



Working group – reporting back

WG number and topic: II – Challenges of cyberhate

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1. What are the key outcomes and actions that the Council conclusions should take into account? (max 5)

- Education: most important element: **all ages, all actors** (law enforcement, users, companies, governments). Purpose: influencing behaviour in a positive way.
- Transparency/visibility in order to raise awareness: stop and reduce the anonymity of users (strengthen legislation to force internet providers to communicate identifications under certain circumstances), whilst ensuring data protection.
- Common approach: global problem that requires a global approach.
 - Different legal definitions in criminal codes.
 - The Atlantic divide in legal definitions: gap between US legislation and EU legislation. Problem of US first amendment.
 - Set a minimum standard – define what it is absolutely not allowed and harmonise legislation and criminal code definitions so that all victims are treated equally.
- Roles and responsibility: it is often not clear who is responsible (governments, content provider, social media, the perpetrator, etc.) Therefore, all actors should be involved (policy makers, law enforcement, social media, service providers, teachers, users).

2. What other suggestions for concrete action were named? (as many as you want)

- Develop trainings for law enforcement/ judiciary (police, prosecutors, judges), companies/industries, government agencies, but also education in schools and of users.
- Have in place a mechanism to report unwanted content, make clear the consequences of certain behaviours, publish judgments, create clear definitions and users policies.
- Set up dedicated cyber actors in law enforcement and within private services, for example an ombudsman for Facebook.

3. Good practices

- BE: Belgian Federal Police unit was set up which works in schools and engages with potential victims.
- DK : awareness raising campaign with the LGBT community and the police on reporting hate crimes.
- Canadian website: centre that gives information on digital literacy and bullying -and gives courses in schools.
- FI: there are dedicated police officers for cyberhate; young people report the use of 'right-wing' language to them. Police officers do not only deal with crimes but also with prevention, first cautioning people before going into an investigation.

- Norway: newspaper users must give their ID before they are allowed to post comments.
- UK: child help lines.
- New York Times: anonymous comments are posted at the end of a thread.
- Internet child sex abuse foundation: provides awareness and advice.