### CONNECTING EUROPE FACILITY PROGRAMME

<table>
<thead>
<tr>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
</tr>
</tbody>
</table>

### POLISH SAFER INTERNET CENTRE

<table>
<thead>
<tr>
<th>Saferinternet.pl</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helplines</td>
<td>5</td>
</tr>
<tr>
<td>Dyżurnet.pl</td>
<td>5</td>
</tr>
<tr>
<td>Empowering Children Foundation (FDDS)</td>
<td>6</td>
</tr>
<tr>
<td>NASK – National Research Institute</td>
<td>6</td>
</tr>
</tbody>
</table>

### SAFERINTERNET.PL

<table>
<thead>
<tr>
<th>Awareness-raising campaigns</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awareness campaign on dangerous content for children online</td>
<td>7</td>
</tr>
<tr>
<td>Awareness-raising campaign on grooming “Careful parents”</td>
<td>7</td>
</tr>
<tr>
<td>“Offline challenge” – awareness campaign for teenagers</td>
<td>8</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Educational projects and tools</th>
<th>9</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Mr. File and Mr. Folder – on paths of the internet” – educational project for children</td>
<td>9</td>
</tr>
<tr>
<td>“High five tips” – educational leaflets</td>
<td>9</td>
</tr>
<tr>
<td>‘Inspiration – Interaction – Internet” – the Poster Competition</td>
<td>10</td>
</tr>
<tr>
<td>The Children’s Online Safety Compendium</td>
<td>10</td>
</tr>
<tr>
<td>Necio.pl – educational resource for preschool children</td>
<td>11</td>
</tr>
<tr>
<td>Sieciaki.pl – educational portal for children</td>
<td>11</td>
</tr>
<tr>
<td>Sieciaki on Holidays – summer campaign</td>
<td>12</td>
</tr>
<tr>
<td>Digital Youth</td>
<td>12</td>
</tr>
<tr>
<td>IMPACT – Cyberbullying Prevention Programme</td>
<td>13</td>
</tr>
<tr>
<td>Webinar materials for seniors</td>
<td>13</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Training and Events</th>
<th>14</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Conferences “Keeping Children and Young People Safe Online”</td>
<td>14</td>
</tr>
<tr>
<td>Expert seminars for professionals</td>
<td>15</td>
</tr>
<tr>
<td>Local conferences “Teacher as a student’s mentor in a digital world”</td>
<td>15</td>
</tr>
<tr>
<td>Local trainings for professionals</td>
<td>16</td>
</tr>
<tr>
<td>Conferences and projects for the police and law enforcement agencies</td>
<td>16</td>
</tr>
<tr>
<td>Festival of Science</td>
<td>17</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Safer Internet Day</th>
<th>17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safer Internet Day 2017</td>
<td>17</td>
</tr>
<tr>
<td>Safer Internet Day 2018</td>
<td>17</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>YOUTH PANEL / YOUTH PARTICIPATION</th>
<th>18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Congress of Young Internet Users</td>
<td>18</td>
</tr>
<tr>
<td>Digital Youth Forum</td>
<td>20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HELPLINES</th>
<th>20</th>
</tr>
</thead>
<tbody>
<tr>
<td>116 111 Helpline for Children and Youth and Helpline for Parents and Teachers 800 100 100</td>
<td>20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Statistical data</th>
<th>22</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Counseling Center „Child on the Web”</td>
<td>23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HOTLINE</th>
<th>23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statistical data</td>
<td>24</td>
</tr>
<tr>
<td>Training activity</td>
<td>26</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NATIONAL COOPERATION – WORKING IN PARTNERSHIPS</th>
<th>26</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultation Committee</td>
<td>28</td>
</tr>
<tr>
<td>National Coalition for Child Online Safety</td>
<td>29</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INTERNATIONAL COOPERATION</th>
<th>29</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exchange of expertise and study visits</td>
<td>30</td>
</tr>
<tr>
<td>Events</td>
<td>30</td>
</tr>
</tbody>
</table>
The European Commission’s Safer Internet Programme was launched in 1999 and aimed at promoting the safer use of the internet and new online technologies, particularly for children. Since 2015 the objectives of the Safer Internet Programme have been financed by the Connecting Europe Facility Programme – CEF – that is a key EU funding instrument to promote growth, jobs and competitiveness through targeted infrastructure investment at European level. It supports the development of high performing, sustainable and efficiently interconnected trans-European networks in the fields of transport, energy and digital services. As a result, of the CEF all EU countries can continue their efforts as Safer Internet Centres, which previously functioned under the “Safer Internet” name.

The main objectives of the Programme include the following:

- fighting illegal content
- tackling harmful content
- promoting a safer environment
- raising awareness
Polish Safer Internet Centre (PSIC) was established in 2005 within the European Commission's Safer Internet Programme and is operated currently within the Connecting Europe Facility Programme. The Centre is run by the Empowering Children Foundation (Fundacja Dajemy Dzieciom Siłę – FDDS) and by NASK – National Research Institute – acting in the capacity of the Centre's coordinator. The Centre undertakes a number of comprehensive efforts aimed at improving the safety of children and young people using the internet and new technologies. Most projects of the Centre are implemented in cooperation with Orange Foundation.

The Polish Safer Internet Centre implements three projects:

**Saferinternet.pl**

Comprehensive awareness-raising activities aimed at promoting safer use of the internet and new technologies by children and young people. Project implemented by FDDS and NASK in cooperation with Orange Foundation.

[www.saferinternet.pl](http://www.saferinternet.pl)

**Helplines**

Two separate helplines operate within Polish Safer Internet Centre. Helpline for children and youth (116 111) offers support for young internet users while Helpline for parents and professionals concerned about children's safety (800 100 100) offers help and advice for adults in cases related to threats for children connected with the use of the internet. Helplines are operated by FDDS.

[www.116111.pl](http://www.116111.pl) and [www.800100100.pl](http://www.800100100.pl)

**Dyżurnet.pl**

Hotline receiving reports about illegal internet content, such as child abuse images, racism and xenophobia. Project implemented by NASK.

[www.dyzurnet.pl](http://www.dyzurnet.pl)
Empowering Children Foundation (FDDS)

FDDS (previously the Nobody’s Children Foundation) is a non-profit non-governmental organization. It has been providing, since 1991, a broad range of assistance services targeted for abused children, their families and caregivers. The Foundation runs an advocacy centre for abused children, organizes and implements many projects related to the problem of child abuse and provides training courses to different groups of professionals. Since 2004 FDDS has been working in the field of online safety for children and young people.

www.fdds.pl

NASK – National Research Institute

NASK is a national research institute which conducts scientific, research and development activities in the area of security, reliability and efficiency of ICT networks. NASK is the Polish national registry of internet names in the.pl domain. It also serves as the data networks operator. In the framework of NASK operates CERT Polska – a team dedicated to responding to network security breaches. NASK is the institution that connected Poland to the internet in 1991.

www.nask.pl
Awareness campaign on dangerous content for children online

At Safer Internet Day 2017 a new major awareness-raising campaign of the Polish Safer Internet Centre was launched. The campaign’s slogan ran “Protect your child on the internet. It is important. And fairly simple”. The campaign was aimed at raising awareness of parents of children in a pre-school and primary school age about protecting the youngest against contacts with harmful content online. Main material of the campaign was a song by the young girl telling about her encounters online with pornography, violence and offensive language. There is an animated cartoon clip as well as short TV versions that were broadcast in public and commercial TV stations. Radio clips were aired in public national and local radio stations. A special website www.dzieckowsieci.pl and brochure has been created. Materials promoted five rules that parents should follow to make their children safer online. Campaign was accompanied with special video tutorials for parents that tell step by step how to set up parental control features build in popular operating systems: Windows, Android and Apple iOS.

Awareness-raising campaign on grooming “Careful Parents”

“Careful Parents” was an awareness-raising campaign about the importance of parental presence and guidance while protecting children from online threats. It was launched on a special event on 23rd November 2017 in Warsaw. It was followed by two events promoting the campaign in other major cities: Białystok (29.11.2017) and Gdańsk (4.12.2017).

The campaign was focused on the problem of online grooming. Online grooming of children is a manipulation designed to induce a child to create erotic materials, and sometimes also to meet and sexually abuse him/her. According to recent Polish study almost one in four teenagers (23.1%) admit that they had a meeting with an adult met online. Out of that group only 39% reported it to their parents and 29% did not inform anyone (NASK, 2016). Meanwhile, the number of reported incidents of online grooming of children rise from year to year.
Children whose parents have time to talk with them, are attentive to their behaviour, and are able to recognize and face up their needs are much less likely to be manipulated (also on the internet). Therefore the campaign’s slogan is “Being a parent is a challenge. Be sure not to miss anything”. Main material was a video spot broadcast online and on TV stations, as well as in cinemas. The accompanying materials – a brochure for parents, a website www.uwaznirodzice.pl, press and internet articles, and classroom scenarios – show what parental attention is and how to take care of our children’s safety online. The video spot was also translated into English and made available for further adaptations in other countries.

“Offline Challenge” – awareness campaign for teenagers

In October 2018 we launched the “Offline Challenge” campaign. The opening inauguration took place on 16/10/2018 in House of Social Innovation “Dreamers and Craftsmen”. The event included panel session with experts and young influencers who took an important part in creating the idea behind campaign’s materials and proper implementation of the whole campaign concept. The main promotional actions around the challenge were happening starting from October till December 2018.

For many young people disconnecting for two days from the web could be very hard. During the offline challenge campaign the organizers encouraged them to take a try at this. Those who decided to participate in the challenge, would have a chance to discover how strong is their relationship with technology like with: smartphones, tablets or other devices connected to the internet. The campaign aimed at inspiring the youth to use electronic media in a constructive way. The problem of intensive usage of the internet among kids and youth is becoming more and more serious issue. NASK research called “Nastolatki 3.0” found out that up to 93.4% of kids in range age 13–17 years old is constantly accessible online. Over 30% of teenagers declare browsing the internet through their smartphones for more than five hours per day. Most of them shows up some symptoms of dysfunctional using the web. The campaign was mostly based on the Facebook dedicated profile and on the Facebook “event” that encouraged young people to take part in the challenge.

Moreover the campaign had three websites:
- www.offlinechallenge.pl
- www.offlinechallenge.pl/rodzice
- www.offlinechallenge.pl/nauczyciele

Each of the websites has a prepared separate communication system for three target groups that creators of the campaign wanted to reach. That is: teenager between age 13–18, parents and teachers. The key messages presented on the websites familiarize target groups with problematics of overusing digital technologies in everyday life.

The offline challenge promo clips that PSIC prepared in collaboration with young influencers got around 2000 views on YT and conference streaming was viewed by 2200 FB users. All campaign audio-visual materials together with Facebook posts have 2 267 742 views. Total range of fan page on Facebook platform reached 556 102 unique users. Approximately 5,000 of young people took part in this 48 hour offline game. Moreover, social media campaign included advertising on Instagram platform were it was promoted with a hashtag (#offlinechallengepl). The campaign got support in social media platforms (mainly on Facebook and Instagram accounts) by about 10 influential young Polish actors.
“Mr. File and Mr. Folder – on paths of the internet” – educational project for children

The film “Mr. File and Mr. Folder – on paths of the internet” was created as a part of the educational project “The web adventures of Mr. File and Mr. Folder” which has been conducted by NASK since 2010 in cooperation with the artistic group zygzaki.com.pl. The project is constantly evolving. Until now the following educational resources have been created:

- 45-minutes live performance “Web adventures of Mr. File and Mr. Folder” (still being performed in theatres and schools) (2010)
- Film “Web adventures of Mr. File and Mr. Folder” together with lesson plans (2012)
- Exercises for children – crosswords, puzzles and colouring books (2012)
- Audio book “Let’s meet the internet” (2012)
- Educational event “Safer Internet Alley” (2013)
- 4 films “Mr. File and Mr. Folder – Internet Explorers” (2016)
- A video clip “Sieciopozytywni” (2018)
- Two films Mr. File and Mr. Folder – on internet paths (2018)

This last resource is addressed to primary schools (children aged 6–9) and consists of two episodes, where virtual characters – Mr. File and Mr. Folder – introduce children to the phenomenon of global network and how to use the internet safely.

The “Sieciopozytywni” clip is a social promoting video, where people from different environments speak about the internet.

The educational film “Mr. File and Mr. Folder – Internet Explorers” is available at www.saferinternet.pl and www.plikifolder.pl

“High five tips” – educational leaflets

“High five tips” are five leaflets and each takes a different theme. The resource is addressed to teenagers and consists of the selection of issues most relevant to them in the digital media environment. The aim of four leaflets is intended to showcase and also describe the issues related to cyberbullying (one is addressed to the victims of cyberbullying, the other one to the witnesses),...
FOMO, privacy on the web and the fifth leaflet aims to showcase of phenomenon of emoji:

- FOMO – how to deal with it
- Help for victims of cyberbullying
- How to deal with cyberbullying
- Five tips for web privacy
- Emoji – express yourself

The material was printed in a circulation of 2,500 copies and was distributed during major events such as International Conference “Keeping Children and Young People Safe Online”

“Inspiration – Interaction – Internet” – the Poster Competition

In 2018 NASK organized a Nationwide Poster Competition addressed to young artists. Its topic was: risks and opportunities of the internet. The jury consisted of seven specialists – mainly famous Polish poster art experts. The contest was announced by the end of April. Contestants submitted 160 unique works and on the 11th of June the winners were nominated. Besides 3 main prizes there were 3 honorable mentions and 1 special prize nominated by the director of NASK. From 15th September to 31st October NASK launched a social campaign featuring selected posters from the contest. The campaign was transmitted on the largest outdoor screens, located in the very center of Warsaw and Katowice. During this time also printed an album featuring all posters and additional information about the contest was published.

On 28th October was hosted the vernissage for artists and contest partners, followed by the opened exhibition. All posters are currently showcased in the Poster Museum at Wilanów (Division of the National Museum in Warsaw).

The Children’s Online Safety Compendium

In the reported period the new edition of ‘Children’s Online Safety Compendium’, a comprehensive guide for parents, teachers and other people working with youth was published. The authors are Polish Safer Internet Centre Experts from NASK and The Empowering Children Foundation.
This book presents up-to-date coverage of the following topics:

- Research results concerning young people using the internet
- The role of parents/legal guardians in a process of introducing internet to youth
- Cyberviolence
- Excessive use of the internet
- Dangerous content available online
- Online grooming of youth
- Other online and information dangers
- Positive prevention and the role of protecting factors
- Procedures for counteraction and response for dangerous situations arising from youth activity online
- Presentation of assorted PCPSI educational materials

**Necio.pl**
- educational resource for preschool children

**Sieciaki.pl**
- educational portal for children

In 2012 the Empowering Children Foundation, in cooperation with the Orange Foundation, started an educational project Necio.pl targeting children aged 4–5, as well as their parents. The age of children going online continues to decrease. Research indicates that two thirds of Polish children (aged 3–6) use the internet more than once a week, and the average time spent online is 45 minutes. There is, however, a scarcity of educational resources dedicated to preschoolers. The project’s main component is www.necio.pl, a website with child-friendly animation, games and songs explaining the rules of the internet safety and the basics of computer use to children. The host of this site is Necio, a friendly little robot who guides young users through the process of learning what the internet is, how to surf safely, how to communicate safely online, as well as where to find safe websites. While using Necio.pl, children will become familiar with Sieciaki and Sieciuchy (the main characters of Sieciaki.pl portal), characters which embody the internet-related risks, so that switching from Necio.pl to Sieciaki.pl will be a natural step for them in the future.

As a part of the Necio.pl project an educational app for children for mobile devices was created. The main goal of this tool is to introduce children into the internet world, teaching them internet safety rules at the same time, all that while having fun with Necio. It is available for free in the Google Play and the App Store.

The Sieciaki.pl educational portal for primary school children has been operating since 2005. The plot of the website is based on the adventures of Sieciaki – “web wise kids” – who know how to use the internet in a safe way and who fight with online evil, represented by creatures called Sieciuchy. Sieciaki.pl users take part in educational games, quizzes and competitions. They can also browse whitelist catalogues of safe websites for children BeSt. At Safer Internet Day 2017 a brand new version of the portal was launched, upgraded and adapted to the actual trends. Current version is dedicated primarily for children aged 9–11. Main element of the service is an e-learning course, consisting of 15
modules. Each module is dedicated to a different issue connected with internet safety (privacy, cyberbullying, inappropriate content, hate speech, shopping online, internet overuse). The website has around 1,500 unique visitors per day and 25,000 unique visits per day. Since its start it has gathered more than 175,000 registered users. During the reporting period the website had 838,438 unique visitors and over 16,9 mln views. Together with the new edition of the portal, new activity book was developed. It has been distributed to primary schools and during events for children. The portal maintains communication with its users by posting articles and launching contests for young users.

Sieciaki on Holidays – summer campaign

“Sieciaki on Holidays” is an educational summer campaign run by PSIC since 2006. A team of educators travel around Poland and organize outdoor events (‘picnics’) on online safety at popular holiday destinations. The main goal of the campaign is to teach children, through games and other fun outdoor activities, how to be safe online, as well as how to deal with dangerous situations on the internet and where to seek help in the case of problems involving online activity. The idea of the Sieciaki tour is based on the Sieciaki.pl educational platform for children. During the reporting period the campaign was held annually. Total of 12 picnics were organised:

- Olsztyn – 30.07.2016
- Poznań - 28.08.2016
- Warsaw – 27.06.2017
- Tychy – 20.07.2017
- Sopot – 29.07.2017
- Białystok – 23.06.2018
- Warsaw – 27.06.2018
- Gdańsk – 29.07.2018

Apart from events organised by PSIC decentralised model is promoted where local organisers can obtain materials to organise their own Sieciaki educational picnic. In years 2016–2018 a total of 306 local events were organised with the participation of 17,562 children.

Digital Youth

“Digital Youth” is a project for teenagers promoting online safety and creative use of the internet and new technologies. It consists of the digitalyouth.pl website as well as paper magazine “Digital Youth”. The project is also connected with annual event “Digital Youth Forum”. During the current project numerous online articles and 6 issues of the paper magazine were published. Magazines are printed and distributed in schools, libraries and in other spaces frequented by youth. Online articles are promoted online on a special Facebook profile. Youth are encouraged to submit their own articles to these media, there is also a collaboration with young entrepreneurs and activists – speakers at Digital Youth Forum.
Complex cyberbullying prevention programme for schools called IMPACT has been developed and finished during the current project. It was prepared as a consortium project in collaboration with experts from the Faculty of Psychology of the University of Warsaw, as well as Warsaw Technical University and the Institute of Occupational Medicine in Łódź. The programme is based on best practice evidence and includes components of psychological, social and technological intervention. As a result a final version of a 10-hour programme together with a handbook and necessary materials such as films, multimedia presentation and an app has been produced. The programme also comes together with an e-learning course for teachers which shows them how to conduct the classes. IMPACT was piloted in 30 schools in 2017 and 2018 and evaluated very positively both by teachers and by youth.

Webinar materials for seniors

NASK in frames of the Polish Safer Internet Centre prepared an online webinar that contains nine parts:

- Introduction to the webinar
- 1st chapter – “How to begin?”
- 2nd chapter – “Searching for information”

Each chapter of the webinar lasts around 20 to 30 minutes and can be treated as a separate lesson. If someone is comfortable enough with their knowledge about basics of using computer can skip the first parts and learn more about e-banking, e-shopping and other useful apps that “online world” provides.
International Conferences “Keeping Children and Young People Safe Online”

International Conference “Keeping Children and Young People Safe Online” is an event organized annually by the Polish Safer Internet Centres in close collaboration with German SIC (klicksafe.de).

The 10th edition of the conference took place at the Airport Hotel Okecie, 20–21 September 2016. The 11th edition of the conference took place at the Airport Hotel Okecie, 19–20 September 2017. The 12th edition of the conference took place at the Novotel Airport Hotel in Warsaw, 18–19 September 2018. The co-organizer of all three conferences was the International Telecommunication Union and the main partner was the Orange Foundation. The conferences were held under the honorary patronage of the Ministry of Digital Affairs, Ministry of National Education, and Ombudsman for Children, The Office for Electronic Communication.

Sessions were led by recognized international experts (around 50 speakers at each of two events) in the field of child protection. The conferences gathered ca. 600 representatives from the education sector, NGOs, law enforcement, government and industry. Participants of the conferences took part in panel discussions and parallel sessions focused, among others, on challenges and visions connected with children’s safety online, growing problem of abuse of internet, hurtful behaviour online, wellbeing of young people in relation to new media, overuse of the internet or harmful content. During the conference the latest studies on online safety were presented.

The conferences program included also panel discussions which both were attended by Polish and foreign experts, who deal daily with issues of using modern technologies by children and young people. The conferences agenda was also accompanied by practical workshops on i.a. privacy online, methods of teaching the youngest internet users, as well as...
on how to secure the IT laboratory in school. All conferences were closed with screening most up to date movies dedicated to the internet in lives of societies. Conferences were crowned with open debates. Their topics were chosen in an online voting by the attendees. Open debates proved to be a very good idea for closing the events. It helped us to check which issues needed further discussion. Organisers of the event provided live broadcast of plenary sessions and selected parallel sessions at www.saferinternet.pl/conference. Moreover, all presentations were recorded and made available on the conference website both in Polish and in English.

**Expert seminars for professionals**

An important part of the Polish Safer Internet Centre is direct contact with specialist working with children. In the reported period five expert seminars had been organized for professionals enabling them to discuss emerging trends regarding young people’s safety online.

Each seminar was dedicated to certain topic related to internet threats as well as positive use of new media. Apart from speakers from NASK and the Empowering Children Foundation seminars gathered top experts representing fields of psychology, pedagogy, sociology and education. All seminars were recorded, published online and promoted nationwide.

Following seminars had been organized:

- “Media education as a form of prevention” during Second Media Education Congress (17 October 2016, Lublin) – the seminar gathered ca. 100 participants
- “Online content harmful to children” (25 April 2017, Warsaw) – the seminar gathered ca. 100 participants; the meeting was recorded and published online
- Expert seminar “You Tube – opportunities and risks for young people”, (22/03/2018)
- Seminar inaugurating the campaign “Offline Challenge”, (16/10/2018)

**Local conferences “Teacher as a student’s mentor in a digital world”**

Polish SIC organised five local conferences aimed at promoting educational materials developed in framework of the Safer Internet Project in Poland and within the INSAFE network. As a result of this activity, professionals representing different regions of the country learned about the materials and how to use them effectively. The agenda of the events included topics such as overview of threats, the
role of schools and teachers in building a safety strategy, trends and phenomena in hotline reports, prophylaxis and help with online threats, relational authority of a modern teacher built on the positive use of technological media.

During the current project the following conferences were organised:

- **1st local conference in Łódź** 16 March 2017 in cooperation with Center for Teachers in Łódź
- **2nd local conference in Zielona Góra** 11 December 2017 in cooperation with Lubuski Center for Teachers
- **3rd local conference in Biała Podlaska** 19 April 2018 in cooperation with Pedagogical Library in Biała Podlaska
- **4th local conference in Włocławek** 23 April 2018 in cooperation with Kujawsko-Pomorskie Center for Teacher Education in Włocławek
- **5th local conference in Kielce** 20 November 2018 in cooperation with University of Economics, Law and Medical Sciences prof. Edward Lipinski in Kielce

### Local trainings for professionals

Additionally PSIC organised 20 intensive local trainings for teachers and professionals dealing with children and the young (15–30 participants from different institutions are targeted). The trainings were organised in different regions of Poland in cooperation with local partner institutions. Each training lasted up to 8 hours and covered basic course of child online safety (threats, modes of prevention and intervention). During the current project trainings took place in Warsaw (4 trainings), Gdańsk, Starogard Gdański, Lublin, Kielce, Opole, Zielona Góra, Poznań, Łódź, Ciechanów, Toruń (2 trainings), Bydgoszcz (2 trainings), Piastów, Włocławek, Nowy Dwór Mazowiecki.

### Conferences and projects for the police and law enforcement agencies

Cooperation between the PSIC with the police and law enforcement agencies is essential for efficient prevention of harmful and illegal online content, as well as for the protection of the youngest internet users. This is especially reflected in the hotline’s activities. Apart from forwarding information about illegal content, Dyżurnet.pl and the police exchange knowledge and experience about new crimes and technology issues during working meetings and dedicated training programs or conferences.

Law enforcement liaison and support i.a.:

- **study visit from Portugal Police** organized by National Police Headquarters (13 September 2016)
- **seminar for students of the Police Academy** in Szczytno (8 March 2017)
- **presentations during workshop for specialists from cybercrime divisions** about sextortion and child sexual abuse materials (15–17 March 2017; 14–15 September 2017; 7–9 February 2018)) organized by National Police Headquarters
- **presentation during Summer Cybersecurity School** (2–4 October 2017) organized by Police Academy in Szczytno
- **seminar organized by Dyżurnet.pl for Law Enforcement Agencies and Prosecutors** about child sexual abuse materials – from law and technical perspective; and about TOR (13 December 2017; 7 November 2018, 18 December 2018),
- **presentations on local conferences** organized by regional police headquarters (27 September 2018 Katowice, 1–2 October Kraków).
Festival of Science

The Polish Centre took part in the Science Festival organized annually in September. The aim of the Festival is to promote and popularize the latest achievements of Polish science. As part of this event on 25th of September NASK organized workshops for young people. During the workshop, young people discussed the issue of privacy on the web. Experts from NASK have explained what privacy is, what are the threats and how to protect your privacy, especially on the web.

SAFER INTERNET DAY

February is a very important month for online safety education in Poland. As it was the case in previous years, during the reporting period the PSIC organized the central Safer Internet Day (SID) events in Warsaw on 7th February 2017 and 6th February 2018.

Safer Internet Day 2017

On February 7th, the Safer Internet Day was celebrated in Poland for the 13th time. The theme of the day was “Be the change: Unite for a better internet” and it drew attention to the fact that every surfer can contribute to the internet being a safe and positive place. The focal point of the SID in Poland was the conference organized for media and ca. 300 professionals working with children and key stakeholders. The event featured a panel discussion entitled “How to teach about the safety on the internet”. The panel discussion involved professionals and young people concerning a positive and safe use of the internet. The conference agenda included also organizers’ and partners’ presentations dedicated to the activities showing positive use of new technologies for youth and children. During the conference, the social campaign “Protect your child on the internet” was inaugurated. The conference was closed with the screening of the documentary film “Lo and Behold, Reveries of the Connected World” by Werner Herzog (USA 2016). Moreover, a promotional reportage from the SID conference was shot (www.youtube.pl/saferinternetpolska).

Wide promotion of the SID throughout the country resulted in undertaking the highest ever number of local initiatives undertaken by 1949 schools and other institutions. The PSIC supported nationwide celebrations of SID by sending educational and promotional packages (i.a. DVD with a set of educational tools, SID poster, poster with safety tips) to all local organizers of initiatives, who registered via SID website (www.dbi.pl). As in the past years valuable prizes were foreseen for the most innovative initiatives. In addition, for local SID organizers, online certificates were prepared. February 2017 was a time for an intensive media campaign run by the PSIC as well as by local organizers. Approximately 330 press items on SID were noted in online and offline media. SID was celebrated in 2017 with the support of the Orange Foundation as a main partner and Facebook as a partner. The event was held under the honorary patronage of the Ombudsman for Children, the Ministry of Digital Affairs, the Ministry of National Education, the Ministry of Science and Higher Education, the Office for Electronic Communication.

Safer Internet Day 2018

On 6th of February 2018 the Safer Internet Day was celebrated in Poland for the 14th time. The theme of the day was “Create, connect and share
respect: A better internet starts with you” and it drew attention to the fact that every internet user can contribute to the internet being a safe and positive place. The focal point of the SID in Poland was the conference organized for the media and ca. 300 professionals working with children and key stakeholders. The event featured a panel discussion devoted to the issue of online aggression and building an online culture of respect.

The programme of the conference included also an inaugural lecture outlining the problems of language and communication on the internet, the presentation about SID 2018 celebrations in Poland and abroad as well as organizers’ presentations dedicated to the new educational tools. All video recordings are available on PSIC YouTube channel at www.youtube.com/saferinternetpolska. Wide promotion of the SID throughout the country resulted in undertaking the highest ever number of local initiatives undertaken by 3654 schools and other institutions. The PSIC supported nationwide celebrations of SID by sending educational and promotional packages (i.a. DVD’s, SID poster, poster with safety tips) to all local organizers of initiatives, who registered via SID website (www.dbi.pl).

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**YOUTH PANEL / YOUTH PARTICIPATION**

**Congress of Young Internet Users**

Congress of Young Internet Users is a platform of communication for young people from all over the country and serves as a Youth Panel for the Polish SIC. The members of the Congress are actively involved in the actions of the Polish Safer Internet Centre. Congress participants consult educational materials, provide information on the emerging trends among youth as well as represent the Polish Safer Internet Centre during the pan-European youth participation actions. Congress meets three
times a year and the meetings are organised by NASK. The idea of the Congress is not only to work during meetings with the selected group but also to multiply the Congress effects at school level by organising discussions and events locally. Moreover the Congress empowers and promotes expert knowledge exchange among teachers involved in the project. The panel currently consists of over 60 youth (age 13–17) from 16 Polish schools. A dedicated teacher accompanies each group of students and acts as a contact between NASK and students.

Between July 2016 and June 2017 three meetings of the Congress were organised (October 2016, April 2017, May 2017). Over the course of the action young people took their chances at coding. Moreover, one of the YP’s meeting was organized in partnership with Facebook. Young people were working on topics related to privacy settings. The meeting was also a great occasion to visit the innovative Facebook office and test the Oculus VR tool. Also, Polish YP representatives were involved in Digital Youth Forum where they prepared an exhibition stand together with contests, attractions and educational materials. During annual CodeWeek and European Cybersecurity Month (12.10.2017) Youth Panel took part in the discussion about career opportunities in IT sector. Later young people participated in a workshop ran by Mistrzowie Kodowania (Coding Masters), while their teachers discussed topics like the internet of toys, social media and internet in schools.

In November 2017 young people from across Europe met in Brussels at the European Youth Panel (YEP). In total, 15 young people from 13 countries were selected from their national youth panels to represent their peers, share their ideas and contribute to a new youth campaign. They also attended the Safer Internet Forum (SIF), where they participated in high-level panel discussions. PSIC proposed Kacper Petrus from Polish Youth Panel, who was accepted for YEP as a Polish representative.

The first Youth Panel meeting in 2018 (27.03.2018) focused on problems like FOMO, and overusing of the internet, the youth panel was consulting and giving feedback on the ideas for new social campaign: Offline Challenge. They also participated in workshops of creative thinking, during which we searched for alternative ways of solving popular tasks without using computers, mobile devices or the internet. In May 2018 YP took part again in the Digital Youth Forum and youth panelists had an opportunity to take part in numerous fun activities and contests. The big hit was a continuous brainstorm for new mobile apps ideas – all of them were put on a big whiteboard.

On 18.06.2018 Congress visited new Facebook Polska location ‘Przestrzeń from Facebook’ where selected participants from YP shared their feedback on current Facebook features, as well as on the new, unpublished then portal from Facebook, designed to help young users with privacy issues. We later documented this meeting in a detailed report. During CodeWeek 2018 YP participation was focused on mobile app creation. Youth had the opportunity to learn and experience the whole process from concept design to implementation and testing while working in groups to develop simple apps for the Android operating system.
Digital Youth Forum

Digital Youth Forum (DYF) is a youth event organized annually by Empowering Children Foundation. It was inaugurated in 2016. The second edition took place in Copernicus Science Centre in Warsaw on 25th May 2017 and the third edition on 17th May 2018. The co-organizer of both conferences was the International Telecommunication Union and the main partner was the Orange Foundation. Strategic Partners in 2017 were Google Poland and Facebook Poland. The conference was held under the honorary patronage of Ministry of Digital Affairs and Polish UNESCO Committee. The Forum was organised for young people and its aim is to inspire them in the field of safe and creative use of new technologies. It is connected with wider “Digital Youth” project encompassing online portal and magazine. Among the speakers were people that owe their success and popularity to the internet and new technologies. Many of them are still students of high school themselves. They presented their ways to success and gave the audiences their advice. In 2018 foreign young speakers joined the event for the first time (simultaneous interpretation was provided). Apart from 400 young people from all over Poland gathered each year on site in Warsaw, more than 400 in 2017 and 6000 in 2018 participated remotely thanks to online streaming and the action called “DYF in your school” organised for the first time (schools were encouraged to organise group watching of the streaming from the Forum. All presentations were also recorded and are available on digitalyouth.pl website. Apart from presentations an exposition area was created, were young people could see and try various new technologies like VR or robotics. Lastly both events were accompanied by several contests for young people encouraging them to active participation, among others to create their own mini-documentary from DYF.

HELPLINES

116 111 HELPLINE FOR CHILDREN AND YOUTH AND HELPLINE FOR PARENTS AND TEACHERS 800 100 100

Two separate helplines operate within Polish Safer Internet Centre. Helpline for children and youth (116 111) and Helpline for parents and professionals concerned with children’s safety (800 100 100) offers help and advice for adults in cases related to threats for children connected with the use of the internet. Helplines are operated by FDDS.
The 116 111 Helpline for Children and Youth is dedicated to children and teenagers. The number 116 111 is reserved for child helplines in Europe, so the Polish helpline is a part of a bigger network. It was launched in 2008 and since the beginning of 2015 the online issues were included into a wide range of problems that the helpline used to deal with in everyday work.

The Helpline for Parents and Teachers 800 100 100 was created for adults: parents, carers, teachers and other professionals working with children and youth in order to support and counsel cases when the child safety is in danger, including situations related to threats online.

Both of them are general helplines (as opposed to problem specific helplines) which means that the services provided by them concern a lot of issues connected to safety, health, family and peer relationships, psychosexual development, wellbeing, etc. Among them, there is a special place for the internet related topics. The services provided by both helplines in this area include the following:

- counseling in the field of children and youth's internet safety
- providing help in cases of suspected or confirmed threats to children on the web
- interventions in cases of child abuse via the internet
- improving parents and professionals knowledge and skills related to children's safety on the web
- counseling in the field of prevention of the internet related child abuse
- providing legal advice concerning children’s and teenagers’ online safety

The 116 111 Helpline for Children and Youth consultants are available 7 days per week, from 12:00 a.m. to 2:00 a.m. in the night:

- Via a toll-free telephone line 116 111. The telephone line has been provided by Orange.
- Through a contact form at www.116111.pl, where one can create an account and send a message to the consultants.

The Helpline for Parents and Teachers 800 100 100 consultants are available on weekdays, from 12:00 a.m. to 3:00 p.m.:

- Via a toll-free telephone line 800 100 100. The telephone line has been provided by Orange.
- Through e-mail. During the helpline’s working hours, messages are read and answered as soon as they are received. All e-mails received after the working hours are responded to on the next working day.
- Through a contact form at www.800100100.pl.

In justified cases, the helplines’ consultants can also offer individual consultations for children, young people, their parents and professionals working with youth in the Foundation’s Counseling Center „Child on the Web” (see below).
There was a significant number of reports observed over the reporting period. Between 1st July 2016 and 31st December 2018, both Helplines together accepted 5381 reports related to online risks. Some of them involved more than one form of internet-based threats to children. The Helplines continued to be contacted primarily by children and young people (4631 reports). Parents and professionals were less likely to submit their reports to the Helplines (620 parents, 130 professionals).

TARGET GROUPS CONTACTING HELPLINES

CATEGORIES OF HELpline REPORTS

<table>
<thead>
<tr>
<th>Category</th>
<th>Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adolescents (age 12 - 18)</td>
<td>3787</td>
</tr>
<tr>
<td>Children (age 5 - 11)</td>
<td>694</td>
</tr>
<tr>
<td>Parents</td>
<td>319</td>
</tr>
<tr>
<td>Teachers</td>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cyberbullying</td>
<td>1925</td>
</tr>
<tr>
<td>Excessive use</td>
<td>1243</td>
</tr>
<tr>
<td>Love/relationships/sexuality</td>
<td>1016</td>
</tr>
<tr>
<td>Technical settings</td>
<td>632</td>
</tr>
<tr>
<td>Potentially harmful content</td>
<td>495</td>
</tr>
<tr>
<td>e-Crime</td>
<td>365</td>
</tr>
<tr>
<td>Data privacy</td>
<td>331</td>
</tr>
<tr>
<td>Grooming</td>
<td>304</td>
</tr>
<tr>
<td>Sexting</td>
<td>279</td>
</tr>
<tr>
<td>Sexual harassment</td>
<td>219</td>
</tr>
<tr>
<td>Sextortion</td>
<td>189</td>
</tr>
<tr>
<td>Online reputation</td>
<td>92</td>
</tr>
<tr>
<td>Hate speech</td>
<td>60</td>
</tr>
<tr>
<td>Commercial risks/threats</td>
<td>36</td>
</tr>
<tr>
<td>Media literacy</td>
<td>35</td>
</tr>
</tbody>
</table>
Since November 2015, the Counseling Center has been offering offline help for those who encountered online problems. It is dedicated to children and teenagers who experienced dangerous situations on the internet and need support of a specialist: psychologist or psychotherapist. It also offers meetings for parents and professionals and provides systemic counseling for the whole family when it's needed. The number of meetings and the duration of one meeting is always fitted to the needs of the client. The services provided by the Center are free of charge.

HOTLINE

Dyżurnet.pl is a team tasked with ensuring a safer internet, operating within the structures of NASK. The main task of Dyżurnet.pl is to respond to notifications about illegal and harmful online content threatening the safety of children and young people, reported by web users.

Dyżurnet.pl's providing a telephone line or website service operating in the field of reporting and analysis of cases of distribution, propagation or transmission of CSAM via information and communication technologies and those tasks are indicated in the Act on the National Cyber Security System as a one of the Computer Security Incident Response Teams (CSIRT).

Dyżurnet.pl handles four main categories of reports:

- **Child pornography** – according to the Polish Penal Code it is illegal to present and distribute pornographic materials with minors under 18 (also computer generated images of children), as well as to possess pornographic materials with minors under 18 years old.

- **Extreme adult content** – according to the Polish Penal Code it is illegal to present and distribute zoophilic materials, as well as pornographic materials involving the use of violence.

- **Racism and xenophobia** – it is illegal to publicly promote fascist and other totalitarian systems, or to propagate hatred based on country or ethnic origin, race and religion, as well as to publish content insulting a group of people or individuals based on their country or ethnic origin, etc.

- **Other illegal content** – other illegal content not classified above – e.g. adult pornography accessible to children.

The team has been operating since 2005, and has since analyzed nearly 100,000 notifications reported by anonymous internet users, institutions and other response teams. Each notification is analyzed in accordance with the applicable procedures that
envisage performing a technical analysis, a basic legal interpretation and taking adequate action.

The Dyżurnet.pl team is a member of INHOPE – an association of over 50 hotlines operating in different countries worldwide. The association was established to foster and streamline cooperation between the national contact points striving to prevent distribution of CSAM (child sexual abuse materials); it cooperates, inter alia, with Interpol and leading IT sector companies. Collaboration within the structures of the association allows its members to quickly and efficiently react to content involving sexual abuse of children (more information www.inhope.org).

Information on potentially illegal content may be submitted to Dyżurnet.pl via:

- Contact form available at www.dyzurnet.pl
- Email dyzurnet@dyzurnet.pl
- Automatic notification hotline – 0801615005

Depending on the country in which the server offering content that involves sexual abuse of minors is located, the procedures are as followed:

- the materials are stored on servers that are located in Poland – the information is handed over to the National Police Headquarters – Police
- the materials are stored on servers outside Poland, in a country in which a response team that is a member of INHOPE operates – the information is handed over to the national contact point – national contact point
- the materials are stored on servers outside Poland, in countries in which INHOPE is not active – the information is handed over to the National Police Headquarters – Police

STATISTICAL DATA

The total of over 100,000 incidents (100,669) have been analyzed between 2005 and 2018, with 19,202 classified by Dyżurnet.pl experts as CSAM.

From the 1st of July 2016 to 31st of December 2018 Dyżurnet.pl received over 30,000 reports from the public. Almost 28,000 of reports concerned potentially illegal child sexual abuse materials. Fig. 1 shows the number of reports (submitted by users) and incidents (justified reports analyzed by the Team) since 2013. After a spike in 2014 (increase by 65%) and 2015 (increase by 30%), there has been a stabilisation in 2016, and since 2017, a slight decrease can be observed in each category.

- Report – notification concerning potentially illegal internet content
- Incident – a report that has been analysed and appropriately classified by Dyżurnet.pl experts
- CSAM – child sexual abuse materials – materials depicting sexual abuse of a child

Dyżurnet.pl cooperates very closely with the Polish Police and forwarded 338 cases about illegal content for further investigation. In 5652 cases containing child sexual abuse materials information was sent to other INHOPE members. In 2158 cases the Team
intervened against harmful content and contacted with security department of ISP or hosting company. In the defined period 234 cases were forwarded to Helpline, CERT or other responsible bodies.

An effective intervention involving CSAM includes, on the one hand, analysis and proper classification of content that may help law enforcement agencies identify the victims and the perpetrator, and, on the other hand, monitoring of the period of time...
over which the content remains available following notification. The efforts of Dyżurnet.pl experts have resulted in nearly 75% of this type of content being removed from the internet within 48 hours from the intervention. 23% percent of CSAM files were being removed within 7 days. Few files were online up to 22 days. This diagram refers to Polish-hosted CSAM files which were reported by other hotlines via ICCAM.

For further data (e.g. CSAM Detailed Analysys) refer to latest Dyzurnet.pl annual reports:

https://dyzurnet.pl/media.html

FIG.3 AVAILABILITY OF REPORTED CSAM HOSTED IN POLAND

TRAINING ACTIVITY

Apart from handling reports, the hotline provided dedicated trainings and workshops for representatives of law enforcement agencies, teachers and other professionals. The training sessions and lectures dedicated to policemen were devoted to cyber crime, and, primarily, to combating sexual abuse of children, and to preventing production of illegal materials.

NATIONAL COOPERATION – WORKING IN PARTNERSHIPS

In the reported period the Polish SIC has continued to establish and maintain partnerships, promote dialogue and exchange of information with key players as well as identify and participate in relevant countrywide events. During the long-term operation the Centre has gained high recognition and built reliable brand among main stakeholders dealing with issues referring to protection of minors, education, internet usage and safety online. During the reporting period about 30 industry partners, national and local government, regulatory bodies and research institutes were actively involved in the activities of the PSIC.

Moreover, in June 2018 The Broad Agreement on Digital Skills (SPRUC) announced a list of 100 people with the highest contribution to the development of the digital competences in Poland. Anna Rywczyńska – the Polish Safer Internet Centre Coordinator was also among those 100 honored experts. The award ceremony for the laureates of the 100th List was held on October 10, at the Warsaw headquarters of the Polish Information Processing Society (PTI).
The meeting was led by Włodzimierz Marciński – Digital Leader in Poland and President of the Polish Information Technology Society.

According to the Act on the National Cyber Security System from 5th of July 2018, NASK-PIB was indicated as one of the Computer Security Incident Response Teams (CSIRT). Since then the NASK’s tasks include providing a telephone line or website service operating in the field of reporting and analysis of cases of distribution, propagation or transmission of CSAM via information and communication technologies. The task at NASK-PIB is carried out by Dyzurnet.pl.

The PSIC has a strong ongoing cooperation with all relevant groups of stakeholders:

- Governmental institutions
- Law enforcement institutions
- Industrial and business stakeholders
- Schools, universities and other education stakeholders
- Non-profit organizations and public benefit institutions
- Media

Between July 2016 and December 2018 the PSIC collaborated with numerous stakeholders and the Centre’s representatives took part in a number of local and national events, during which they shared experience and knowledge, promoted project resources as well as presented project achievements, i.a.:

- Cooperation with the Chamber of Electronic Economy on the educational campaign „I buy online”,
- Presentations at the conference “Cyberspace and virtual worlds” organized by the Maria Grzegorzewska University
- Presentation at the conference “Logged in Human” organized by the Jagiellonian University in Krakow
- Participation in inauguration of Polish General Data Protection Officer action for safety of personal data in Częstochowa
- Participation in local conference for teachers “Empathetic Poland” in Zduńska Wola
- Organization of the conference for 200 students of uniformed classes “Cyberspace – new challenges and threats” in cooperation with the Metropolitan Police and Mazovia Province Governor
- Cooperation with Marshal Office of the Lesser Poland Province and the Provincial Police Headquarters in Krakow on the production of mobile applications for youth
- Cooperation with the Provincial Teacher Training Centre in Lodz in organization the local conference “Teacher as a student's mentor in a digital world”
- Participation in the ICT Congress in Torun (19.10.2017)
- Participation in the conference „Cyfrowe wyzwania: Czy nowe media zastąpią wychowawców?” – “Cyber challenges: Will the new media replace educators?” to (24.05.2018 r.)
- Organisation of the workshop “Online mode – how to use it consciously?” for youth from Częstochowa, (30.05.2018)
- Participation in the conference “Cyber challenges: Will the new media replace educators?” (25.05.2018)
- Participation in the Conference “Cyberspace and virtual worlds” of The Maria Grzegorzewska University (15.06.2018)
● Youth Panel Consultation meeting in Facebook Warsaw headquarters (18.06.2018)
● SECURE 2018 Conference in Warsaw, (23–24.10.2018)
● Participation in 3rd Expert Forum “Hate! How to teach empathy in the age of hatred?”, Warsaw (16.11.2018)
● Cooperation with Warsaw Centre for Socio-Educational Innovation and Training in approaching parents (workshops dedicated to specific internet challenges)

CONSULTATION COMMITTEE

A crucial part of Polish Safer Internet activities is to maintain, coordinate and further expand a structured method of cooperation, implemented by the already established (in 2006) Advisory Board, with relevant stakeholders. The Polish Advisory Board members represent various areas of activity and thus provide a variety of perspectives on the scope of issues to be dealt with in the internet safety field. The AB's tasks include providing help in planning activities aimed at improving safety on the internet, evaluation of the Awareness, Helpline and Hotline projects, and contributing to the optimization of efforts. Key stakeholders are often invited to take part in selected components of the project (such as awareness tools dissemination, awareness tools evaluation, organization of events, etc.).

The Advisory Board meets three times a year and is currently composed of representatives of:

● Ministry of National Education
● Ministry of Digital Affairs
● Ministry of Interior and Administration
● National Police Headquarters
● Children's Ombudsman
● Orange Foundation
● Centre for Education Development
● Centre for Citizenship Education
● Computer Assisted Education and Information Technology Centre
● Office of Electronic Communications
● National Broadcasting Council
● Polish Committee for UNESCO
● UNICEF
● Google Poland
● Facebook Poland
● University of Social Sciences and Humanities
● Maria Grzegorzewska University
● Education Office in Warsaw
● European Consumer Centre
● Polish Chamber of Information Technology and Telecommunication
During the reporting period the PSIC has continued the active membership in the European Insafe/INHOPE networks and further increased the collaboration across the network as well as beyond it. Representatives of the Centre took part in training meetings and working groups established by the network. Where possible the Centre provided contribution to such events and actively exchanged experience.

Apart from physical meetings, members of the Centre participated in online meetings of working groups (WG), which operate within the Insafe network. These are: Safer Internet Day WG, Knowledge WG, Governance WG, Assessment WG and Helpline WG. The involvement in the WGs is aiming to facilitate the cooperation between all European SICs, to overview their role and to plan activities at the
Insafe network. It is also intended to, among others, broader involvement of Member States, industry and other relevant stakeholders in the online safety field and to discuss and implement the EC Better Internet for Kids strategy in Europe. Moreover, the PSIC actively contributes to the Better Internet for Kids (BIK) portal – www.betterinternetforkids.eu – which is developed and maintained (on behalf of the European Commission) by the Insafe network coordinator – the European Schoolnet. The aim of the BIK portal is to exchange of knowledge, expertise, resources and best practices between European SICs and key online safety stakeholders in order to increase access to high-quality content for children and young people and to create a safe environment for children online.

Additionally, the Centre took an active part in the pan-European network events such as Safer Internet Forum or Safer Internet Day. The Centre also initiated events that provided opportunity for international cooperation such as annual International Conference “Keeping Children and Young People Safe Online”. During the reporting period Polish SIC organized the 10th, 11th and 12th International Conference in cooperation with the German Safer Internet Centre and the International Telecommunication Union (see Activity 7).

**EVENTS**

Between July 2017 and December 2018 representatives of the Polish Safer Internet Centre took part in numerous international conferences and meetings, during which they shared experience and presented project achievements, i.a.:

- The 4th International Internet Conference “The Effects of the Internet on Children and Young People”, Budapest/Hungary (19 October 2016)
- Core training for content analysts (31 October 2016)
Participation in the WG 5.2 (Education and trainings) and WG 5.3 (Awareness) within the initiative of the European Cyber Security Organization

INHOPE General Assembly, Tallinn/Estonia (1–3 November 2016)

Insafe Training Meeting, Luxembourg (23 November 2016)

Safer Internet Forum, Luxembourg (24 November 2016)

Conference “Children and Youth Online” in Luxembourg (26–28 April 2017)


Insafe Training Meeting, Zagreb/Croatia (17–19 May 2017)

Interpol assessment and ICCAM training (12 June 2017)

ITU Regional Development Forum for Europe 2018 in Prague (12 June 2018)

Hotline Training Meeting and AGM, Budapest/Hungary (14–15 June 2017)

GDPR Roundtable, Brussels/Belgium (23 June 2017)

Safer Internet Forum 2017 in Brussels (22–23.11.2017)

Study visit for the organization La Strada from Moldova (28.02.2018)

INHOPE meeting and training for content analysts; Haga/Netherlands (20–22 February 2018)

Participation in the Osaka 2018 FIRST Technical Colloquium (15 March 2018)

The international ITU workshop on Cybersecurity and Child Online Protection in Odessa (4–6 April 2018)

Google Facebook EMEA Dublin/Ireland (18–19 April 2018)

Meeting with the Klicksafe.de project representatives in Warsaw – kick off meeting of the 12th International Conference organizational Committee (25 May 2018)

INSAFE training meeting in Copenhagen (6–8 June 2018)

INHOPE meeting and training for content analysts; Crete/Greece (11–15 June 2018)

Study visit hotline from Lithuania, Warsaw (17 September 2018)

INSAFE training meeting in Berlin (25–26 October 2018)

Study visit in Iceland, (27/28 September 2018 r.)

INSAFE training meeting in Manchester, (17–18 October 2018 r.)

Ninth EUSPR Conference and Members’ Meeting Lisbon (24–26 October 2018)

Visit and performance of PSIC representant during conference “CYBERWEEK MOLDOVA 2018” in Moldova, (2 November 2018)

Internet Governance Forum in Paris (10–12 November 2018)

Safer Internet Forum 2018 in Brussels (20 November 2018)
NASK
ul. Kolska 12
01-045 Warszawa
www.nask.pl

Empowering Children Foundation
ul. Mazowiecka 12/25
00-048 Warszawa
www.fdds.pl