

www.stopline.at



Annual Report 2014



Supported by:



Initiative by:



www.stopline.at



**Place the Stopline logo on
your website!**



www.stopline.at/logo

Content

Preface	3
Stopline at a glance	4
How Stopline Works.....	5
The year 2014 in numbers	6
2014 - The most important figures at a glance	9
Stopline's public face in 2014.....	10
Stopline International 2014	12
Media coverage of Stopline in 2014.....	13
Stopline - national and international Cooperation	14
Facilitator and Supporter of Stopline	15

Sprechen Sie Deutsch?

Mehr Information über die Stopline,
österreichische Meldestelle gegen Kin-
derpornografie und Nationalsozialismus
im Internet, finden Sie hier:

www.stopline.at



Legal information:

Editor: Stopline c/o ISPA
Internet Service Providers Austria
1090 Vienna, Währingerstraße 3/18
e-mail: office@stopline.at
Web: www.stopline.at

Place of publication: Vienna 2015
Layout: POLAKandFRIENDS, Stopline
Images & graphics: Stopline, ISPA, Privat,
Shutterstock, POLAKandFRIENDS, INHOPE
Translation: Mag. Lea Rennert

Preface

Dear readers,

I am thankful that, once again, I can start an annual report by saying that this past year we had the highest number of reports in the history of Stopline. The record number of reports in 2013 was surpassed by a third in 2014. On average, Stopline received 24 reports per calendar day.

How can we explain the fact that the number of reports has risen dramatically over the past three years? We believe this is due to Stopline becoming better known and also to the fact that its logo is linked on numerous Austrian websites. If you search the Internet for “reporting illegal content,” you are very likely to find an article about Stopline. Whenever the media reports on child pornography, the relevant hotlines are usually mentioned. Awareness is going up, and this is reflected in the number of reports.

At the same time, it seems to be increasingly unclear for users where the line between legality and illegality actually lies—especially when it comes to the topic of child pornography. Even though we receive more reports, fewer of those reports are actually criminally relevant. Public debates about topics from “vacation pictures featuring nude children at the beach” all the way to “sexting” contribute to the apparent uncertainty. Furthermore, it is often hard to distinguish young adults from minors, to correctly recognize a situation of abuse, or even to discover the relevant laws. This difficulty is equally apparent in the case of National Socialism: at what point can a text be understood to glorify the ideas of the Hitler regime, which badges may be depicted, etc. Therefore it is important to report any suspicion to Stopline, be it ever so slight. We have well-trained hotline staff who are able to assess professionally the material and who know exactly what steps to take in each instance.

This professional expertise is Stopline’s central contribution—and has been for more than 16 years. However, there are many other organizations in Austria devoted to combating illegal content and ensuring a safe Internet. Stopline regularly works together with many of these. In May 2014 we asked some of them to join us on stage at our celebration of 15 years of Stopline. The program was devoted to the question “What is key in combating illegal content on the Internet?” One result of the discussion was clear: Even though each organization has its own focus, one key concern for all of them is to cooperate with one another. Stopline is involved in such cooperation internationally as well as nationally, and we are very well connected with partner hotlines worldwide within the framework of INHOPE.

In this regard, I would like to thank all the partners and supporters of Stopline for the successful cooperation which, in some cases, goes back many years. We are also especially grateful to the media who, through their reporting, have made a significant contribution to raising awareness among Internet users.

Dr. Barbara Schloßbauer

Project manager and chairwoman of Stopline’s advisory board



Stopline at a glance

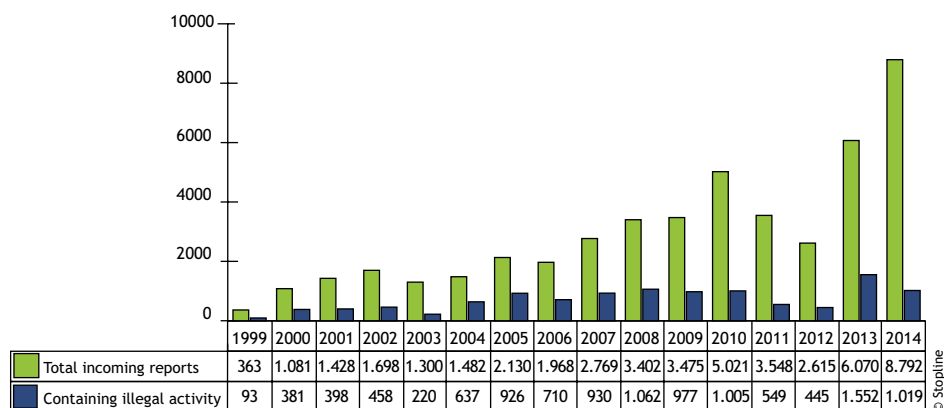
Stopline is the online contact point for people who come across child pornography or National Socialist content on the Internet. Stopline's main goal is to remove such illegal content from the Internet, especially online publications from Austria.

Stopline was founded in 1998 as a result of a voluntary agreement between the Austrian internet service providers (ISPs). The industry was eager to take a stand after child pornography had been found on the server of an Austrian ISP, published by one of its customers. Besides child pornography, another offence for which the Internet is an important distribution medium was at that point defined as part of Stopline's area of operations: National Socialist offences.

Stopline is operated by the ISPA, the Austrian Association of Internet Service Providers, and has been authorized and recognized by public authorities since its inception. It cooperates closely with the hotlines of the Federal Ministry of the Interior and with Austrian internet service providers. In order to successfully combat illegal content on the Internet worldwide, Stopline is part of the International Association of Internet Hotlines (INHOPE).

In the 16 years since its insistence, Stopline has processed more than 47,000 reports. By an average of 24% of those reports concerned material that was in fact illegal and most of which was hosted on servers abroad. Not least because of Stopline's efficiency and the prompt responses of Austrian internet providers, Austria is not an attractive location from which to distribute illegal material.

Incoming Reports 1999 - 2014



How Stopline Works



Stopline employees do not look for illegal content themselves; instead, they work exclusively with incoming reports. These reports come from mindful Internet users as well as partner hotlines within the international INHOPE network.

What can be reported?

Stopline processes reports on:

- **Child pornography**, as defined in § 207a of the Austrian Penal Code (StGB)*;
- **National Socialism**, as defined in the laws banning National Socialist activities, symbols and regalia (Verbotsgesetz, Abzeichengesetz, etc.)*.

Reports include content found online in:

- Websites
- Newsgroups
- E-groups
- File sharing services
- FTP servers
- Social networks

How can a report be made?

Illegal online content can be reported - anonymously if desired - in the following ways:

- By filling out an online form at www.stopline.at.
- By sending an e-mail to meldung@stopline.at.

Does the reported content constitute an offence?

Stopline assesses whether the reported content violates the laws against child pornography or National Socialist propaganda.

How does Stopline pursue illegal content?

Further steps depend on the internet service provider's (ISP) country of origin.

Illegal content in Austria:

If the content is distributed through an Austrian ISP, Stopline forwards the information to the police and contacts the ISP. The ISP is asked to remove the content from the web so that it cannot be accessed any more.

Stopline itself does not delete or censor allegedly illegal content. Instead, Stopline gives recommendations to the providers regarding their further course of action. It is up to the provider itself to decide how to respond. In Austria, however, providers are well aware of their responsibility so that illegal content is promptly removed from the web.

International illegal content:

If the illegal content is stored on a foreign server, Stopline forwards the information to the Austrian police as well as to its international partners. Within the INHOPE network, more than 45 partner hotlines around the world fight against illegal content on the web.

IMPORTANT:

Please do not actively search for illegal material and do not send any pictures to Stopline! This alone may constitute an illegal act. For Stopline, describing the source of the suspicious material as accurately as possible is all that is needed to process the report.

* The full text of these laws can be accessed in German at www.ris.bka.gv.at.

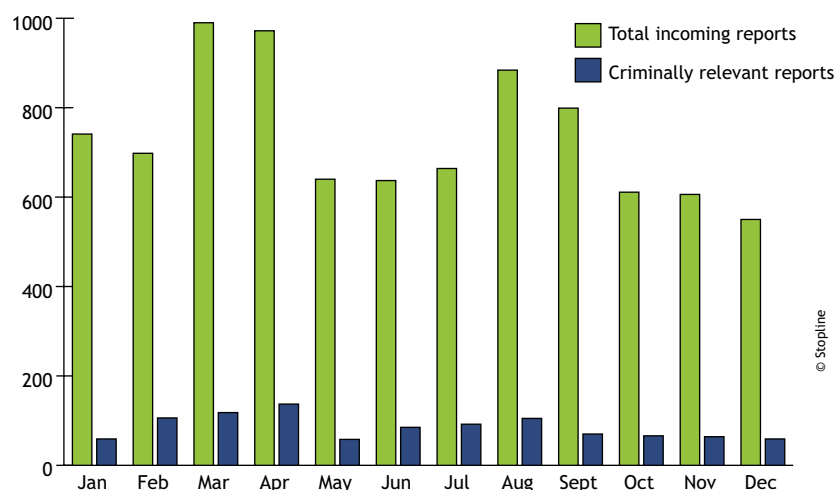
The year 2014 in numbers

In 2014 the number of reports exceeded the number of reports from 2013 by almost a third. With a total of 8,792 reports, 2014 was the year with the most reports since Stopline's inception. However, the proportion of reports pointing to material that was actually illegal, i.e., deemed child pornography or National Socialist propaganda (1,019 reports), has decreased: that proportion was only 12%, as compared to 26% in 2013. In absolute terms, 995 reports of child pornography and 24 reports of National Socialist content (compared to 1,527 and 25, respectively, in 2013) were considered illegal. There were five cases of illegal content hosted in Austria. This material was immediately removed by the providers in question so that it was no longer accessible to users.

It should not be inferred from the rising number of reports that the amount of illegal content on the Internet has in fact increased. The main reasons for the larger number of reports are that public awareness of illegal online content has grown, and that Stopline is increasingly well known among the public. These facts can also explain the monthly variations in numbers.

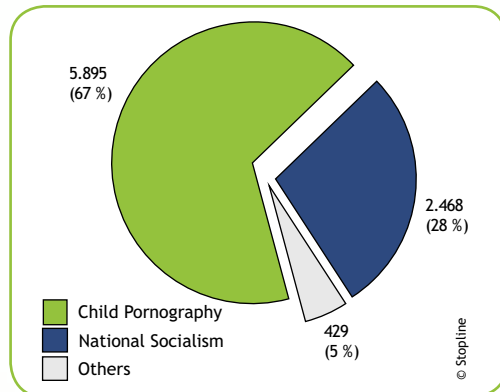
Even the circumstance that more supposedly child-pornographic material was reported, but proportionally less actually constituted child pornography, can be explained. The public is increasingly sensitized to the issue of child sexual abuse and therefore images are frequently reported which, while showing naked minors, are in fact not pornographic and do not depict abuse, and therefore do not fall under the purview of the law.

All reports vs. criminally relevant reports in 2014

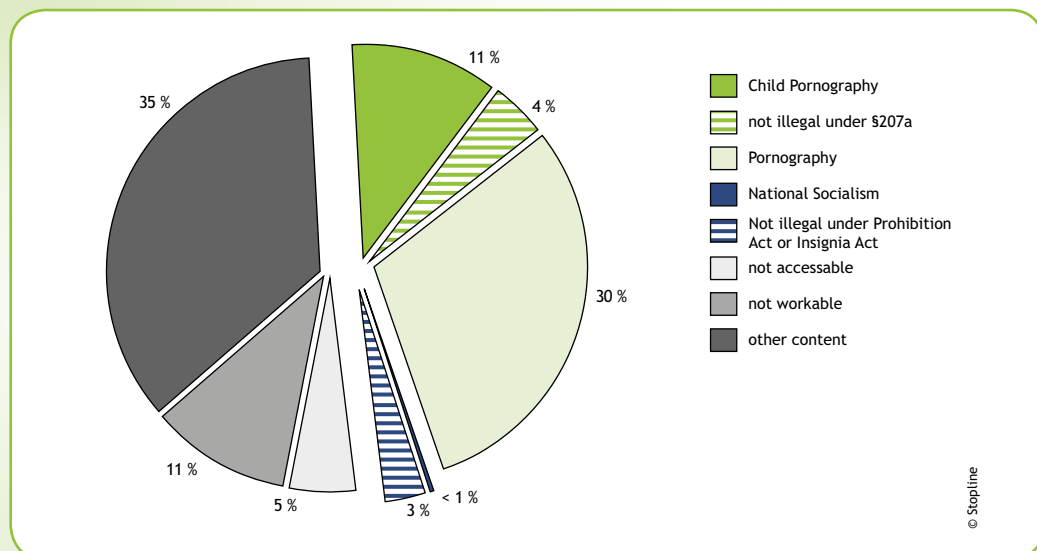


Incoming reports in 2014 - categorization by reporting user

In 2014, each month more than 730 reports, on average, were made to Stoptline. Of those, about one in nine reported content that was actually illegal. More than two thirds of the total of 8,792 reports (5,895 reports, or 67 percent) were classified as child pornography by the reporting user. Nearly 2,500 reports (28 percent) were classified as National Socialist content. In the remaining cases (“other”), users reported content that they could not clearly assign to either of these categories.



Categorization of 2014 reports by Stoptline



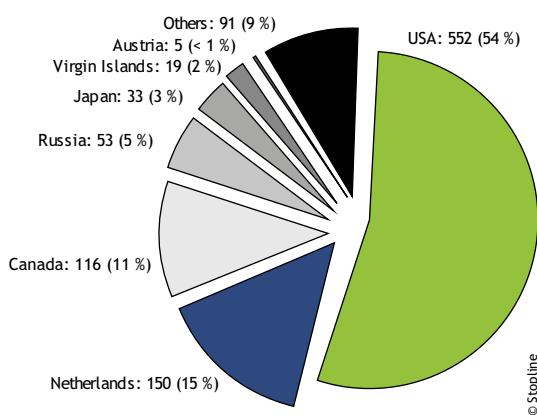
In 2014, 1,019 reports, or 12 percent of the 8,800 incoming reports, were classified as illegal by Stoptline (compared to 26% in 2013). Ninety-eight percent of the illegal material was child pornographic.

About half of all reports must be carefully investigated by Stoptline. Not everything that users assume to be child pornography or National Socialist content actually meets the legal criteria for those categories. Thirty percent of reports concern legal pornography with obviously adult participants. Seven percent of reports contain material that, after careful investigation by Stoptline, is deemed to be a depiction of minors or of National Socialist topics which may seem illegal to a layperson, but which nevertheless do not violate either § 207a StGB or the laws banning National Socialist activities (namely, the Austrian Prohibition Act and the Austrian Insignia Act).

Content classified as “other” concerns either material that is clearly not illegal or material that is related to other topics and which may theoretically be illegal but is outside the purview of Stoptline, such as online fraud. In addition, content often cannot be accessed because it is either protected by special barriers (such as passwords) or because it has already been removed.

International cooperation regarding illegal content in 2014

The majority of reported content that Stopline classified as illegal was hosted on foreign servers. In all of 2014, only five cases were hosted by Austrian providers. This goes to show how vital international cooperation is when it comes to removing illegal content from the Internet. Through the international network of hotlines, INHOPE, hotlines can cooperate quickly, efficiently and without red tape. One of Stopline's most important activities, therefore, is to immediately notify the partner hotlines in the country involved.

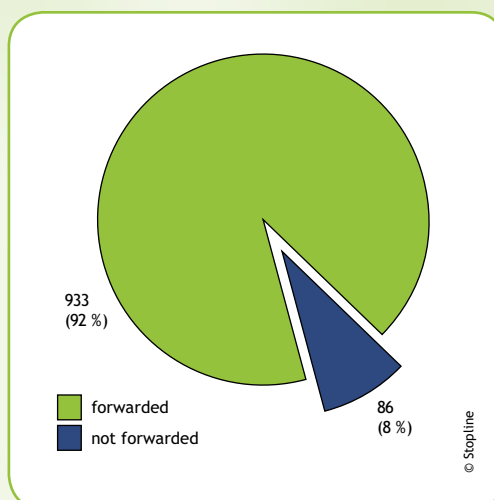


The most common countries of origin 2014

Illegal content is hosted primarily where un-bureaucratic and cheap infrastructure (server, webspace, connectivity) is easily available. As a consequence, the top three countries were the USA (54 percent), the Netherlands (15 percent) and Canada (12 percent). In three percent of cases, it was technologically impossible to determine the country of origin. Austria is not an attractive location for hosting such content (only five cases in 2014).

Notification of INHOPE partner hotlines 2014

Stopline forwards all content that has been identified as illegal to the Austrian police. Just as important is the prompt notification of the respective INHOPE partner hotline. With the exception of Virgin Islands, hotlines exist in all countries of origin that Stopline received frequent reports for in 2014. Therefore, Stopline could directly notify a competent hotline in 92 percent of cases hosted abroad.



Details: www.inhope.org and www.inhopefoundation.org as well as on page 12 and 14.

2014 - The most important figures at a glance

Stopline's incoming reports / of these, classified as illegal material - by content:

	Number	Containing illegal activity	
		Number	Percentage
Child pornography	5.895	995	17 %
National Socialism	2.468	24	1 %
Other	429	-	-
Total incoming reports	8.792	1.019	12 %

Stopline's incoming reports / of these, classified as illegal material - by online source:

	Number	Containing illegal activity	
		Number	Percentage
World Wide Web	7.194	974	14 %
Social Media	492	38	8 %
TOR Network	37	6	16 %
Filesharing	433	0	0 %
Other	636	1	0,2 %
Total incoming reports	8.792	1.019	12 %

The most common countries of origin in:

	Number	Percentage
USA	552	54 %
Netherlands	150	15 %
Canada	116	11 %
Russia	53	5 %
Japan	33	3 %
Virgin Islands	19	2 %
Germany	11	1 %
Great Britain	9	1 %
Others	41	4 %
Not determined	35	3 %

Content that Stopline identified as illegal in was forwarded to:

	Number	Percentage
Police (BK and BVT)	958	94 %
Austrian ISPs	5	0,5 %
INHOPE partner hotlines	933	92 %

* All numbers commercial rounded.

Stopline's public face in 2014

Presentation of Annual Report

On May 21, 2014, Barbara Schloßbauer (Stopline) and Maximilian Schubert (ISPA) presented Stopline's Annual Report and statistics for 2013. A wide variety of media outlets was represented and reported on this event. Stopline's anniversary celebration took place on the afternoon of the same day.



Stopline's public face

ISPA is firmly committed to increasing Stopline's visibility. Therefore, Stopline was prominently represented at numerous events such as the ISPA Forum, ISPA press conferences, and the first Internet Governance Forum Austria. In addition, Stopline sends informational material to interested parties upon request.



Stopline's advisory board members

Barbara Buchegger, *Saferinternet.at*
Daniela Drobna, *ISPA*
Ewald Ebner, *Federal Criminal Agency*
Sibylle Geißler, *Protection of the Constitution*
Thomas Grünewald, *Ministry of Justice*
Bernhard Jungwirth, *Saferinternet.at*
Michael Pilz, *Lawyer*
Robert Schischka, *nic.at*
Barbara Schloßbauer, *Stopline*
Gabriele Schmölzer, *University Graz*
Maximilian Schubert, *ISPA*
Wolfgang Schwabl, *Telekom Austria AG*
Jürgen Unterböck, *Federal Criminal Agency*

Stopline's advisory board meetings

Stopline's advisory board serves to counsel and advise Stopline on its work. At regular meetings, experts from the Austrian executive branch, the Internet industry and business are able to exchange ideas in a non-bureaucratic manner.

Their know-how helps Stopline to work even more effectively, to utilize synergies with partners and to build a strong network against illegal content on the Internet. The Stopline advisory board promotes the cooperation of these different organizations and the exchange of knowledge.



Participation in groups of experts

Stopline's team contributes its expertise to several committees and specialized groups that deal with child pornography and National Socialism. For example, Stopline is a member of working groups in the Federal Ministry of Family and Youth and serves on the advisory council of Saferinternet.at.

An anniversary celebration: 15 years of Stopline



“What is key in combating illegal content on the Internet?”

On the occasion of its 15th anniversary, on May 21, 2014, Stopline invited a panel of experts to discuss this question.



Among the presenters were Barbara Buchegger of Saferinternet.at; Birgit Satke, representing the telephone hotline and emergency number “147 Rat auf Draht”; Katrin Lankmayer of ECPAT; Jürgen Ungerböck, representing the police hotline for child pornography at the Federal Office of Criminal Investigation (BK), as well as the two hosts, Barbara

Schloßbauer (Stopline) and Maximilian Schubert (ISPA)—all of them important players in Austria when it comes to making the Internet safer and creating awareness of the responsible use of digital media. These experts provided insights into their daily work and presented what they saw as the most pressing issues, as well as which conditions should be improved in order to combat illegal content even more efficiently.

All the panelists agreed on one thing: That it is absolutely vital that all work together. They made it clear that the solution to the misuse of the Internet requires a combination of measures—specifically, cooperation, education, and prevention, as well as the adaptation of the law to fit reality more effectively. Even if different views are expressed regarding various details, we must not lose sight of our shared goal, namely, to protect children.



Further details and photos of the event can be found at:
<http://www.stopline.at/ueberuns/jubilaumsveranstaltung-2014>

Stopline International 2014



Stopline's activities in the INHOPE network

Since INHOPE's inception in 1999, Stopline has been a member of this international association of Internet hotlines against child pornography (see page 14). At INHOPE, Stopline regularly participates in international meetings and training events. This exchange of experience is especially important to enable the joint tracking of illegal content across borders. At INHOPE meetings, topics such as new legal and technical developments are discussed, and trends and statistics are compared between the respective countries.



Based on a 2014 memorandum of understanding between INHOPE and INTERPOL, Stopline and other partner hotlines are cooperating more closely with the international agency in order to combat illegal content on the Internet still more effectively.



Stopline at INHOPE training events

INHOPE organizes educational and training events for hotline employees on a myriad of topics. 2014 a Stopline staff member took part in a training event about public relations of hotlines in Amsterdam.



Safer Internet Day 2014

In 2014, Stopline once again supported the international Safer Internet Day.

More information can be found at <http://www.saferinternet.at/saferinternetday/sid-2014/>.

Information about international activities can be found at www.saferinternetday.org

Media coverage of Stopline in 2014

In 2014 Stopline's activity was frequently covered in the media. Here is a digest:



Origin:
werbeplanung.at, 21.5.2014
computerwelt.at, 23.5.2014
krone.at, 21.5.2014
futurzone.at, 21.5.2014
fm4.orf.at, 19.3.2014
Tiroler Tageszeitung, 21.5.2014
gosensual.at, 23.5.2014
ots.at, 21.5.2014
saferinternet.at, 22.5.2014
presstext.at, 22.7.2014

A complete list of all media reports about Stopline can be found at www.stopline.at/presseclippings

Stopline - national and international Cooperation

Safer Internet Centre Austria

Together with Saferinternet.at and Rat auf Draht, Stopline forms the „Austrian Safer Internet Centre“. As the Austrian partner in the Safer Internet Network of the EU, Insafe, it contributes to comprehensive awareness raising about safe Internet use.

Saferinternet.at

www.saferinternet.at



Saferinternet.at
Das Internet sicher nutzen!

Rat auf Draht

www.rataufdraht.at



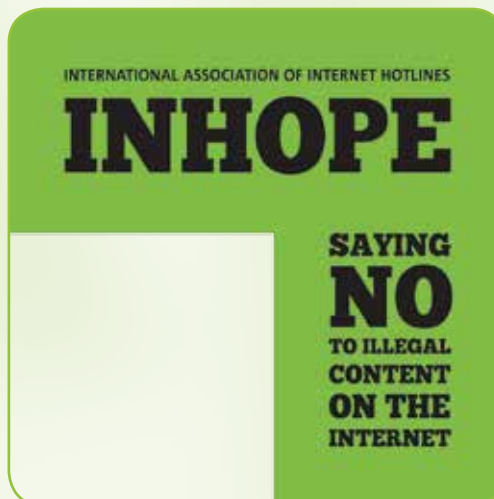
INHOPE - International Association of Internet Hotlines

An Internet without borders requires cooperation without borders when it comes to combating illegal content. That is a lesson the first Internet hotlines at the end of the 1990s had to learn very quickly. Therefore, in 1999, eight European hotlines - amongst them, Stopline - joined forces in international cooperation to start taking action against child pornography together. At the end of 2014, INHOPE had 48 member organizations in 42 countries worldwide.

The INHOPE Foundation, an organization that supports new hotlines in the making, especially in emerging and developing nations, currently has six members.

www.inhope.org

www.inhopefoundation.org



Cooperation with the Austrian police

For many years, Stopline has been cooperating with the relevant departments of the Austrian police in the Ministry of the Interior.



Hotline for National Socialist offences

This hotline of the Austrian executive forces is located at the Federal Agency for State Protection and Counter Terrorism (BVT). Whenever Stopline's experts identify a report as pertaining to National Socialist offenses, the BVT is activated.



Hotline for child pornography on the Internet

The Federal Office of Criminal Investigation (BK) operates the police hotline for child pornography and child sex tourism. Stopline informs this authority whenever a report has actually led to the identification of child pornographic material on the Internet.

Facilitator and Supporter of Stopline

ISPA

The Austrian association of Internet Service Providers, ISPA, is the umbrella organisation of the Austrian Internet industry.

www.ispa.at



nic.at GmbH

nic.at is the registry for domains under .at, .co.at and .or.at. Since its inception, Stopline has been supported by nic.at.

www.nic.at



EU - Safer Internet Programm

Besides the hotlines, the Safer Internet Programm focuses on the education and training of parents, educators and children. International cooperation is meant to be an integral part of all its activities. Within the framework of this programme, Stopline receives financial support from the EU.



The project is co-funded by the European Union.
<http://ec.europa.eu/saferinternet>

<http://ec.europa.eu/saferinternet>

**We need your help -
for a safe Internet**



Report online content if you believe that it may violate the law.

Order the Stopline brochure free of charge.

Link from your website to www.stopline.at.

Publish Stopline's logo.

office@stopline.at
www.stopline.at

Please don't hesitate to contact us with
further questions and suggestions at
office@stopline.at.

The project is co-funded by the European Union.
<http://ec.europa.eu/saferinternet>

