

# Better Internet for Kids

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The work of the Safer Internet Centres:  
*latest trends, challenges and the  
response to COVID-19*

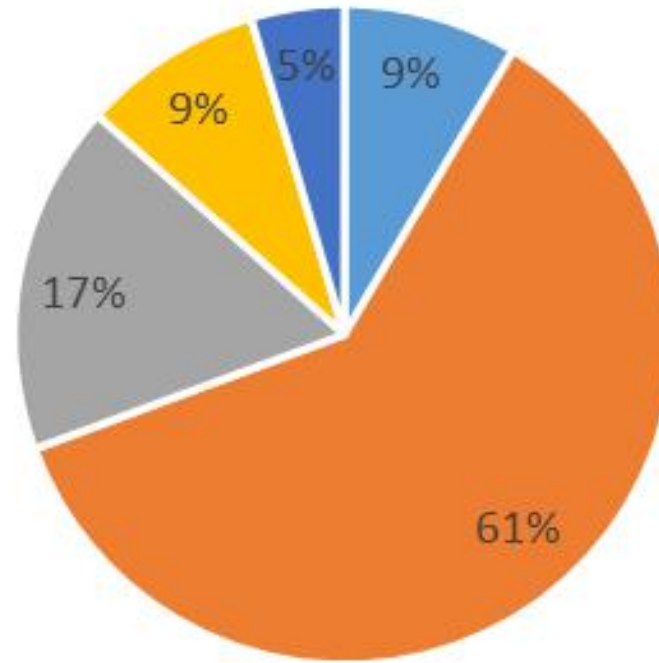


# The Insafe Network

- 30 Safer Internet Centres
  - Awareness Centre
  - Helpline
  - Hotline
  - Youth Coordinator
- 18 general helplines
- 12 online safety specific helplines
- Expanded opening

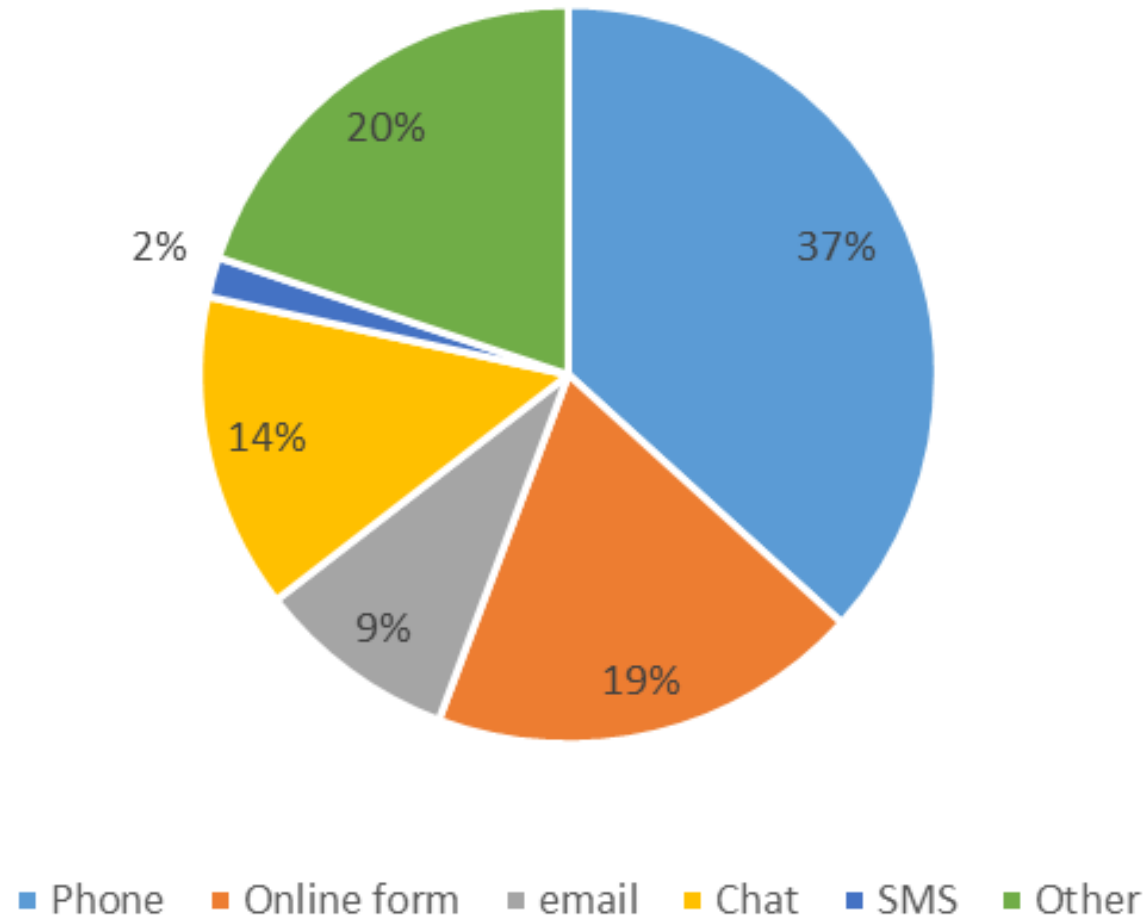


# Helpline contacts Jan - March 2020 (inclusive)



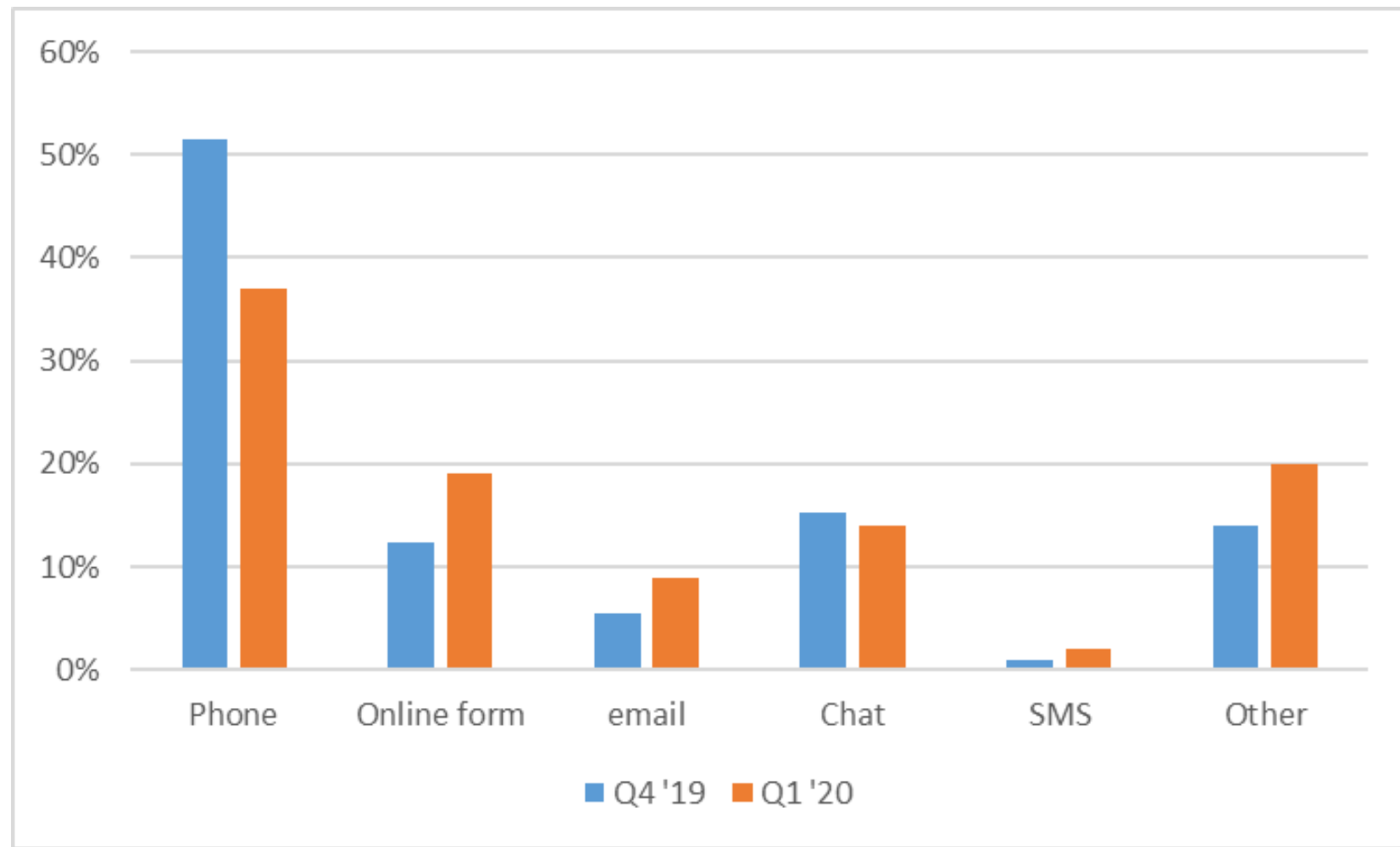
■ 5-11 year olds ■ 12-18 year olds ■ Parents ■ Teachers ■ Social Workers

# How helplines were contacted Jan-March 2020

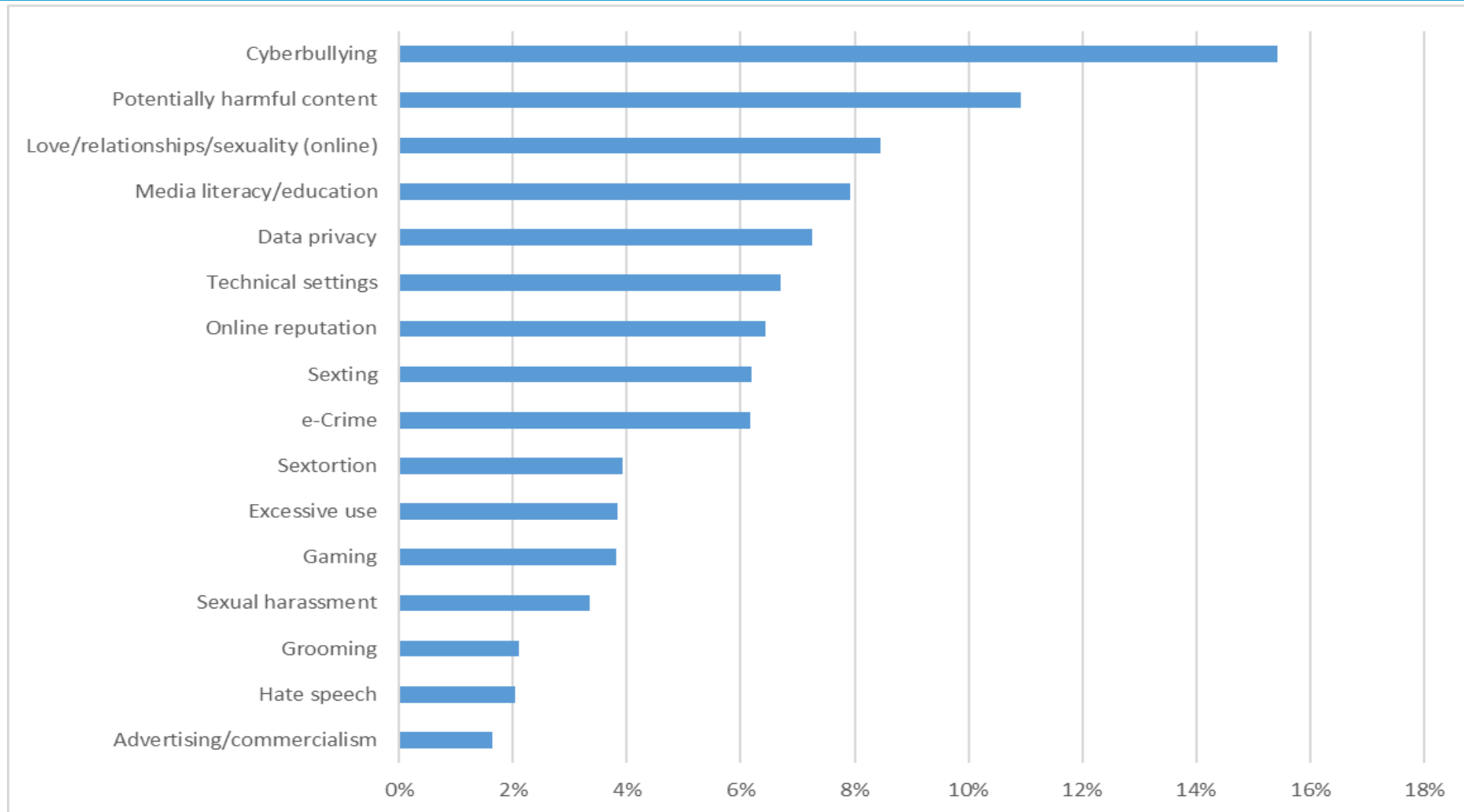


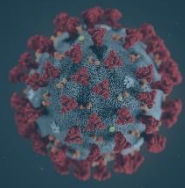
# How helplines were contacted Q4 2019/Q1 2020

Reaching out to a helpline might not be easy in the current situation – there has been a decline in phone contacts and an increase in chat/electronic contacts

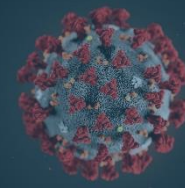


# Reasons for contacting helplines Jan-March 2020





# COVID-19



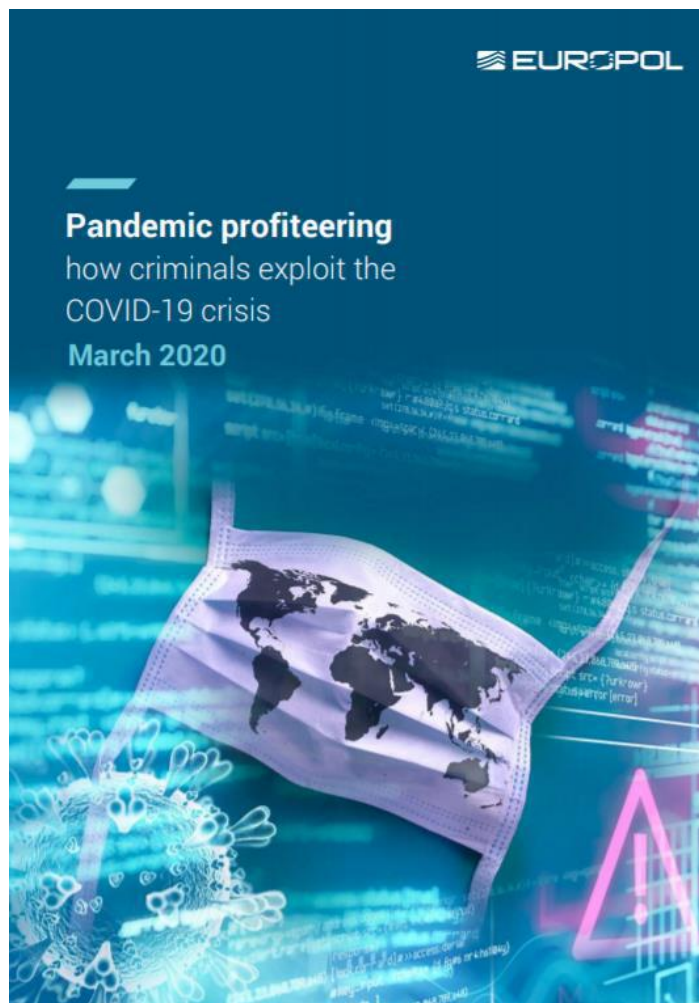
- Increase in calls (more than doubled in last month)
  - Domestic abuse
  - Sextortion scams – fake accounts
  - Sexting – sending of nude images
  - Mental health issues
  - Family relationship breakdown
  - Fear of parental illness
  - Increased viewing of pornographic/adult content
- Chats are taking longer – callers are returning multiple times
- Things that happened a while ago are now a cause for worry – not distracted by other issues (e.g. school, friends, sport)
- Working closely with industry

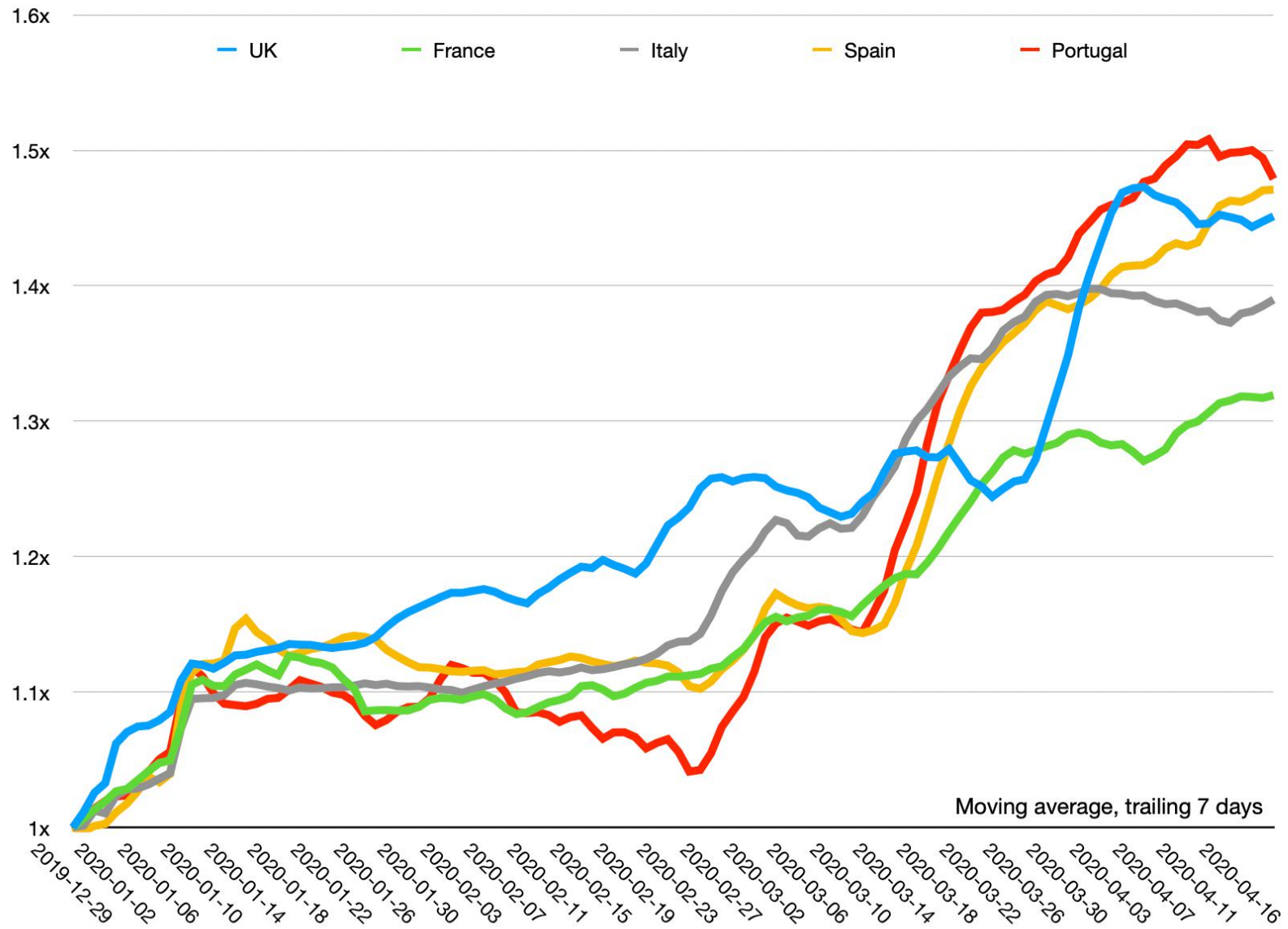
# Responses

- Counselling support
- Referral to other services/helplines
- Support with removing content – taking control of privacy settings
- Support with talking parents/law enforcement
- Peer counselling services



# Profiting from the pandemic...





# Sextortion

## OUTLOOK

Offenders are likely to attempt to take advantage of emotionally vulnerable, isolated children through grooming and sexual coercion and extortion.

Children allowed greater unsupervised internet access will be increasingly vulnerable to exposure to offenders<sup>4</sup> through online activity such as online gaming, the use of chat groups in apps<sup>5</sup>, phishing attempts via email, unsolicited contact in social media and other means.



# Resurgence in “old” scams...

*I had been watching porn so I was worried that it might be true – I mean you can get control of a webcam remotely – I think...now I can see that it was a hoax, it's happened to lots of people*

*16 year old boy*



Phil Muncaster UK / EMEA News Reporter , Infosecurity Magazine

Email Phil Follow @philmuncaster



Online extortionists are now threatening email victims with COVID-19 infection if they don't pay thousands of dollars, marking yet another evolution in their scam tactics.



Sophos reported the sextortion scam, which follows a similar pattern to others of this type. The attackers divulge previously breached information on the victim, in this case one of their passwords, to lend credence to their claims that they have “every dirty little secret about your life.”



“To start with, I know all of your passwords. I am aware of your whereabouts, what you eat, with whom you talk, every little thing you do in a day,” the email continues.

However, instead of directly threatening to release a compromising webcam video of the victim watching adult content, the scammers take another tack in this attack.

Menlo Security

Free 90 Days Cloud Security and Phishing Protection Licenses

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# Sextortion: case studies

*I met a really pretty girl online and we became friends on facebook. It was fun talking to her and we exchanged naked pics. (...) Then „she“ started threatening me. (...) I am really AFRAID my pics will be out there... (...) I don't have any money (...) I don't wanna tell my parents...SO embarrassing!!!! Please help me!*

*14-year-old, Germany*

*A 12-year-old girl wrote to us saying that a fake Instagram profile had been blackmailing her. An unknown man told her that if she doesn't send nudes, he'll contact her mother and say that the girl had been sending nudes to random people. The girl was very disturbed and wanted support in this situation.*

*Bulgaria*



**Better Internet for Kids**

# Scams, fake news, hoaxes...

Technology

## Google blocking 18m coronavirus scam emails every day

By Joe Tidy  
Cyber-security reporter

36 minutes ago

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Coronavirus pandemic



### FAKE NEWS

COVID-19 DISINFORMATION CAN ENDANGER PEOPLE'S LIVES

Fake products and services

False mitigation and cures

Mistrust in official guidelines

**BREAK THE CHAIN**

SPOT THE FAKE

DO NOT ENGAGE

REPORT IT

Share information from official sources only

EUROPOL  
EC3 | European Cybercrime Centre



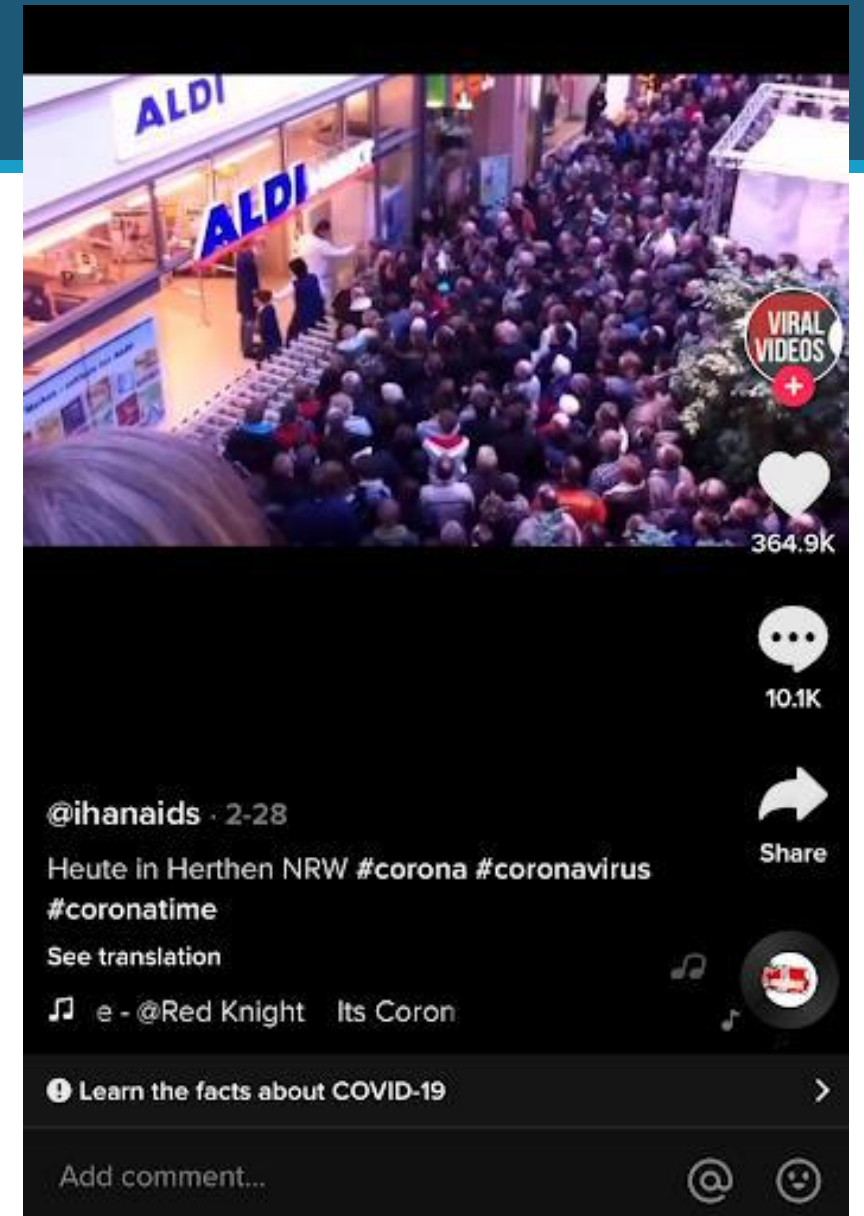
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# Haarlem Aldi Hoax...



9:40 AM · Mar 9, 2020 · Twitter for iPhone



# Not Haarlem – not COVID-19 related – from 2011...

## Monitoring And Debunking COVID-19 Panic: The “Haarlem Aldi” Hoax

March 13, 2020 By Charlotte Godart and Chantal Verkroost

Panicked responses to COVID-19 have triggered strange, yet predictable behavior from people all around the world as they attempt to protect themselves and their families. Some of the most common images and videos circulating on the internet show emptied grocery stores, huge lines at checkout counters, and by now the all-too-familiar disappearing toilet paper. In an attempt to stock up before quarantining, people around the world are flooding their grocery stores and taking whatever it is that they deem necessary for survival.

However, this practice is actively being dissuaded by governments whose representatives are repeating that there is and will be enough stock in grocery stores throughout this crisis. By hoarding items, people are really keeping others from being able to purchase them as needed (those who are actually running low on toilet paper at home might be getting worried right about now!).



Charlotte Godart is an investigator and trainer for Bellingcat. Before working at Bellingcat, she was a researcher and team manager at the Investigations Lab within the Human Rights Center at UC Berkeley, her alma mater.

Chantal is a Fundraising & Training Coordinator at Bellingcat, here to show that anyone can do Open Source Investigations the Bellingcat way.



# We all have a role to play



- Be critical about the content you share with others
- Be more proactive about the content you seek out online.
- Don't just believe something because it comes from a verified account

The screenshot shows the Bloomberg Technology website interface. At the top, there is a navigation bar with a menu icon, a search bar, and the Bloomberg logo. Below the navigation bar, there are several article thumbnails with titles like 'Don't Look to Stock Market to Tell You When Virus Crisis Is...', 'How Ebola Helped Africa Prepare for Coronavirus', and 'Chinese Drug Virus Vaccine'. The main article is titled 'Facebook, Twitter, YouTube Remove Posts From Bolsonaro' by Kurt Wagner, dated 31 March 2020. Below the article title is a large image of a man wearing a headset, likely a news anchor or reporter, against a background of stylized human silhouettes in green and yellow.

## March edition of the BIK bulletin: Staying safe online during the coronavirus pandemic

Awareness 31/03/2020 BIK Team



Share



We are in unprecedented times. As schools close and people are confined to their homes due to the global coronavirus (COVID-19) pandemic, we are using the internet and online services more now than perhaps ever before. Being online is providing a lifeline for everyone in society from the young to the old, learners and workers, and the

### Related news

#### Industry stakeholders are working together to fight COVID-19 misinformation

Awareness 31/03/2020  
BIK Team

As the **World Health Organization (WHO)** has described it, "the COVID-19 outbreak and response has been accompanied by a massive 'infodemic' - an over-abundance of information - some accurate and some not - that makes it hard for people to find trustworthy sources and reliable guidance when they need it."

#### COVID-19 - How to deal with scaremongering and disinformation

Awareness 30/03/2020  
German Safer Internet Centre

Is Ibuprofen a potential risk for COVID-19 patients? Will grocery stores shut down? Will the internet be able to keep on functioning? Rumours linked to the newly discovered coronavirus SARS-CoV-2 are spreading faster than the virus itself.



Through Better Internet for Kids (BIK), we empower children and young people to take care of their mental hygiene during the coronavirus pandemic. Safer advice, for parents and carers especially present.

Below you can find a range of articles and resources available online during the coronavirus pandemic.

\* Please note – resource listings are being added to regularly, so please check back often.

Remember that European Safer Internet Centres are available to parents and carers to access personalised and localised advice. Don't forget to check out the SIC – containing awareness raising, helpline



Share



The Croatian Safer Internet Centre has published a number of articles related to the COVID-19 pandemic. Below you can find them organised by topic.

\* Please note – resource listings are being added to regularly, so please check back often.



Austria



Cyprus



Czech Republic



Denmark



Estonia



### • Positive content and well-being at home

- **Interactive apps for mental health care.** Mental health is an important component of our subjective well-being, but it is often forgotten. Mental health can be enhanced by educating and encouraging people to take care of their mental hygiene. One form of protection is taking time for yourself while relaxing and thinking about yourself and your thoughts, feelings, relationships, etc. Apps like Stella and Stop, Breathe & Think offer guidance for working on mental hygiene.
- **Good cartoons for preschool children.** At this time of exceptional circumstances, parents are looking for appropriate online content for their children, but sometimes they run out of sources. What cartoons has my child never seen? What cartoons are fun and educational? How do I get a list of shows like this? Find some suggestions in this article.
- **Psychosocial work with individuals and groups remotely.** The global COVID-19 pandemic has changed our daily lives and routines. In order to protect our health, many people are working from home, which is particularly challenging for those whose job involves direct contact with people. Thus, providing telephone counselling and psychosocial assistance over the telephone has become a relevant issue among professionals working in the field.

### • How to respond to online risks under the COVID-19 pandemic

- **Digital workbook for children in primary school – prevention of cyberbullying.** Cyberbullying refers to situations where a child or young person is attacked by another child, teenager or group of children, via the internet or by mobile phone. An increasing number of children and young people are exposed to peer violence online, but the situation is often not recognised as a serious problem. During the COVID-19 pandemic, when children are having most of their social interactions online, it is even more relevant than before to pay attention to this problem. This guide for children helps prevent and address cyberbullying in schools.
- **Safer Internet Day 2020 app.** This app developed by csi.hr for Safer Internet Day 2020 is relevant and useful to prevent and react to cyberbullying cases.

### • Emergency remote teaching

- **Online apps as learning tools.** Locked into their houses, parents are increasingly allowing children to spend a longer time with digital devices - shifting attention to entertaining content online can give parents time for themselves. However, children's activities online may not always be constructive and of high quality. Therefore, it is important to find ways to support children's learning and well-being during this time.