



Armenian Hotline Training

During the 14-15th of September 2010 and due our collaboration with Worlds Vision Cyprus and World Vision Armenia, two people from FAR CSCF Armenia came to Cyprus to get training on how to set up and run a Hotline.

The Cyprus Safer Internet Center Hotline has been active in Cyprus since 2006 and has been trained throughout the years and gained a lot of experience on how to run and set up a Hotline.

During the first day the trainees were introduced on the basic theories and terminology that is related with running a Safer Internet Hotline (ex. Online dangers and how we deal with it). On the second day the trainees visited our friends at the cyber crime unit of the police in order to meet and ask their questions to our police. Then followed hands on training on how to run a hotline (ex. Tracing, etc.).

The collaboration and assistance to the Armenian Hotline is still provided by the Cyprus Safer Internet Center through emailing.



Highlights

Safer Internet Forum 2010

The 2010 edition of the Safer Internet Forum took place in Luxembourg on the 21-22 October.

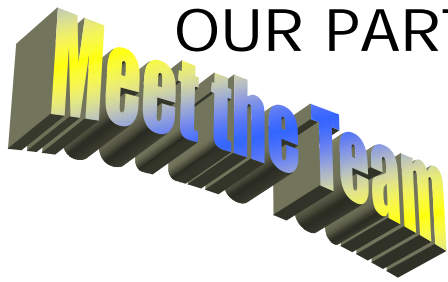
This year the Safer Internet Forum focused on the results of two major research projects funded by the Safer Internet Programme: [EUKidsOnline II](#), which surveyed children and parents in 25 European countries about internet use, and [European Online Grooming Project](#), the first European research project that studies the characteristics and behaviour of sexual offenders who have used the internet to groom young people.

The results of research were put in context in by 3 parallel sessions on 21 October and a plenary session on 22 October.

The Safer Internet Forum was preceded by the second meeting of the Pan-European Youth Panel including young people from all the Member States, Norway, Iceland and Russia, as well as a European Panel of Parents. The discussions in the panels were fed into discussions at the Safer Internet Forum.

Read more from the European Commission website:

http://ec.europa.eu/information_society/activities/sip/events/forum/index_en.htm



OUR PARTNERS & Associated Partners

In this part of the issue we present one or two of our partners or associated partners.

The next issue will shift focus to another part of our team. Take a moment to familiarize yourself with our unique yet symbiotic missions. Our strength comes from our diversity and the rich history each of us bring to the collaboration.

FOCUS ON



Cyber Crime Unit of the Cyprus Police

The Cyber Crime Unit of the Police was created in 20/9/2007. The operations of the Unit are conditioned by the Police Provision 3/45. The Unit is found in the Headquarters of the Police. Telephones of communication, apart from the Line of the Citizen 1460 are also the numbers 22808200, 22808456, 22807250. The need for the creation of the Unit was created due to the increase of crimes in the cyberspace that was observed in the past few year in Cyprus but also in the vertical increase of users of the Internet, mainly of the young persons, in our country. The Unit investigates affairs that are related with offences of the Internet and computers, according to Law 22 (III) /2004, the Convention at the Crime via the Internet (Ratifying) Law 2004.

The duties of the Unit include the investigation of affairs of children's pornography and affairs at infringement of Law 22 (III) /2004 in National scale: Scientific examination of evidences. Follow-up of course of affairs that is related with the internet and is investigated by the provincial offices. Collaboration with interrogators of other departments that investigate affairs that were committed via internet or computers. Collaboration with people in charge of other responsible services governmental or not. Organization of educational seminars. Attendance in events and discussions on briefing of public. Realization of educational programs for briefing of students, professors and parents in collaboration with other services. Follow-up of developments of technology in regard to the investigation of offences via internet.

Visit them at:
<http://www.police.gov.cy/police/police.nsf/All/B5A94C7A02A75505C22574C9002EFF72?OpenDocument>

FOCUS ON



World Vision is a Christian relief, development and advocacy organization dedicated to working with children, families and communities to overcome poverty and injustice. Inspired by Christian values, they are dedicated to working with the world's most vulnerable people.

They serve all people regardless of religion, race, ethnicity or gender.

World Vision began the 21st century by strengthening its advocacy efforts, particularly on issues related to child survival and poverty alleviation. It became more active in working with governments, businesses and other organizations in addressing issues such as child labor, children in armed conflict and the sexual exploitation of women and children.

World Vision, together with microfinance subsidiary VisionFund International, has become a leading humanitarian organization. Some 40,000 staff members (including part time and temporary staff and employees of microfinance institutions) implement programs of community development, emergency relief and promotion of justice in nearly 100 countries.

For more information please visit:
www.wvi.org

report illegal or annoying uses on the internet at

SafenetCY

or call our Hotline





CyberEthics News

Helpline Cluster Meeting

On Friday 24th September 2010, six representatives from the Helplines, from Belgium, Cyprus, Italy, Netherlands, Romania and Slovakia, were invited to attend a one-day training cluster in Paris which would focus on communication and promotion. Entitled "Promotion of Helplines: how to reach the target groups", the agenda was drafted and validated by the Helplines Knowledge Management Working Group. Hosted by the French Helpline and co-organized with the coordinating center, this meeting proved again that cluster meetings are essential to meet the specific needs of members of the network more efficiently.

Throughout the day the participants were invited to identify their different target groups – children and young people but also parents and teachers - and to reflect on the respective communication strategies they should develop to better reach these, including the diversification of project partners.

Among the best practices underlined:

- Organizing competitions involving the use of social media: having a video competition hosted on a video-sharing platform is recommended to create a viral effect;
- Developing a collaboration with the national police authorities and training them on internet-related issues;
- Targeting schools and getting the message across by working with trainers and awareness raisers;
- Collaboration with mobile companies to create a helpdesk on mobile online safety issues.

Source: Helpline Cluster Insafe report



Safer Internet Helpline

The Helpline has been officially fully operational since the 6th of July, 2009. A trilingual website has also been developed and was completed in May, 2009; however a series of upgrades ensued in order to provide better quality information and services. The website is currently in its final form.



A series of training sessions were run in April and May in order to ensure that the operators were fully familiar with their duties and the guidelines that they would have to follow when operating the Helpline. One operator also participated in a two-day training conference in Warsaw, Poland, and acquired further knowledge regarding the activities and methods of other European Helplines.

As of November 2009, the Helpline now offers the capability for the public to communicate with the operators (between 8pm-9pm) by phone and via a chat widget on the Helpline's homepage. This was implemented after being informed during past conferences that the majority of Helpline reports and counseling actually take place through forums and chat applications as opposed to the telephone.

The Helpline currently operates **7 days a week** and is operated by a team of 6 specialists.

The Helpline's number is **7000 0116**. A complementary trilingual website has been designed and is online at the URL www.helpline.cyberethics.info.



European News

Digital Agenda: survey of children's Internet use; competition for high quality online content

Children in Europe are on average starting to use the Internet at the age of 7 but only one in three 9-12 year olds feel that there are enough "good things for kids" of their age online, according to a pan-European survey published by the European Commission. The study also shows that one in eight children have upsetting experiences online and they still lack skills and confidence using Internet. To help deal with these problems, the Commission has launched a competition to encourage the creation of online high quality content for children. The Commission is committed to helping parents and their children keep safe online as part of the Digital Agenda for Europe (see [IP/10/581](#), [MEMO/10/199](#) and [MEMO/10/200](#)).

Neelie Kroes, Vice President of the European Commission for the Digital Agenda, said: "Children start going online younger and younger, and we need to make sure they are confident online, and that they can find exciting, safe, educational and age-appropriate content as they surf the web".

Children are going online younger than ever, according to the survey. Children now aged 15 to 16 first used the Internet when they were 11, while 9-10 year olds declared that they first used the Internet when they were 7. There are also differences between countries: children go online the earliest in the Nordic countries, Estonia, The Netherlands and UK and later in Austria, Greece, Italy, Portugal and Romania. Half of children go online daily for an average of one and a half hours. 15-16 year olds are even more active Internet users, with 77% going online daily.

Children in the survey say they use the Internet primarily for school work or watching videos (84% and 83% respectively). Playing games (74%) and communicating via instant messaging (61%) are the next most popular activities online.

European News

Digital Agenda: household survey reveals more Europeans on-line but concerned about costs and security

Europeans are becoming increasingly "digital" according to a European Commission Eurobarometer survey which questioned 27,000 households throughout the EU on their use of internet, telephones and TV. More Europeans are subscribing to broadband internet and digital television in fixed-cost bundled 'packages'. Increased broadband take-up means even more Europeans are going online with 35% now using social networking websites. However, they have concerns about cost, quality of service and security, as well as online freedom. One fifth of fixed and mobile internet users reveal that they have experienced problems with blocked content and applications. The Commission's May 2010 [Digital Agenda for Europe](#) not only sets ambitious targets to bring broadband internet to all of Europe's citizens but also outlines measures to boost competition, trust and security (see [IP/10/581](#), [MEMO/10/199](#) and [MEMO/10/200](#)).

The survey reveals that 43% of EU households still do not have Internet access. That underlines the ambitious target the Commission has set in the Digital Agenda: every European Digital. Almost one in five households surveyed mentioned the high costs associated with the Internet being the reason for having no Internet connection at home. Enhancing competition to get the prices down, an important objective of the Digital Agenda, would therefore be likely to encourage more people to get an Internet connection. Many of those non-connected at home state that they are not interested in the Internet. The Commission's view is that all EU citizens should have the option of subscribing to broadband Internet and that if all were aware of the potential advantages (e.g. in terms of access to innovative services, working from home), more would be likely to do so.

Of the households questioned, 38% subscribe to a package with two or more services. Digital terrestrial TV is received by nearly one quarter of EU households surveyed, a similar level to satellite TV.

Children go online mainly at home (85%), with more than half of 13-16 year olds accessing the Internet in their bedroom. School is the second most common place to access the Internet (63%). While most children go online via PCs or laptops, one out of three youngsters now connect via their mobile phones or other portable devices.

Online risks falling but children still lack basic safety skills

The survey also shows that children face fewer risks online than previous surveys have shown. 5% of children in Europe say that they have been bullied online, with a high of 14% in Estonia and Romania. However, one in eight have been bothered or upset by something they found online. At the same time, the report shows that although adults may consider children to be "digital natives", half of younger children lack basic safety skills such as knowing how to set privacy settings or block unwanted contacts.

30% of 11-16 year olds have experienced symptoms linked to excessive Internet use, such as surfing the Internet when they are not really interested, spending less time with friends, family or doing schoolwork because of time spent online or feeling irritated when they cannot be online. The [EU's Safer Internet Programme](#) will co-fund a project to better understand this problem in 2011.

Read more from the European Commission website : <http://europa.eu/rapid/pressReleasesAction.do?reference=IP/10/1368&format=HTML&aged=0&language=EN&guiLanguage=nl>



Call at 7000 0116 for help
www.helpline.cyberethics.info.

According to the survey, 61% of EU mobile phone users and 49% of landline subscribers limit their calls because of cost concerns. In households with broadband connections, 30% say that the download speed does not remain constant, 36% experience connection breakdowns and 24% say that performance does not match contract conditions.

The Digital Agenda aims to ensure access to 30 Mbps speed internet for all Europeans by 2020 and to have at least 50% of European households with subscriptions to internet connections above 100Mbps by that date. The Commission recently adopted a three part package of broadband measures to help to realise this goal (see [IP/10/1142](#), [MEMO/10/427](#), [MEMO/10/426](#) and [MEMO/10/424](#)).

Internet trust and security: 84% of households would want to be notified if their personal data was lost, stolen or altered. 45% are worried about their personal data being misused on social networking sites. Those under 24 years old are less worried about this than the over 40s. The 2009 telecom package, due to be implemented by 26 May 2011, contains several provisions to oblige providers of publicly-available electronic communication services to inform either the national regulator or the subscribers on breaches of personal data (see [MEMO/09/568](#)).

The Commission has recently presented measures to strengthen the European Network and Information Security Agency (ENISA) and to combat cyber attacks (see [IP/10/1239](#), [MEMO/10/459](#) and [MEMO/10/463](#)).

The full survey can be found at: http://ec.europa.eu/information_society/policy/ecom/library/ext_studies/index_en.htm

Read more from the European Commission website : <http://europa.eu/rapid/pressReleasesAction.do?reference=IP/10/1328&format=HTML&aged=0&language=EN&guiLanguage=en>

report illegal or disturbing uses on the internet at

www.cyberethics.info

Our



Hotline

or call our Hotline



Our Partners.....



CYTA

Is a corporate body established in Cyprus by Law and is responsible for the provision, maintenance and development of telecommunications facilities, both local and overseas.



Ministry of Education and Culture – Cyprus Pedagogical Institute

A government organisation responsible for doing development trainings in all parts of the Educational system of Cyprus as well as to the general public.



The Olive Branch

A Turkish Cypriot organization who facilitates in the North of the island. This organisation is responsible for the promotional activities for the Safer Internet programme in North Cyprus.



Pancyprrian Coordinating Committee for the Protection & Welfare of Children

was formed in 1994 by the District Committees working on children's issues since 1979, with the aim to coordinate all district and national activities.



C.N.T.I., Cyprus

Established in 1992 by a team of repatriated Cypriot scientists, the Cyprus Neuroscience & Technology Institute has a future-oriented ideology. It conducts projects in areas related to the human brain and learning, technology and social change, global society, conflict transformation and global peace.

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For more information, contact:

Cyprus Neuroscience & Technology Institute

5 Promitheos, 1065 Nicosia, Cyprus

Tel +357 22873820, 22445288

Fax +357 22873821

Email: nml@cnti.org.cy

www.cnti.org.cy, www.cyberethics.info



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