INTERNATIONAL ASSOCIATION OF INTERNET HOTLINES

INHOPE

2017
ANNUAL REPORT

Index

FASTER • BETTER • STRONGER • TOGETHER

From the President's desk

I am happy to report that 2017 was a successful year in our mission of combating online child sexual exploitation and child sexual abuse material. During 2017 the INHOPE network of 48 Hotlines in 43 countries identified over 259,000 videos and images of child sexual abuse material (CSAM) on the internet. Globally, 62% of reports were removed from the internet in less than three days. This was only possible because Hotlines were able to work together along with their industry and law enforcement partners in taking down illegal content. I would like to thank everyone for all their efforts in 2017 in achieving these results. I would especially like to thank and acknowledge the efforts of all of our Hotline analysts without whom we could not have achieved this.

During 2017, we welcomed two new members to the INHOPE Network: Te Protejo (www.teprotejo.org) from Colombia and Safer Internet Association (www.internethotline.jp) from Japan. With our growing global network, INHOPE has continued to make the internet a safer place for all. In order to achieve INHOPE's vision of an internet free of child sexual abuse and exploitation, we will to continue to work together with INHOPE Hotlines as well as our key stakeholders.

Relationships are vital to INHOPE and the European Commission is a key funding partner in two projects: LOT 1 & LOT 2. These projects enable capacity building within the network and the development and support of the ICCAM system which is technology platform used by Hotlines to exchange CSAM reports and speed up the removal of CSAM from the internet. The relationship with the European Commission has enabled INHOPE to do much more in a short period of time than would otherwise have been possible and we look forward to continuing this partnership in the future.

I would also like to acknowledge the support of our corporate partners. During 2017 several of the world's largest technology companies and social media platforms have supported the work of INHOPE via our corporate partner program. Through a newly-developed five year funding strategy, we will increase our partnership and sponsorship base during 2018 and future years.

With the strength and cooperation of the Hotline network, the INHOPE team, international law enforcement agencies and the support of all of our partners, I am confident that 2018 is going to be a year of growth and progress in achieving our mission of combating online child sexual exploitation and child sexual abuse material.

Arda Gerkens, INHOPE President

What is INHOPE?

The INHOPE Association is registered in the Netherlands and governed by its Articles of Association. Hotlines join the Association in a process set out in these articles. Each member Hotline has an equal vote. The Association is supervised by a Board, the members of which are elected every two years by member Hotlines. INHOPE has a global presence in 43 countries and consists of 48 hotline members. The daily administration and functioning of the Association is undertaken by the Secretariat.
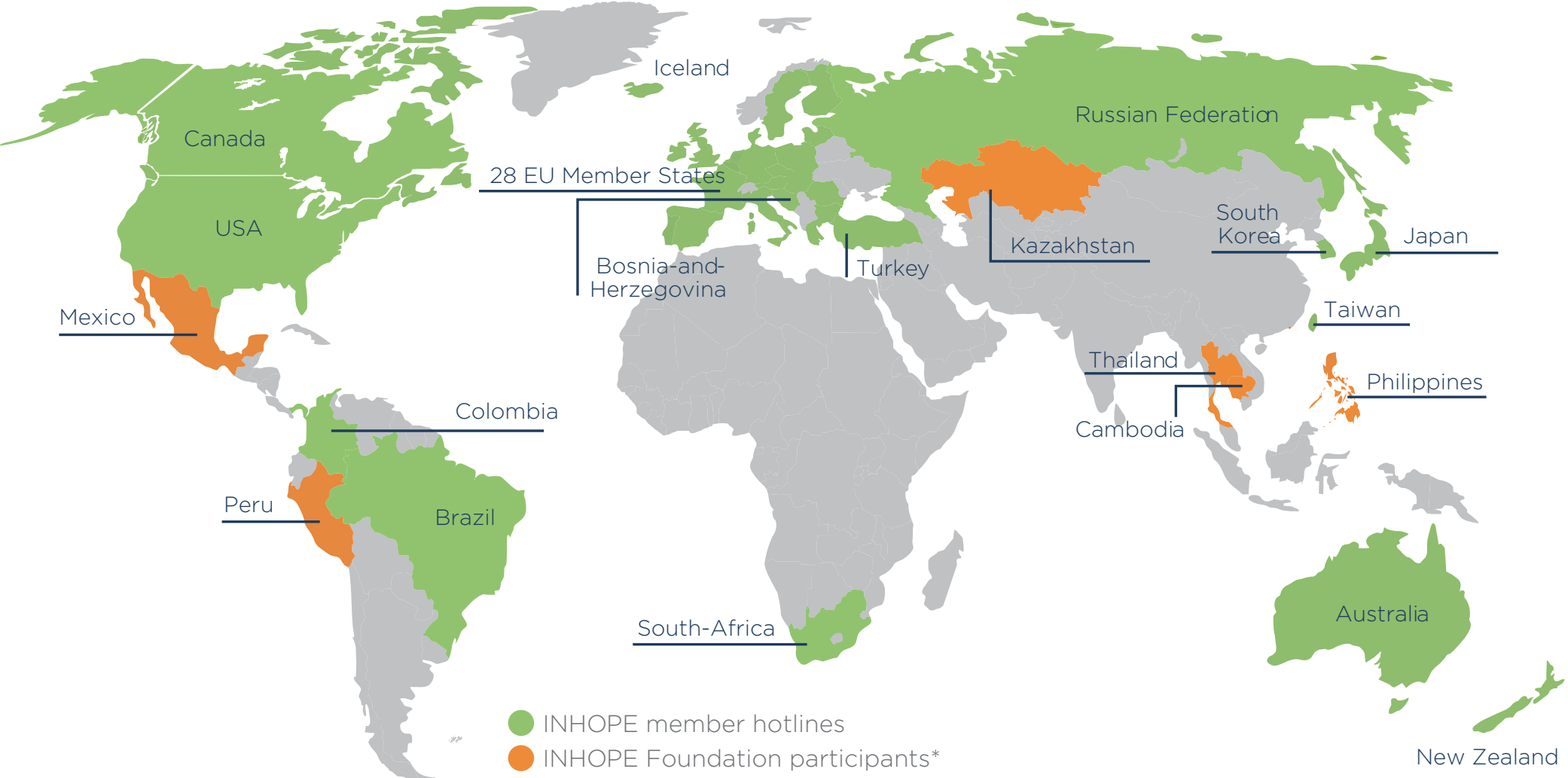
48 members in *43* countries

INHOPE's mission and vision

INHOPE's vision : an internet that is free of child sexual abuse and exploitation. Our mission is to support and enhance the work of our Hotline members to strengthen the international efforts to combat child sexual abuse material.

INHOPE Foundation

The INHOPE Foundation is a charity founded in 2010 to support the development of new Hotlines. It seeks to expand the network of Hotlines around the world, by prioritizing countries where Child Sexual Abuse Material is being facilitated, produced or distributed. Where there is potential or a starting hotline initiative, the Foundation works to prepare them to join the network in the future.

The INHOPE network in 2017

Iceland

Russian Federation

Canada

28 EU Member States

South Korea

USA

Japan

Bosnia-and-Herzegovina

Turkey

Kazakhstan

Mexico

Taiwan

Colombia

Thailand

Philippines

Cambodia

Peru

Brazil

Australia

South-Africa

New Zealand

● INHOPE member hotlines
● INHOPE Foundation participants*

* The INHOPE Foundation is INHOPE's charitable arm to help develop new hotlines worldwide.

Project updates

LOT 1

LOT 1 is a project funded by the European Commission to make the internet a safer place for children and protect them online. INHOPE has been subcontracted by EUN Partnership to deliver core services for Hotlines, which includes capacity building activities such as training & support. The highlights for 2017 include:

➤ 31 Hotline Analysts and law enforcement officers completed the INHOPE Certified Analyst programme

➤ One day focus group

➤ 10 training webinars

➤ Two training workshops

➤ INHOPE led panel discussions at Safer Internet Forum and Internet Governance Forum

LOT 2

ICCAM is a technology platform developed to securely exchange reports relating to web based CSAM which supports the rapid removal of that material from the internet. This project is funded by the European Commission. During 2017 the main elements were:

➤ Continual technical improvement and multiple security upgrades

➤ Increase in the number of Hotlines able to legally use the full implementation of ICCAM

2017 INHOPE NETWORK

Total number of ICCAM reports
87,930
Total number of images and videos identified
259,016

ICCAM also provides useful data that is harvested to better understand the scope of the online distribution of CSAM and to focus our efforts on dealing with the issue. This is illustrated later in this report.

Terminology

What is child sexual abuse material (CSAM)?

Child sexual abuse material has different legal definitions across the globe with many countries referring to it as "child pornography" in national criminal codes. However, the term "pornography" implies that the person has consented to the activity, which is not possible in the case of a child. The term child sexual abuse material is more descriptive as it describes the act and highlights the severity. INHOPE as a matter of stated policy always uses the term CSAM and discourages the use of the term "Child Pornography". The widely accepted minimum definition of CSAM is "content that shows a person who is a child and is engaged in or depicted as being engaged in explicit sexual activity." A child is defined by the United Nations Convention on the Rights of the Child as "a human being below the age of 18 years".

Based on INTERPOL criteria, **47%** of content classified by INHOPE hotlines are internationally illegal.

What is a Hotline?

A Hotline provides a mechanism for the public to anonymously report internet content or activity they suspect to be illegal. The main objective is to fight illegal content – primarily Child Sexual Abuse Material - distributed on the internet and to have this removed as quickly as possible. Every report is reviewed by a Hotline Content Analyst to assess whether or not the material can be classified as illegal. If illegal, the location of the content will be traced. If hosted in the same country the material will then be reported to national law enforcement and / or the internet service provider for removal. If the material is hosted in another country it will be forwarded automatically via the INHOPE ICCAM platform to the Hotline in the hosting country.

ICCAM

ICCAM is INHOPE's secure software solution to collect, exchange and categorise reports on child sexual abuse material. ICCAM is used by INTERPOL and INHOPE Hotlines across the globe. The name ICCAM is derived from the phrase 'I see Child Abuse Material'.

A **REPORT** can be described as potentially illegal content that has been reported to a hotline by the public.
An **ITEM** is an image or video or text. In many cases, a report can consist of multiple items.

01 PUBLIC

Report potential illegal content

02 HOTLINE

INHOPE Hotlines exchange and classify reports

03 LAW ENFORCEMENT

Notify national law enforcement agency

04 INTERNET SERVICE PROVIDER

Notify for removal of illegal content

05 TAKEDOWN ILLEGAL CONTENT

Illegal content taken down from the internet

Journey of a report

Once a Hotline receives a report and enters it into the ICCAM system the analyst will assess its legality according to national legislation and once classified as illegal, it notifies law enforcement and/or internet service provider. In this way, Hotlines ensure that child sexual abuse material is removed from the internet.

2017 in numbers:
a review of the year for the INHOPE network

CSAM Hosting

In 2017, INHOPE member Hotlines traced online child sexual abuse material to over **70 countries**.
This map provides an overview of the hosting countries.
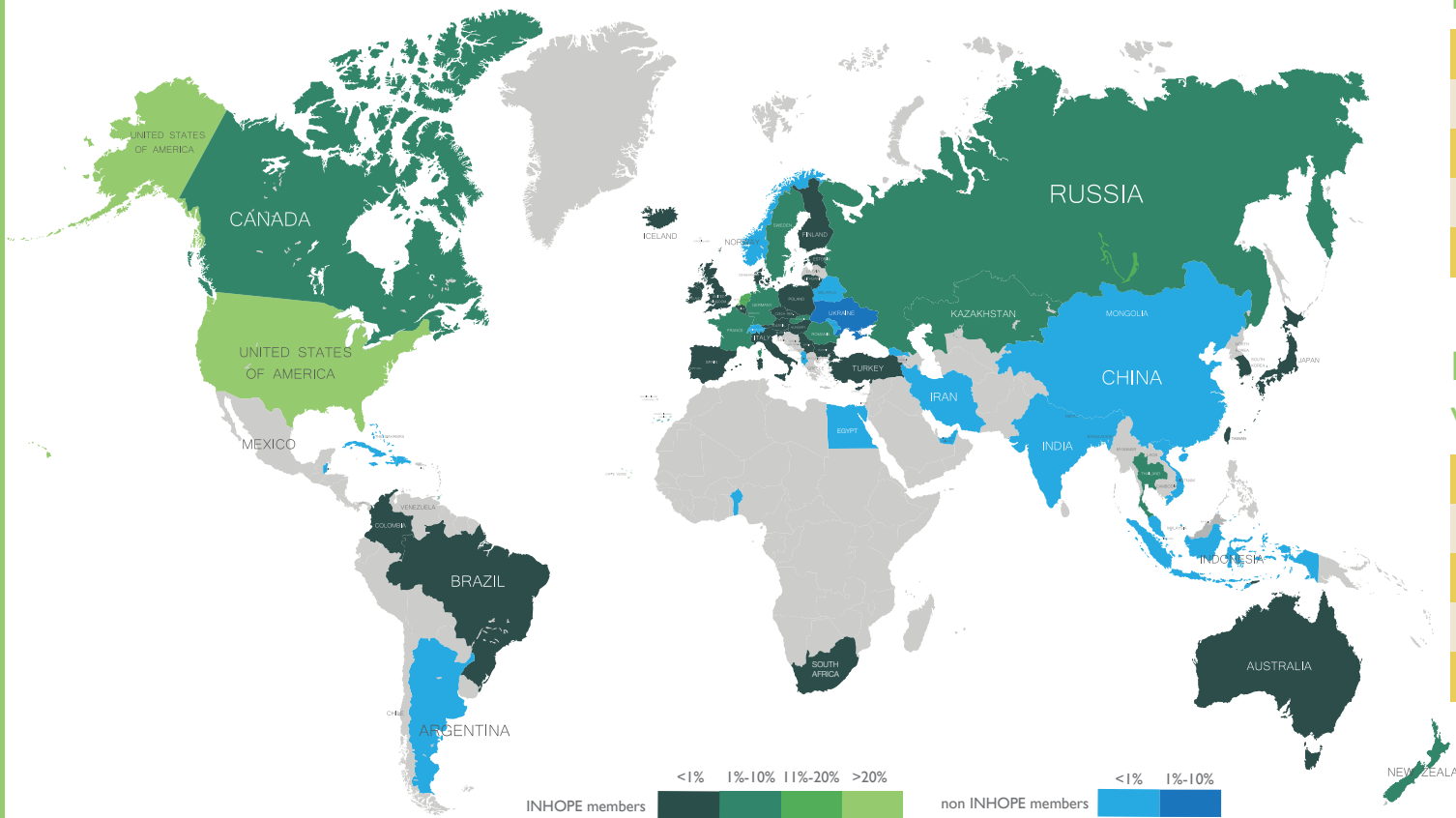
Hosting countries

1.	United States of America	43%
2.	Netherlands	19%
3.	Russian Federation	7%
4.	France	7%
5.	Canada	7%

Hosting countries within Europe

1.	Netherlands	51%
2.	France	18%
3.	Sweden	10%
4.	Romania	6%
5.	Bulgaria	5%

INHOPE members   <1%   1%-10%   11%-20%   >20%

non INHOPE members   <1%   1%-10%

Notice and takedown

The following graph shows the time taken from receiving the report to reporting to Internet Service Providers and/or Law Enforcement Agencies; before the content is finally removed from public access.
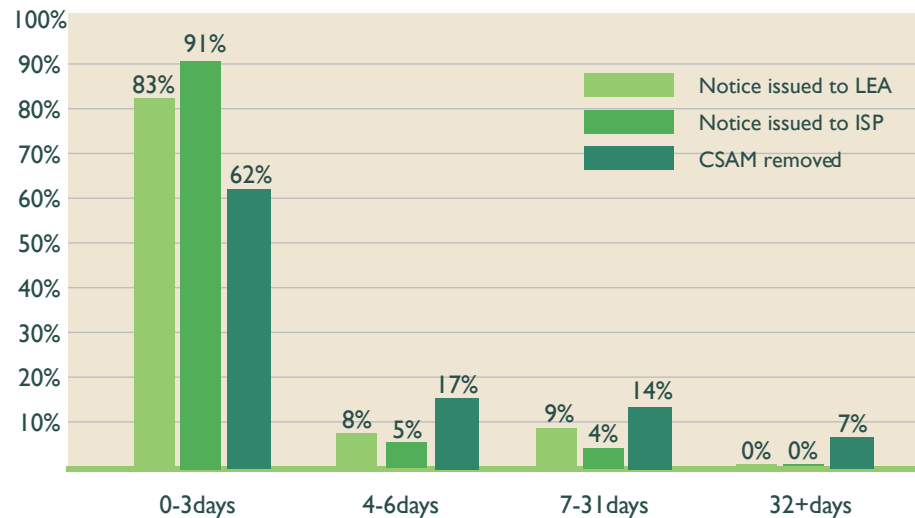
REPORTS WORLDWIDE
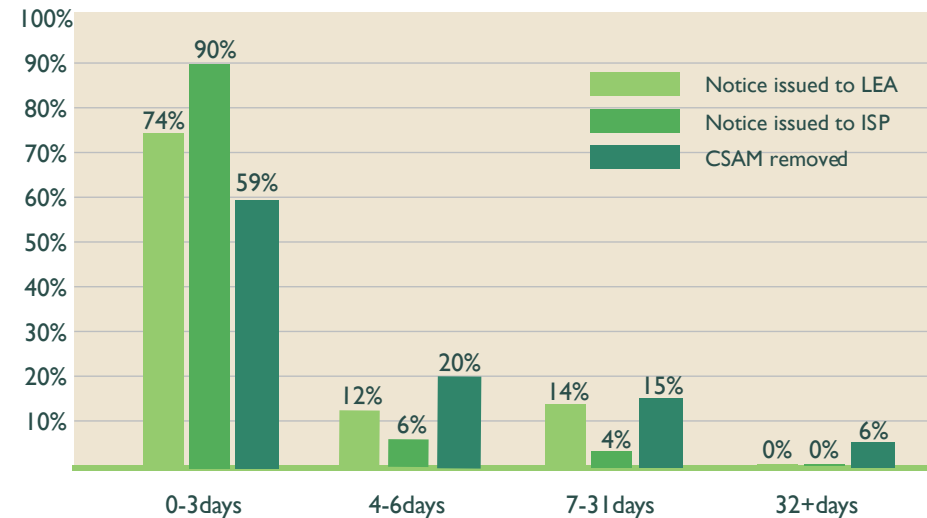**62%** was removed from the Internet in less than three days.

REPORTS IN EUROPE
59% was removed from the Internet in less than three days.
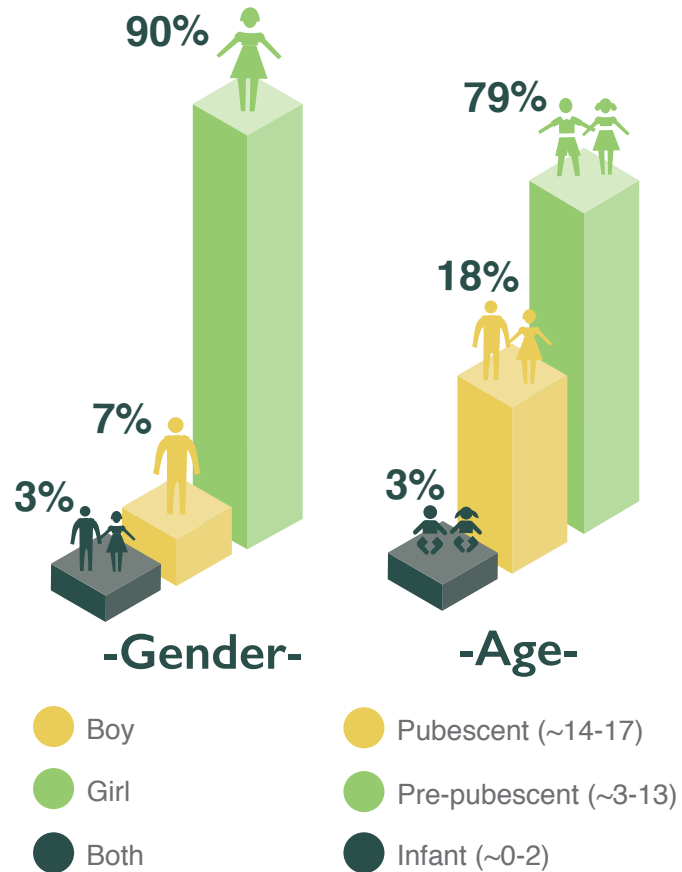
CSAM Notice and Takedown time worldwide

Legend:
- Notice issued to LEA
- Notice issued to ISP
- CSAM removed

	0-3days	4-6days	7-31days	32+days
Notice issued to LEA	83%	8%	9%	0%
Notice issued to ISP	91%	5%	4%	0%
CSAM removed	62%	17%	14%	7%

CSAM Notice and Takedown time Europe

Legend:
- Notice issued to LEA
- Notice issued to ISP
- CSAM removed

	0-3days	4-6days	7-31days	32+days
Notice issued to LEA	74%	12%	14%	0%
Notice issued to ISP	90%	6%	4%	0%
CSAM removed	59%	20%	15%	6%

CSAM characteristics

90% of categorised CSAM show girls as the subject matter

82% of the subjects are 0-13 years of age

-Gender-

- 90% Girl
- 7% Boy
- 3% Both

-Age-

- 79% Pre-pubescent (~3-13)
- 18% Pubescent (~14-17)
- 3% Infant (~0-2)

Legend:
- Boy
- Girl
- Both
- Pubescent (~14-17)
- Pre-pubescent (~3-13)
- Infant (~0-2)

Platforms recognised as reccurent hosts of illegal material

72% of illegal content is located on image hosting services

- Forum 3%
- File host 15%
- Banner site 3%
- Website 5%
- Image host 72%
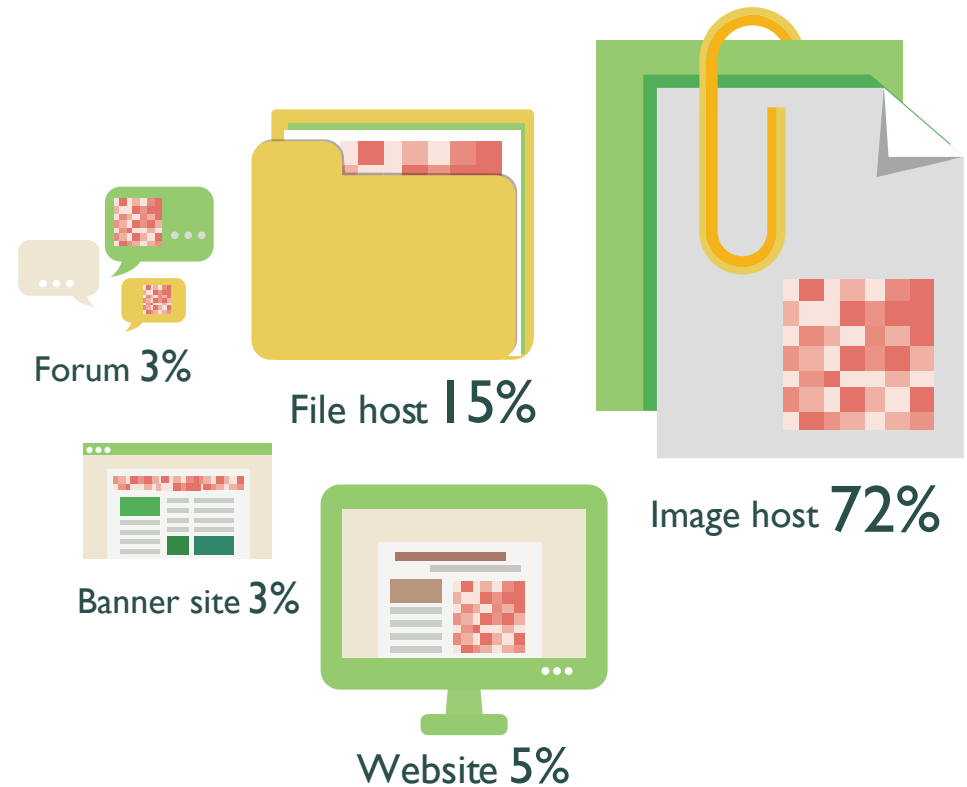
Comparable approaches

U.S.A.   10 million reports

US-based companies voluntarily take steps to find, remove and report CSAM using trusted CSAM hash values. This process means that CSAM may be identified and removed before either the public or hotlines ever come across it. In 2017, NCMEC's CyberTipline received more than 10 million reports from US-based ESPs about US-based hosting of CSAM. NCMEC does not use ICCAM in these instances because the content is already removed and foreign reports are provided directly to law enforcement.

Canada   92,964 reports

In 2017, the Canadian Centre for Child Protection, through its Cybertip.ca program processed more than 92,000 reports related to the online sexual exploitation of children. Of those reports, more than 71,000 pertained to child sexual abuse material. While public reporting plays an important role in the reports processed by Cybertip.ca, especially when it relates to other incidents of sexual exploitation and adult behavior online, a large number of the CSAM reports processed by Cybertip.ca are as a result of operating Project Arachnid. Project Arachnid is a tool to detect and reduce the availability of child sexual abuse material on the Internet.

Governance

INHOPE members elect the executive committee for a period of two years. The INHOPE board consists of six members nominated for the period of 2016-18.

Arda Gerkens, INHOPE President

Arda is the managing director of the Dutch hotline (Meldpunt Kinderporno, Expertisebureau Online Kindermisbruik) and a Member of the Dutch Senate.

Gregor Schwarz, INHOPE Vice-President

Gregor started his career as a hotline analyst and is now Legal Counsel and Senior Hotline Manager at FSM, Germany's Voluntary Self-Monitoring of Multimedia Providers.

Malle Hallimäe, INHOPE Treasurer

Malle has been working with the Estonian Union for Child Welfare since 1998 and she is currently a member of the organisation's Executive Board.
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Miguel Torres Garcia, INHOPE Board Member with Foundation Portfolio & INHOPE Foundation President

Miguel has served as the Chief Officer Operations of Child Focus, the Belgian organisation for missing and sexually exploited children, for 10 years and has dedicated his career towards victims' rights.

Sir Richard Tilt, INHOPE Board Member

Sir Richard began his career in Prison Services and was appointed as the Internet Watch Foundation Independent Chair in 2012.

Themba Wakashe, INHOPE Board Member

Themba was appointed as the CEO for the Film and Publication Board, South Africa. He previously served as the Director General for the Department of Arts and Culture and has over 14 years of experience in the public sector.

INHOPE Advisory Board

- Victoria Baines, Trust and Safety EMEA, Facebook
- Jacqueline Beauchere, Chief Online Safety Officer, Microsoft
- John Carr, OBE, Senior Expert Adviser, ECPAT International
- Julie Cordua, CEO, Thorn
- Del Harvey, VP, Trust and Safety, Twitter
- Björn Sellström, Coordinator of the Crimes against Children team, INTERPOL General Secretariat
- Lynette Owens, Global Director, Internet Safety For Kids and Families Program, Trend Micro
- Fernando Ruiz Perez, Head of Operations, European Cybercrime Center, EUROPOL
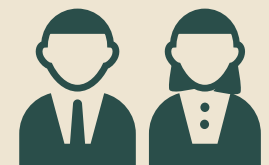
Financial overview

INHOPE International Association of Internet Hotlines

BALANCE SHEET AS AT
(before result appropriation)

ASSETS			EQUITY AND LIABILITIES		
Fixed Assets			Equity		
Financial fixed assets			Reserves		268,684
Other financial fixed assets		9,600			
Receivables			Restricted fund reserve		9,864
Debtors	8,345				
Receivable from EC	21,108		Current liabilities		
Taxation	15,382				
Prepayments and other receivables	31,364		Creditors	68,571	
			Membership fees in advance		
		76,199	Taxation and social security	29,193	
			Other payable and deferred expenses	145,096	
					242,860
Cash and Bank		435,609			
		521,408			521,408

Partners

"Report it.
Don't ignore it."

About

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Make a difference to our digital world.