http://www.vaikystebesmurto.lt/lt/niekada-nezinai-kas-yra-kitoje-puseje/kampanijos-priemones>

✓ Association “Langas į ateitį” has prepared an **animated educational test “Are you safe on the Internet?”** (<http://testas.draugiskasinternetas.lt/>) for children and teenagers. The test is made of 10 questions that help self-assess own online behaviour. The test can also be used by teachers, parents and social educators during the lessons dedicated to safer Internet.

✓ The online webinar for parents “How to ensure safer online and mobile phones communication for our kids?” (<http://www.youtube.com/watch?v=KfobpaOxSY0>) discuss issues on children’s safety in online environment and the related risks, children’s activities in the social networks, tips on how to identify and respond to cyber bullying.

✓ Educators are invited to join distance course “Safer Internet for Educators”. The online course “Safer Internet for Educators” (<http://moodle.draugiskasinternetas.lt/>) covers such topics as online privacy, malicious online content, computer and personal data protection, introducing safer Internet to children etc.
Registration to the course: www.langasiateiti.lt/renginiai.

Competitions for Youth

Safer Internet project team encourages active participation of students and teachers from Lithuanian schools of general education in various competitions. This year has been marked by an unusually big number of competitions. As the *International Safer Internet Day* was approaching, two competitions were held to attract the attention of even more students and teachers towards potential online risks and build their understanding on the relevance of the safer Internet topic to everyone: competition “Safer Internet Events at my School” and creative comics’ competition “Net Etiquette”. During the *Safer Internet Day*, even 32 winners of the comics’ competition and 10 creative teams from various Lithuanian schools were awarded!

For more information please visit

(http://www.draugiskasinternetas.lt/lt/main/events/sid_2013_konkursai).

During the *Safer Internet Day*, young journalists and other participants were encouraged to create video reports (<http://www.youtube.com/watch?v=rIIVPwO36TM>) and participate in the competition. 9 videos were awarded and presented in front of all participants.

For more videos please visit (<http://www.draugiskasinternetas.lt/lt/main/day/vaizdas>).

From April to June Lithuanian students and teachers were invited to participate in two-stage competition of video reports and clips “Safe Online”. The aim of the competition was to spread information about Safer Internet project and its objectives to even wider audience of Lithuanian students and teachers. 4 school teams selected during stage I proceeded to stage II, during which they had to arrange discussion at their schools and create video reports on the topic “Social Networks” (<http://goo.gl/Ub86et>). Three student teams participated in stage II of the competition and presented short video reports on the events held at their schools (209 participants):

- debates at Garliava Juozas Lukša gymnasium (56 participants)
(http://www.youtube.com/watch?v=nAE8rGjQzOE&feature=player_embedded),
- interactive forum at Klaipėda Aukuro gymnasium (108 participants)
(http://www.youtube.com/watch?v=FQ_VZJxt9Hw&feature=player_embedded),

- discussion at Alytus St. Benediktas gymnasium (45 participants)
(http://www.youtube.com/watch?v=Ar3Fgq_rCbA&feature=player_embedded).

Some of the young participants of Safer Internet events in Lithuania will also have the chance to take part at international events, such as Safer Internet students' summer camp in Romania and Safer Internet Forum for parents and youth in Brussels.

Students participated actively in the drawing competition "Twins and Teddy's Adventures in the Internet Ocean" ("Dvynių ir meškiuko nuotykių interneto vandenyne") held during spring campaign "Everyone joins eTwinning – everyone wins" ("Visi jungiasi prie *eTwinning* – visi laimi"). The competition announced within the framework of two international projects has inspired the students to take very active participation.

Dissemination Events

Information about the Safer Internet project was presented to the society during various events and seminars.

From February to April 2013, 9 seminars “Safer Internet for our Children” were held for social workers at Children’s Care Homes. The topics of personal data protection online, social networks etc. were discussed during the seminars. Participants were encouraged to share the gained knowledge about the Internet with children at orphanages.

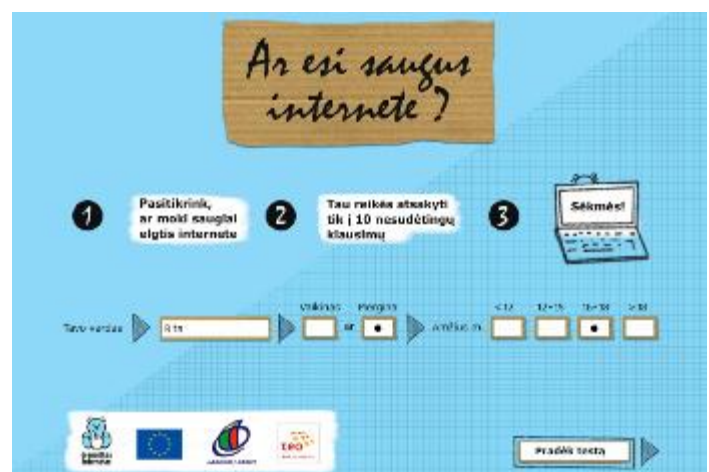
In November 2012, the Safer Internet project was presented at the national exhibition “Mokykla” (School) in the form of a quiz and report on the INSAFE network campaign “Back2school”. (Safer internet issues were also discussed during events for youth “ICT and Your Tomorrow” held from October to December 2012 (1000 participants)). In April, the Safer Internet project was also presented at the exhibition during the event “Forum. Competitive Future of Lithuania” (“Forumas. Konkurencinga Lietuvos ateitis”) (<http://goo.gl/vSl8Gc>).

All parents concerned about their children’s safety were invited to attend the webinar “How to ensure safer online and mobile phones communication for our kids?” on children’s safety in online environment and the related risks (<http://goo.gl/kI6Wka>; <http://www.youtube.com/watch?v=KfobpaOxSY0>).

Get Online Week 2013 campaign organized by association “Langas į ateitį” in March 2013 promoted online test for youngsters “Are you safe on the internet?” (<http://testas.draugiskasinternetas.lt/>).

In spring educators were invited to attend online course “Safer Internet for Educators” (registration to the course

online: www.langasiateiti.lt/renginiai) that covered key topics on safe use of computers and Internet, online risks encountered by children and methods to avoid such risks. Parents



and anyone interested were offered a course “Protect Yourself and Your Children Online” (www.langasiateiti.lt).

In May 2013, e-lesson “ICT and Your Tomorrow” analysing the topic “Your privacy in social networks” was held for high school senior students.

Safer Internet Day 2013 Activities

10th edition of the *International Safe Internet Day* was celebrated on 5 February 2013. Following the topic and slogan of this year’s *Day – Online rights and responsibilities and Connect with respect –* the Safe Internet project team together with Lithuanian students developed the code of *Lithuanian Kids Net Etiquette*: the students were asked to provide tips on online etiquette by completing an online form and later voting for the most popular statements. 600 Lithuanian students adopted the code of *Lithuanian Kids Net Etiquette* at the National Conference and Youth Forum held on the *Safer Internet Day*. Lithuanian (<http://goo.gl/z3Lhrb>) and English (<http://goo.gl/i6aFNw>) versions are available for download.



This year’s *Safer Internet Day* in Lithuania was exceptional, as representatives from four different cities – Vilnius, Kaunas, Šiauliai and Klaipėda – could directly participate in the events connected via teleconference, during which the Lithuanian students adopted the code of *Lithuanian Kids Net Etiquette*. For moments of the event please visit

(<https://vips.liedm.lt/konferencija/SID2013>).

Other Safer Internet Day Events

On 5 February, parents were invited to attend the webinar on children's safety in online environment and the related risks. The webinar is available on the *Safer Internet* website (<http://www.draugiskasinternetas.lt/lt/adult/vaizdas>) and *YouTube* (<http://goo.gl/PKLrZ4>).

From 5 February, educators were invited to register for the distance learning course "Safer Internet for Educators" updated and expanded by important topics on online conduct by the association "Langas į ateitį". On the same day the test for children and youth "Are you safe on the internet?" was published (<http://testas.draugiskasinternetas.lt/>).

On 8 February TV programme "Tūkstantmečio vaikai" (Children of the Millennium) discussed safer Internet issues. From February to April association "Langas į ateitį" invited social workers of organizations operating in children's care to participate in seminars on safer use of the Internet, information and personal data protection, social networks, protection of children from online risks.

During the events, learning and fun are always side by side – this year students could try their strengths in the *Young Journalists' School*, take part in the lottery by NGO "Child Line", ask questions related to Internet safety that were later answered by psychologists at the NGO "Child Line", etc.

Contribution to the European Network Insafe

National SIC Lithuania is the member of the European network Insafe. Insafe network is comprised of 30 national SICs in EU member countries, Iceland, Norway and Russia. Each national SIC which takes part in the activities of Insafe carries out society education and awareness raising campaigns, offers helpline services, pursues close cooperation with youth aimed at ensuring evidence-based approach of various representatives of the society towards development of better Internet.

For more information on the Insafe network please visit www.saferinternet.org/about

Participation of the Lithuanian consortium in the Insafe and INHOPE activities during the reporting period:

- ✓ Insafe educational meeting and session of the Advisory Board in Budapest in September 2012 (CITE, LIA, Child Line)
- ✓ Safer Internet and Youth Forum in Brussels in October 2012 (CITE, RRT, LIA)
- ✓ Insafe and INHOPE partner meeting in Brussels in December 2012 (CITE, RRT, Child Line)
- ✓ Insafe educational meeting and session of the Advisory Board in Tallinn in March 2013 (CITE, LIA, Child Line)

Lithuania's participation in the educational meeting in Tallinn deserves particular reference. Lithuania presented Lithuanian Kids Net Etiquette (validated by the Lithuanian students at the National Conference and Youth Forum during SID 2013) for the competition of awareness raising instruments and resources that took place during the meeting. For the competition Lithuania also presented other awareness raising tools prepared by the project partners, such as test for the youth and distance course for educators.

Safer Internet Hotline



**draugiškas
Internetas**

under agreements with the RRT.

Report on illegal or harmful content, such as pornography, child sexual abuse,

The hotline was established by the RRT in 2007 within the framework of the Safer Internet Programme of the European Commission. Reports are accepted and processed according to the operational procedures manual validated by the Police Department under the Ministry of the Interior of the Republic of Lithuania and the Office of the Inspector of Journalist Ethics of the Republic of Lithuania

the Republic of Lithuania

under agreements with the RRT.

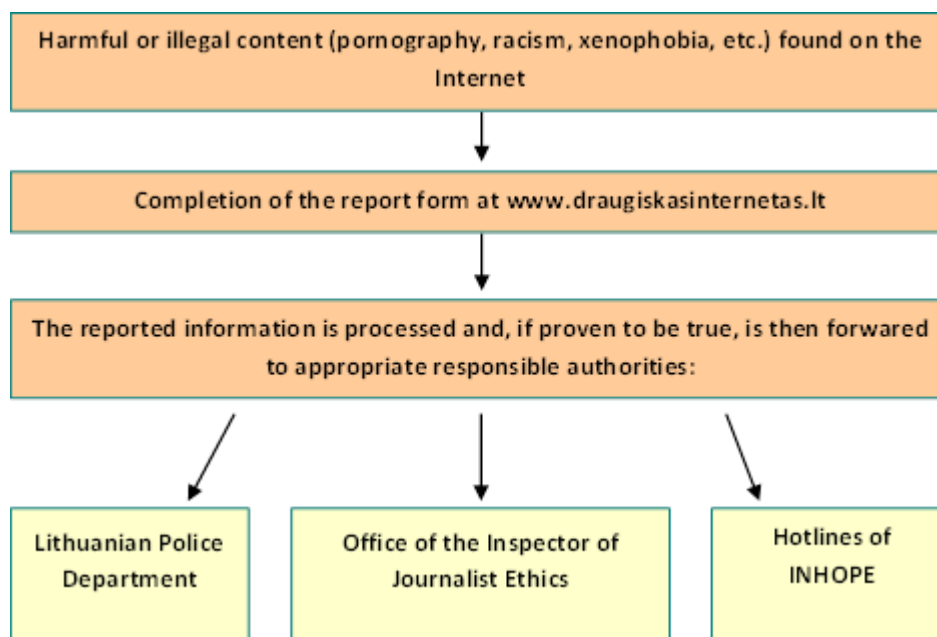
Praneškite

apie aptiktą pornografinį, pedofilinį,
rasinę ar tautinę nesantaiką
kurstantį turinį internete »



content inciting racial or ethnic hatred, information leading to violence or other negative influence on minors can be submitted by completing a special online report form at <http://www.draugiskasinternetas.lt/lt/main/report>.

All reports are processed by the Hotline operators. If a report has proven to be true, and illegal or harmful information is found on a Lithuanian server, the report is then forwarded to appropriate Lithuanian authorities (Police Department or the Office of the Inspector of Journalist Ethics) for further investigation. Following the investigation, the mentioned authorities take appropriate measures against the persons who have published the unwanted content. If the website containing the unwanted content is located on a foreign server and this content is considered to be illegal in the respective country, the information is passed to the hotline of the respective country, member of INHOPE, or to the Police Department, if there is no hotline in that country (see the chart below):

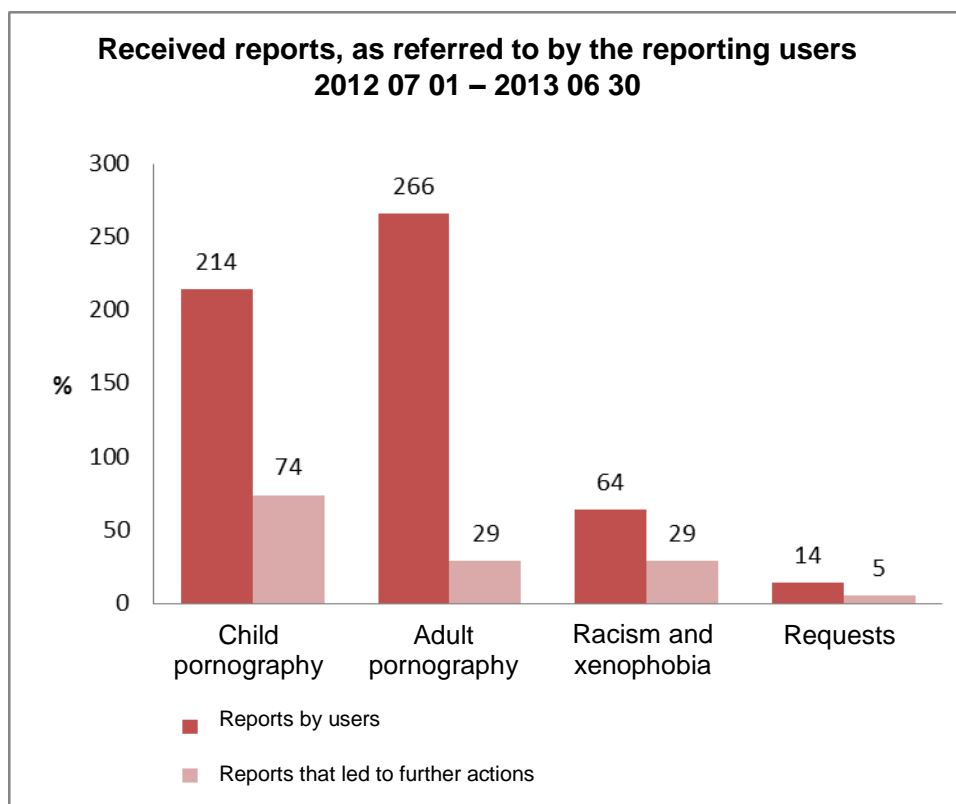


In some cases the reports are being sent directly to the hosting ISPs with the notice to take down (NTD) illegal content, if the website is not illegal in general, only some pictures or videos are such, and don't contain child sexual abuse material.

From 1 July 2012 to 30 June 2013, **558 reports on illegal or harmful Internet content were received and processed by the hotline, and the following actions were taken:**

- 25 reports were forwarded to the Police Department for further investigation;
- 15 reports were sent to the Office of the Inspector of Journalist Ethics;

- 61 report of potentially illegal child sexual abuse visual material was submitted to other countries' hotlines members of INHOPE (the International Association of Internet Hotlines);
- 22 reports were forwarded to Lithuanian and foreign ISPs with appropriate warnings on illegal content published on their networks and notice to take down (NTD) such content;
- 9 reports were recurrent, and the above actions were taken in the respective cases;
- the rest of the reports were not processed further because the reported Internet content was not harmful or illegal pursuant to the Lithuanian legal acts, or was published on the foreign servers in the countries that do not consider such content to be illegal (e.g. pornography is considered to be legal in a number of countries).



Promotion of the hotline was given particular attention. Visual information about the hotline was prepared for the annual exhibition of the year 2012 “Mokykla 2012” (School 2012) and references for reporting on illegal or harmful content were provided. On 5 February 2013, 10th edition of the International *Safer Internet Day* was celebrated in the Lithuanian

Exhibition and Congress Centre LITEXPO. During the event, children validated the code of Lithuanian Kids Net Etiquette they had developed (about one thousand of Lithuanian students had contributed to development of the Code). During the event, the hotline was introduced to children; website www.draugiskasinternetas.lt was advertised as the channel to report on the illegal or harmful content. Following celebration of the *Safer Internet Day* that was covered widely in various mass media, presented in institutions of education and among the academia, the hotline received an increased number of reports compared to the previous months. Members of the Seimas (Parliament) of the Republic of Lithuania who participated at the celebration of the *Safer Internet Day* were particularly interested in Lithuanian Safer Internet project activities. Comprehensive information on the implemented project, activities of the hotline, statistical information as well as review of the related issues were presented in the Information Society Development Committee of the Seimas. It was emphasized that in most cases, Lithuanian hotline operators could not take appropriate measures regarding illegal or harmful content, because majority of this kind of content was found in the countries where legislation did not prohibit such content.

During promotion of RRT hotline activities, 3 press releases providing detailed statistics of the reports and 3 information notices on options of reporting to the Hotline were prepared. Representatives of the hotline attended 5 radio programmes and 3 television programmes, 2 articles about the hotline were published in national newspapers, 15 national and 14 local public web portals. During the period from 1 January to 30 June 2013, information about the hotline reached 1.09 million of Lithuanian audience via the mass media.

Trainings on the topic “Implications of Child’s Psychology and Behaviour Having Encountered Harmful Content and Deviant Behaviour Online” was held from 20 to 21 June for Safer Internet project participants. During the trainings, influence of the mass media on child’s development and solution of social issues, influence of harmful online content on a child’s psyche, options of coping with information stress, prevention measures in case of child’s encounter with harmful influence of the Internet were examined.

International activities

In May 2008, Lithuanian hotline launched by the RRT joined the INHOPE network (the International Association of Internet Hotlines). INHOPE is co-funded by the *Safer Internet* programme. At the moment 44 hotlines in 38 countries

worldwide (mostly from EU) are the members of INHOPE. Membership in INHOPE and cooperation with other hotlines are very beneficial to the Lithuanian hotline in terms of exchanging experiences and seeking more prompt removal of illegal content from the Internet. Participation of representatives of the Lithuanian hotline in INHOPE activities during the reporting period is described below.



- ✓ INHOPE hotline operators's trainings in Amsterdam, August 2012
- ✓ INHOPE hotlines meeting on the eve of the Safer Internet Forum in Brussels, October 2012
- ✓ INHOPE General Assembly in Amsterdam, November 2012
- ✓ Regional Insafe and INHOPE meeting in Brussels, December 2012
- ✓ INHOPE General Assembly in Riga, April 2013



Skills required for investigation of a report, locating internet content server and the use of INHOPE Report Management System acquired during the trainings help efficiently perform the functions of hotline.

Report on the RRT hotline activities was presented at the General Assembly in Amsterdam. Memorandum of understanding (MoU) with the Interpol was validated and new INHOPE president was elected at the General Assembly in Riga. Active participation was also taken in the activities of INHOPE Working Groups.

Safer Internet Helpline

Child Line operates offers support and provides advice to children and teenagers on the issues of safety in electronic environment. Child Line is accessible on a toll-free phone number **116 111** and online at www.vaikulinija.lt. Children and teenagers who contact the Child Line on the phone share with the operators the experiences of seeing intimidating online images, their thoughts on communication with strangers, report on their computers being hacked or their personal information being stolen and published otherwise, on being bullied in cyber space by their peers, as well as other experiences. Consultants of the Child Line are ready to listen to and support the client, help find the solution and provide the necessary information that would help cope with the encountered difficulties. Child Line has offered the possibility for parents to ask for support in relation to child's safety in electronic environment. Psychologists of the service provide consultations to parents/carers by e-mail saugus.internete@vaikulinija.lt. During the recent years, the Child Line was addressed 233 times by children and adults in relation to risks of electronic environment.



Besides the offered support, the Child Line organizes various social events. Bullying Awareness Activities Week (“Veiksmo savaitė BE PATYČIŲ”) initiated by the Child Line was held in Lithuania from 19 to 23 March this year. 35 non-governmental, public and private organizations, foreign diplomatic missions, offices of international organizations and 1130 schools, kindergartens and other institutions of education of the country joined the initiative.

Lithuanian celebrities Andrius Mamontovas (singer), Arnoldas Lukošius (singer), Nomeda Marčėnaitė (artist), Ingrida Kazlauskaitė (singer), Donatas Baumila (singer), Darius Rakauskas (actor) also shared their thoughts on bullying. ***For more information on the initiative please visit: <http://www.bepatyciu.lt/lt/savaite-be-patyciu/veiksmo-savaite-be-patyci-2013/>.***



During the events, discussions were held on the topics of prevention of bullying, promotion of respectful communication in electronic environment besides other domains. Child Line presented its functions of support related to safer internet and spread the guidelines of response to improper behaviour in cyber space throughout the initiatives. Publication “Cyber Bullying and Prevention” (“Elektroninės patyčios ir jų prevencija”), flyers with tips for parents, children and teachers can be downloaded from <http://www.bepatyciu.lt/lt/biblioteka/>. Informative poster for institutions of education about support offered by the Child Line can be printed, published on the websites or downloaded [here](#).

Contact information

SAFER INTERNET INFORMATION CENTRE

Centre of Information Technology of Education (CITE)

Suvalkų Str. 1, LT-03106, Vilnius

<http://www.itc.smm.lt>

Tel.: +370 5 235 6150

Project coordinator – Natalija Ignatova

(natalija.ignatova@itc.smm.lt)

Project Administrator – Agnė Karaliūtė

(info@draugiskasinternetas.lt)



SAFER INTERNET AWARENESS/TRAINING CENTRE

Association “Langas į ateitį” (Window to the Future)

Laisvės ave. 3, LT-04132, Vilnius

Tel.:+370 5 239 7813

Fax:+370 5 239 7831

<http://www.langasiateiti.lt>

Project coordinator – Rita Šukytė

(rita.sukyte@langasiateiti.lt)



SAFER INTERNET SUPPORT LINE

NGO “Vaikų linija” (Child Line)

Algirdo Str. 31, LT-03129, Vilnius

<http://www.vaikuliniija.lt>

Coordinator – Robertas Povilaitis

(robertas@vaikuliniija.lt)



Communications Regulatory Authority of the Republic of Lithuania (RRT)

Algirdo Str. 27A, LT-03219, Vilnius

<http://www.rrt.lt>

Project coordinator – Vilius Nakutis

vilius.nakutis@rrt.lt

Public Relations – Rasa Karalienė

rasa.karaliene@rrt.lt

