


Governance based responses to cybercrime affecting personal safety etc.

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Report of the
**Internet Content
Governance Advisory Group**

May 2014



Roinn Cumarsáide, Fuinnimh agus Acmhainní Nádirtha
Department of Communications, Energy and Natural Resources

Membership

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CEO, National Parents Council (Primary)


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Vice-President Corporate Affairs, UPC Ireland




Three Main Areas

Terms of Reference


- Internet safety arrangements at the level of the state
 - Issues of misuse / abuse of online communication, specifically cyberbullying
 - Issues of content that may be offensive or inappropriate for certain ages
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Guiding Principles

- Balancing online freedom of expression with safeguarding against harm that may arise for citizens
 - Youth protection in a converging media environment
 - *Governance* rather than *regulation*
 - A rapidly evolving environment
 - What recommendations can we make for the short to medium term?
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Public Consultation

60 responses

- Submissions from industry including Facebook, Sky, Three Ireland, UPC, ISPAI, Eircom
 - Civil society: National Parents Council, Bodywhys, NASC, NAPD, Webwise
 - Individual submissions
 - Bilateral consultations
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Recommendations

Institutional/structural recommendations

- Revised role for the Office for Internet Safety
 - National Council for Child Internet Safety (NCCIS)
 - Safer Internet Ireland Centre (SIIC)
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A Governance Framework

A policy coordination function


Forum for multi-stakeholder cooperation

Platform for service delivery

Good Governance Requirements


1. *Includes* leadership and coordination of the governance process
 2. *Incorporates* inclusive and accessible membership
 3. *Enables* meaningful participation by all stakeholders
 4. *Is supported* by a robust legal framework
 5. *Balances* freedom of expression with necessary protections for users
 6. *Is sustainable* with regard to the costs of governance
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Responding to risks

- **Compile resources** of best practices in dealing with online abuse and harassment for parents, teachers and young people;
 - **Plan and direct a national awareness** campaign on effective measures to deal with the reporting cyberbullying and online abuse;
 - **Provide guidance to schools** on incorporating in their anti-bullying policies best practice in relation to social media and online communication;
 - **Work with the Data Protection Commissioner** to raise awareness of privacy issues in the sharing of content online and the most appropriate ways to deal with violations of privacy;
 - **Promote Hotline and Helpline services** for reporting content, including racist speech and incitement to hatred.
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Recommendations

Dealing with cyberbullying and harassment

- Internet safety and digital literacy skills to be taught as a core element of the curriculum
 - Support for Social, Personal and Health Education (SPHE)
 - Parent training as, e.g. NPC social media training for parents
 - Garda Schools Programme
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Recommendations

Dealing with accessing of age-inappropriate content

- Provision of parental controls by ISPs as part of consumer offering
 - Awareness campaign about parental controls
 - Public Wi-Fi 'family-friendly' logo
 - Classification and labelling educational materials
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Recommendations

Legislative Measures

- Updating of Communications Regulation (Amendment) Act 2007 to include 'electronic communications'
 - A review of current non-party discovery and disclosure rules of court
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Recommendations

Administrative/Policy Questions

- DCENR to develop high level media policy framework
 - Inter-Departmental Committee to address internet governance issues
 - BAI to oversee on-demand audiovisual services
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