

Biztonsagosinternet.hu hotline report

2023

Publication of the International Children's Safety Service
on the 2023 activity of Biztonsagosinternet.hu hotline.

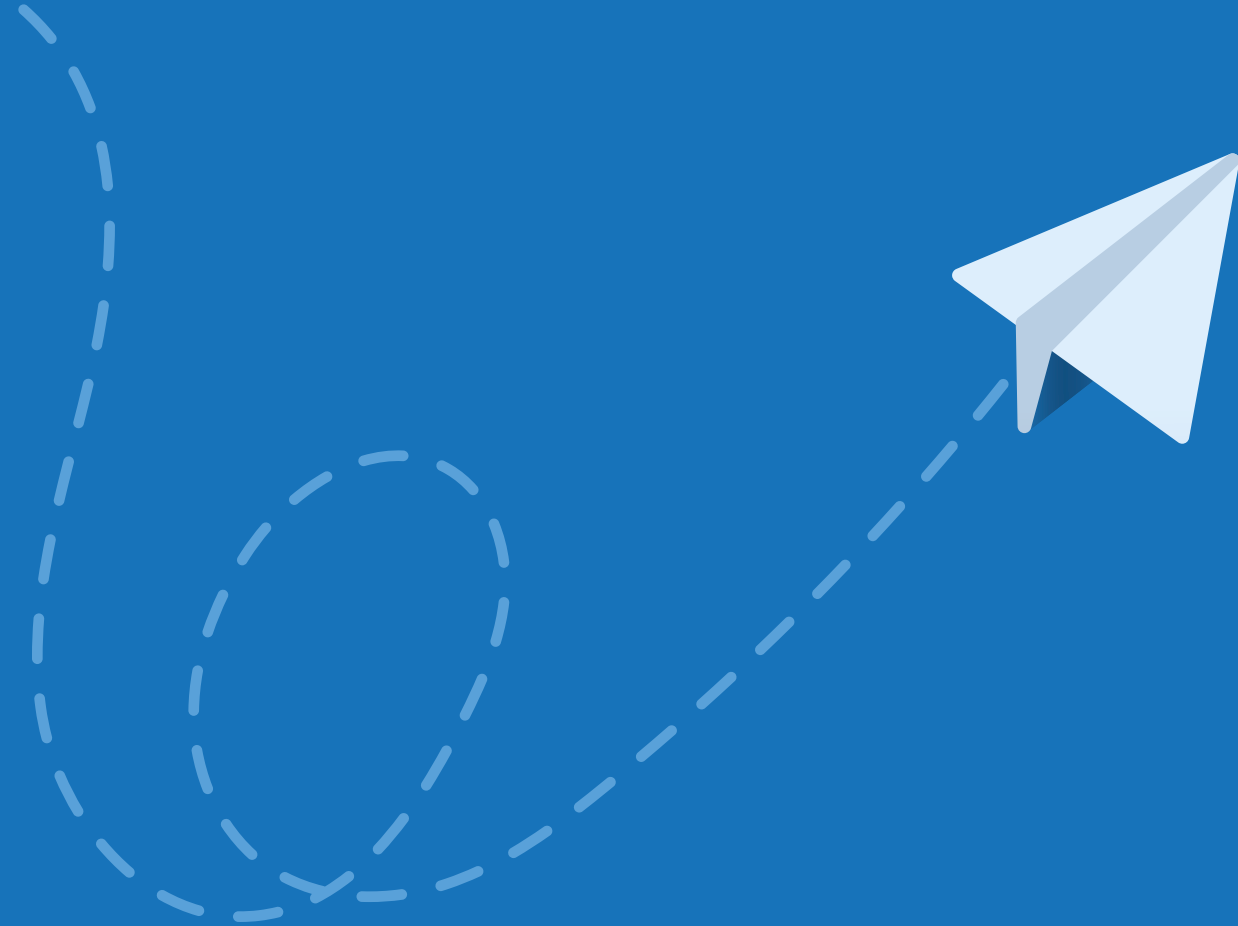




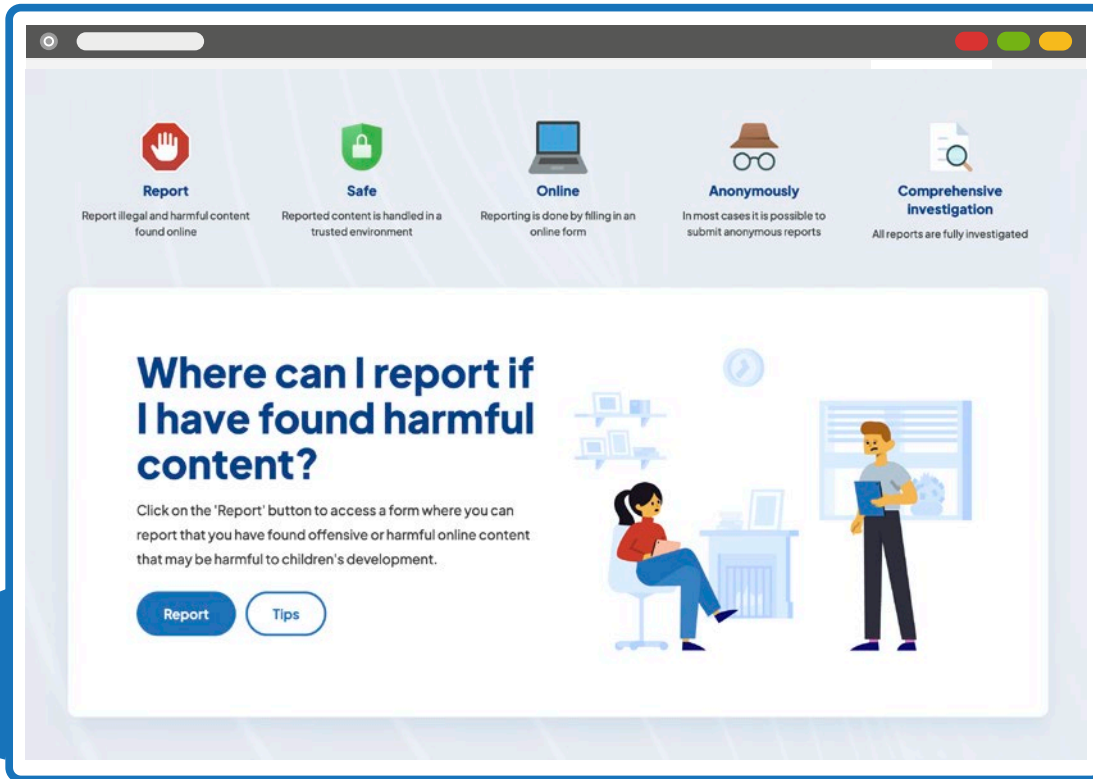
WARNING

Please note that the text in this publication is related to illegal online content, such as child sexual abuse and exploitation material. You may find parts of the Biztonsagosinternet.hu hotline report disturbing. The aim of this publication is to raise awareness and provide information.

The Biztonsagosinternet.hu hotline annual report may be downloaded as required and printed copies may be made of it for personal use, research or other non-commercial purposes.



What is Biztonsagosinternet.hu?



The screenshot displays the Biztonsagosinternet.hu website interface. At the top, there are five main features highlighted with icons and text:

- Report**: Report illegal and harmful content found online (Icon: Red hand with stop sign).
- Safe**: Reported content is handled in a trusted environment (Icon: Green shield with lock).
- Online**: Reporting is done by filling in an online form (Icon: Laptop).
- Anonymously**: In most cases it is possible to submit anonymous reports (Icon: Brown hat and glasses).
- Comprehensive Investigation**: All reports are fully investigated (Icon: Magnifying glass over a document).

The central content area features the heading: **Where can I report if I have found harmful content?**

Click on the 'Report' button to access a form where you can report that you have found offensive or harmful online content that may be harmful to children's development.

Below the text are two buttons: **Report** and **Tips**.

An illustration shows a woman sitting at a desk with a computer, and a man standing next to a screen displaying a report form.

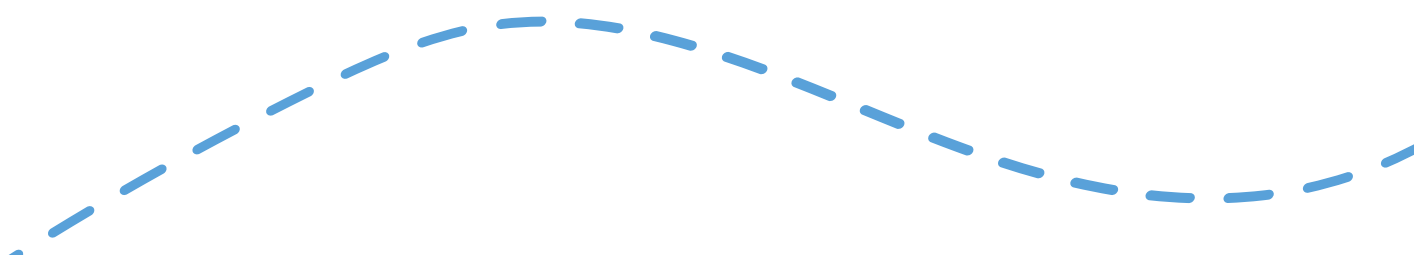
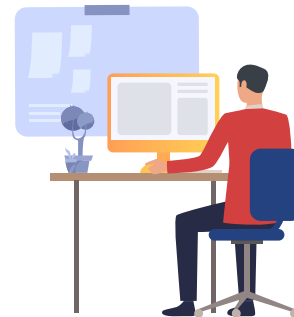


Biztonsagosinternet.hu is an online reporting platform where users can report harmful, illegal content found on the internet.

The primary aim of the hotline is to ensure that harmful and illegal online content which may threaten the physical, psychological and mental development of children is removed from the internet as quickly as possible. To this end, we work closely with the Hungarian authorities, content providers, social media platforms and members of the organisation the International Association of Internet Hotlines (INHOPE).

Under an agreement with the National Police Headquarters, we are able to forward illegal content directly to the Cybercrime Division of the National Bureau of Investigation of the Rapid Intervention Police. Copyright cases are sent to the National Tax and Customs Administration's Directorate General for Criminal Investigation. Additionally, the Office of the Prosecutor General also assists the professional work of the Hotline.

The hotline is operated by International Children's Safety Service (ICSS) as the Safer Internet Centre (SIC) in Hungary. The aim of this European Commission initiative is to educate children, parents, teachers and policy makers about internet safety. The ICSS has been actively involved in this programme since 2009 as a consortium leader, hotline and awareness centre in Hungary.



What content can be reported?

RACIST AND XENOPHOBIC CONTENT

Content that depicts a person or group in an offensive manner because of their ethnicity, religion, sexual orientation or disability.

BULLYING

Victims can report bullying if they are regularly harassed online, i.e. are frequently bombarded with unsolicited, offensive, abusive, upsetting, humiliating and untrue messages.

CONTENT MADE ACCESSIBLE WITHOUT PERMISSION (NON-CONSENSUAL INTIMATE IMAGERY - NCII)

Photos or videos that have been made accessible or public without the consent, agreement or knowledge of the person appearing in the recorded image.

VIOLENT OR OFFENSIVE CONTENT

Content that depicts or promotes physical or verbal violence or psychological abuse. Content of this nature usually depicts various forms of abuse or brutality that causes physical harm.

CHILD SEXUAL ABUSE MATERIAL

All online content, such as photos and videos, that depicts children (persons under 18 years of age) in a sexual situation.

SEDUCTION FOR DRUG CONSUMPTION

All content that encourages drug use or drug dealing, or offers drugs.

PHISHING, FINANCIAL FRAUD

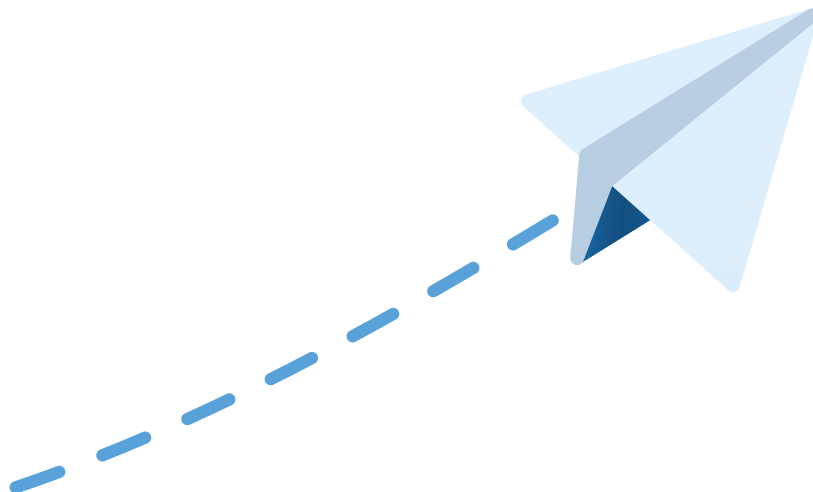
All content that seeks to obtain personal data or the aim of which is financial fraud, such as online shopping scams or extracting bank card details. Phishing is an online attack during which perpetrators attempt to extract users' personal or banking details or passwords.

ANIMAL CRUELTY

Online content that depicts abuse of vertebrate animals.

OTHER HARMFUL CONTENT

Any other content that may be harmful to the mental, physical or psychological development of minors.



How can a report be made?

A report can only be made by filling in the form on the Biztonsagosinternet.hu website.

Harmful and illegal content can be reported anonymously or by giving an e-mail address. If the person making the report lets us know their e-mail address, our analysts will be able to tell them about the progress of the case and give further tips related to the report.

<https://www.biztonsagosinternet.hu/en/report>



Read the information

Enter age

Enter the purpose of the report

Filter cases already reported to the police

Enter details of the report

Complete



What happens to the report?

Content received via the Biztonsagosinternet.hu reporting platform is reviewed and assessed by our analysts in accordance with the relevant national legislation. It is important to know that our hotline cannot oblige anyone to delete illegal content. We can only notify and forward the problem to the competent authorities.

First our analysts check if the reported content is indeed illegal and whether it has a Hungarian connection.

In all cases of illegal content where Hungarian jurisdiction arises, we notify the competent national authority, which will take the necessary action.

In the case of material depicting child sexual abuse, in the absence of Hungarian jurisdiction, we forward the illegal content to the competent INHOPE member country via ICCAM, the international platform enabling the secure exchange of child sexual abuse material.

In the case of other unlawful content, in the absence of Hungarian jurisdiction, our analysts notify the content provider and request that the content be removed.



About INHOPE membership



INHOPE is an international organisation whose mission is to provide support to hotlines and enable them to identify and remove child sexual abuse material quickly.

This global network includes 55 hotlines worldwide. Hotlines and their partner organisations are supported through training and quality assurance, and providing for the mental well-being of analysts.

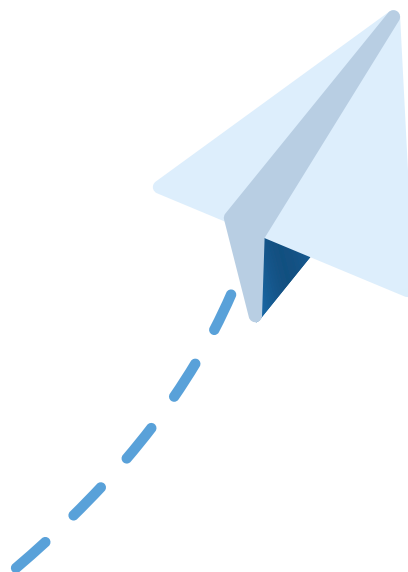
Contents reported in 2023

In 2023, a total of 4,419 links were reported through Biztonsagosinternet.hu. Of the submitted material, the analysts found 715 items of content to be demonstrably illegal, 76.8% of which were child sexual abuse material.

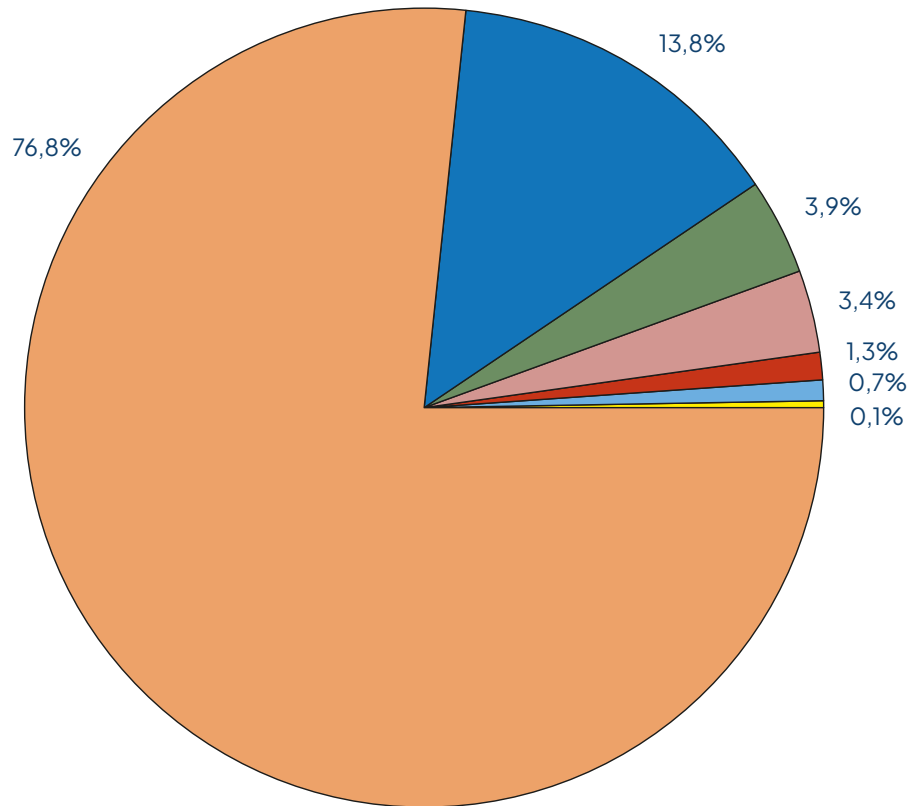
Apart from this, the most illegal links were received in the other harmful content category. In 2023, all content found online that may be illegal or harmful, such as financial scams and phishing sites, were included in this category. However, as phishing contents and financial scams have increased recently, this type of content

now has its own category on our new platform. Online harassment and content posted without consent often go hand in hand. Many people send intimate photos of themselves due to harassment or blackmail, which are then posted without consent by the perpetrators.

The growing confidence of people making reports is reflected by the fact that feedback was requested from our analysts in 214 cases in the past year. We encourage everyone to ask for feedback as this enables our analysts to provide personalised, educative responses.



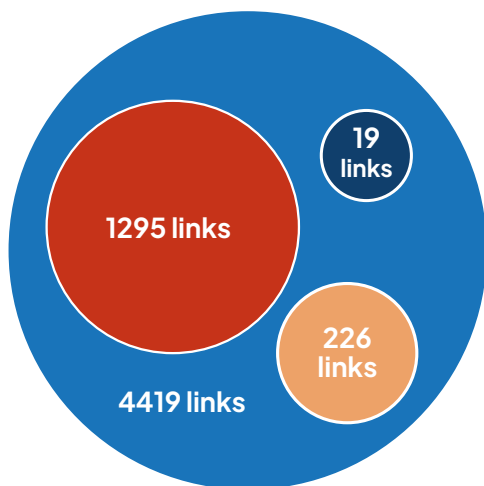
Illegal content



- Child sexual abuse material: **549 items**
- Other harmful content: **99 items**
- Bullying: **28 items**
- Content made accessible without consent / Non-consensual intimate imagery (NCII): **24 items**
- Violent or offensive content: **9 items**
- Seduction for drug consumption: **5 items**
- Racist and xenophobic content: **1 item**

Number of contents forwarded to the police

Under an agreement with the National Police Headquarters, we are able to forward content that is demonstrably illegal or is suspected of being illegal to the police. In 2023, we sent on a total of 1,295 links to the National Bureau of Investigation.



- Total reports (4,419 links)
- Sent to the National Bureau of Investigation (1,295 links)
- Through the ICCAM system (226 links)
- To our hotline in the ICCAM system (19 links)

Number of contents received and forwarded in ICCAM

Content depicting child sexual abuse hosted abroad is forwarded to INHOPE's international platform ICCAM (I See Child Abuse Material), which occurred in 226 cases last year. Such content was most frequently hosted in the United States of America, Russia and the Netherlands.

The same system is used by foreign hotlines to forward child sexual abuse content to Hungarian analysts. The Biztonsagosinternet.hu hotline shares the work done in the ICCAM system with the National Media and Infocommunications Authority's Internet Hotline. In 2023, 19 reports were received by our hotline in the ICCAM system, which means that these were illegal contents hosted in Hungary.

Main trends and phenomena

Our hotline regularly takes part in awareness-raising presentations and events to draw attention to current main trends and threats. For example, in 2023, we gave presentations

at conferences, police events, professional forums, and events for schoolchildren and parents.

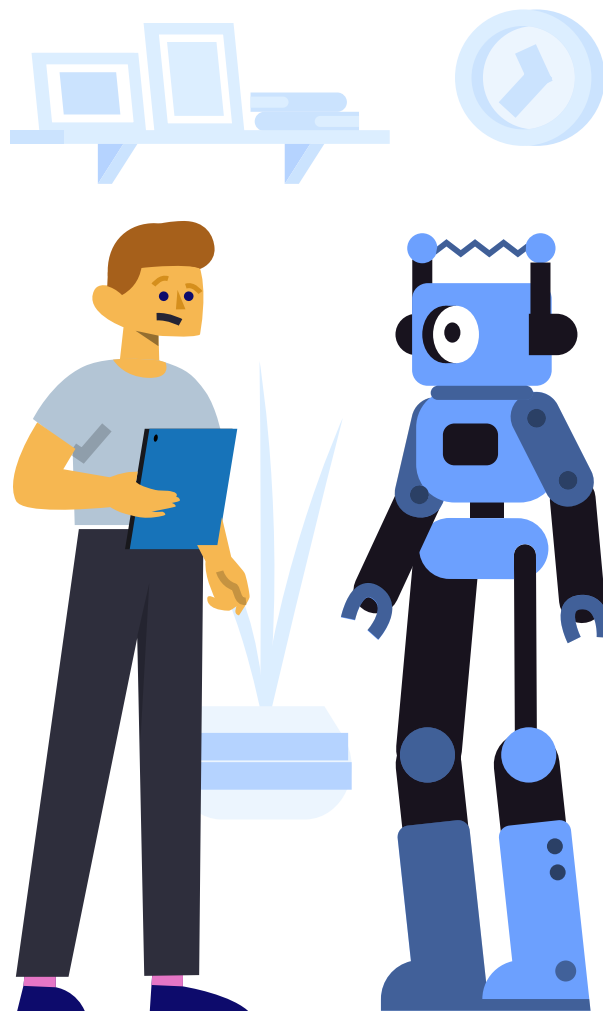


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Artificial intelligence-generated content

In 2023, there was a global increase in the number of reports which contained images generated by generative artificial intelligence (AI). Generative AI is a form of artificial intelligence capable of creating images and text based on previous input training data. 22.8% of the child sexual abuse material reported to our hotline were contents of this type and could be categorised as follows:

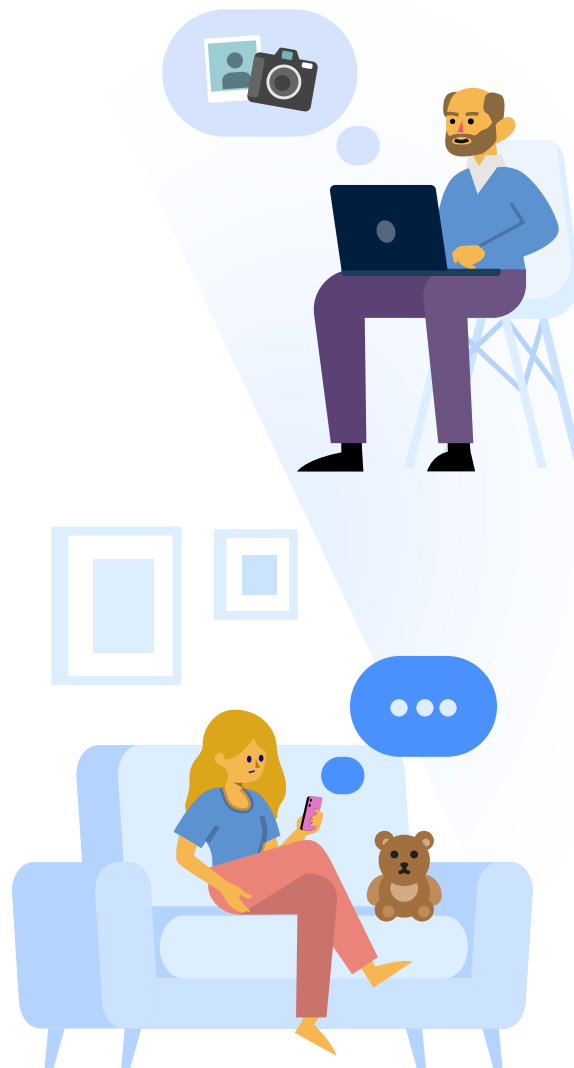
- Manipulation and sexualisation of innocent images of real children (e.g. images shared by parents)
- Manipulation of material depicting abuse of real children to deceive authorities (e.g. depicting a real child with 6 fingers or 3 ears)
- Depicting non-existent children in a sexualised situation during abuse



Online grooming – even at home

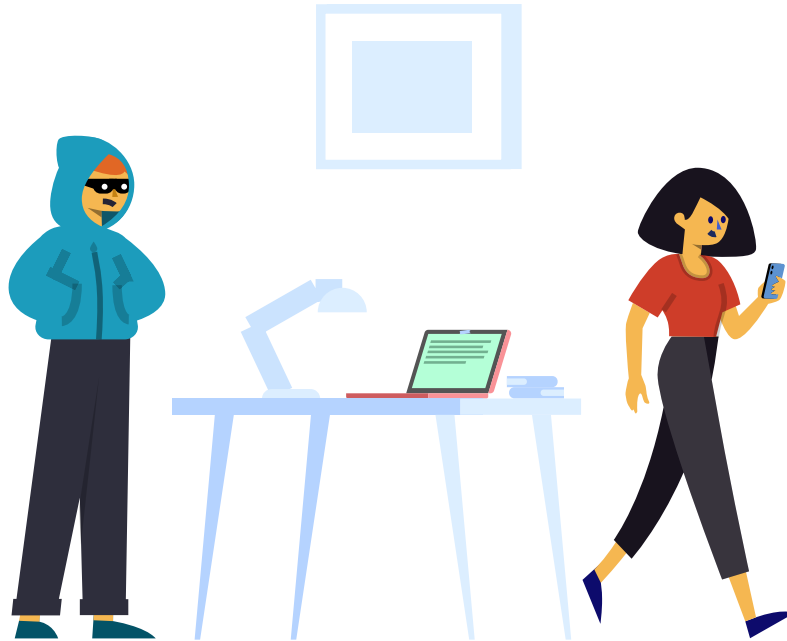
Online grooming is a process whereby an adult typically posing as a peer gains a child's trust with the aim of persuading the child to engage in some sexual activity. This puts the groomed child in a vulnerable situation, which the groomer can later use to blackmail the child, for instance to demand money or intimate images. How long grooming lasts can vary widely, from an hour to years. Vulnerable children – such as those with a low self-esteem or a disability, or who are neglected – are particularly at risk.

Almost 9% of the reports received in 2023 contained what is termed self-produced content. This is where a child who has been groomed online takes naked pictures of themselves, even in their own home, and personally sends them to the groomer. In our experience these images are later used for blackmail to obtain money or further intimate images.



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Increase in the number of phishing reports



Phishing is a method used by internet fraudsters with the aim of gaining unauthorised access to data by posing as a trusted party. The perpetrators usually work with fake websites similar to those of well-known companies and/or fake emails seemingly sent by such companies in order to steal passwords and bank card details.

In 2023, we had to take action in a total of 77 cases where fake, fraudulent web shops sought to obtain the bank card details of Hungarian users. These sites typically copied the websites of popular brands in a Hungarian language version. In a number of cases, thanks to the cooperation of the content provider, the fraudulent websites were removed within a short period of time. This is especially important to ensure that as few users as possible fall victim to the fraud.

Trusted partner programmes

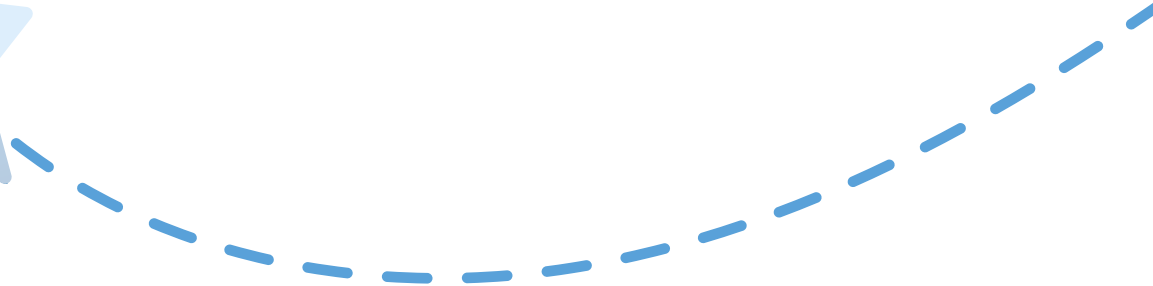
Our hotline has joined the trusted partner programme of several platforms. This enables our analysts to forward harmful content to partners through a direct channel. Our experience shows that this is often the most effective way to remove illegal content.

Google

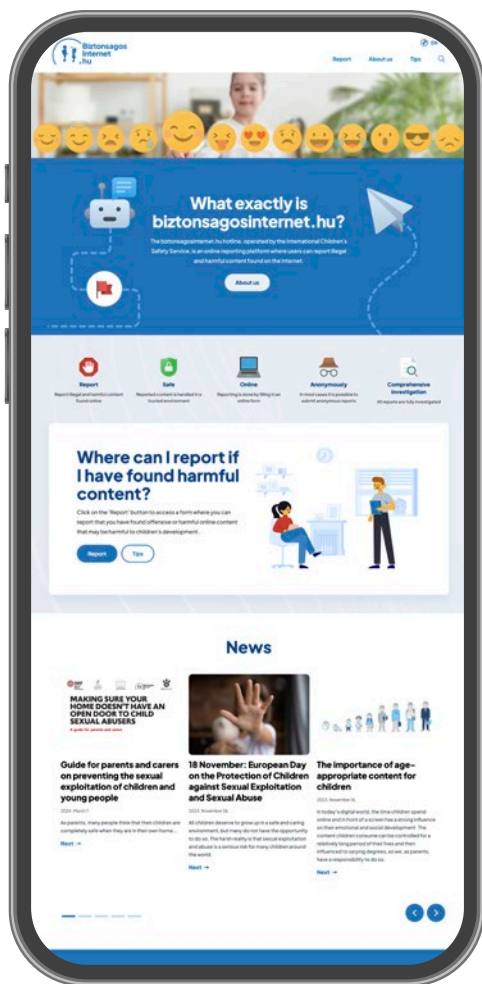


Discord

TikTok



Launch of the new website



Our Biztonsagosinternet.hu website has been redesigned and renewed. The new reporting interface enables us to take even more effective action against harmful content found on the internet.

The main consideration in designing the new website was that it should be easy for everyone to access and use. We also wanted to make our website understandable for minors, so that they can report online abuse they experience to us on their own. To this end, all content is written in child-friendly language.

The redesigned platform is not just for reporting, as we are also seeking to help both parents and children with useful tips and awareness-raising articles. We suggest that everyone should visit our Biztonsagosinternet.hu website to gain a comprehensive knowledge of current trends in online abuse.

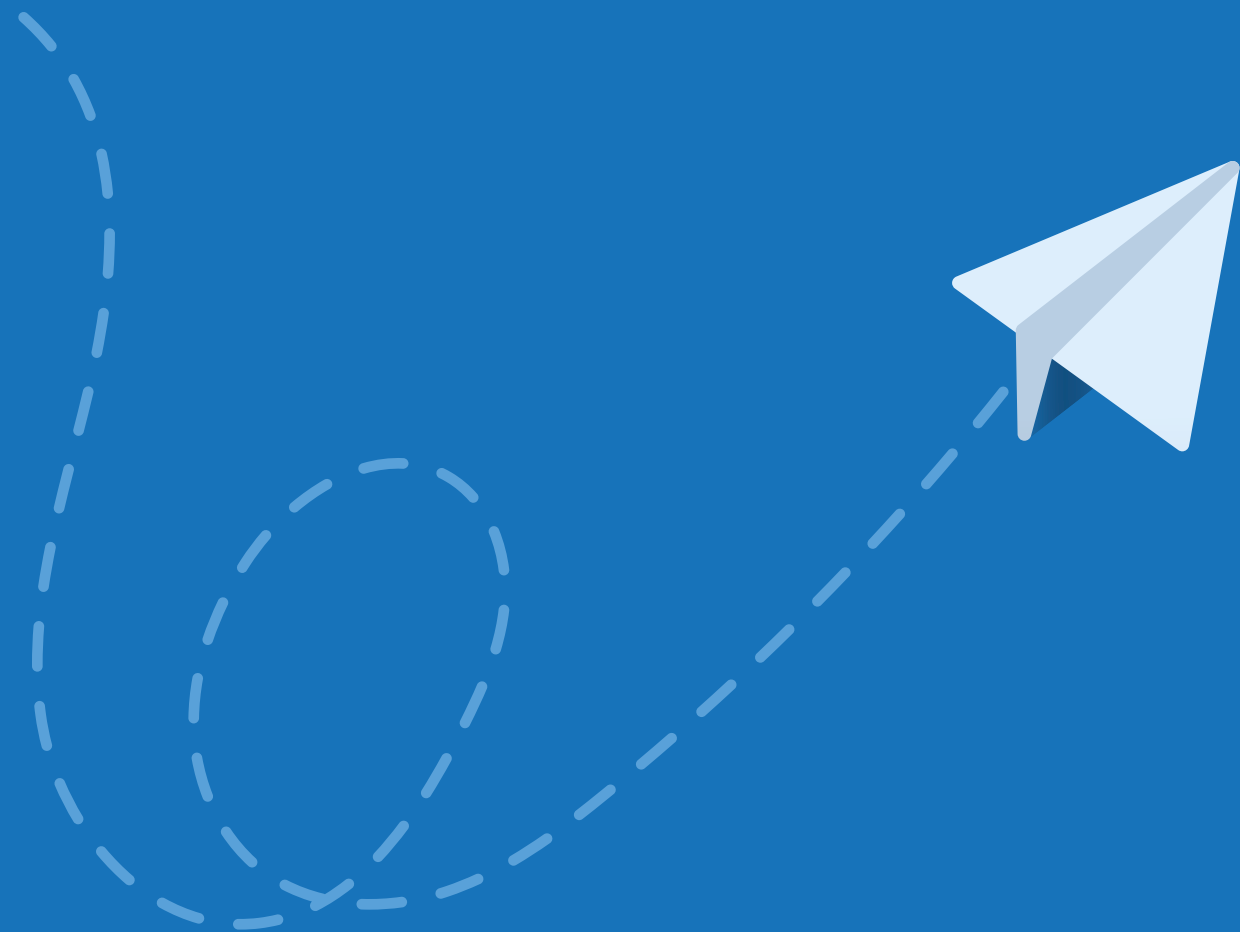


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Cooperating partners



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