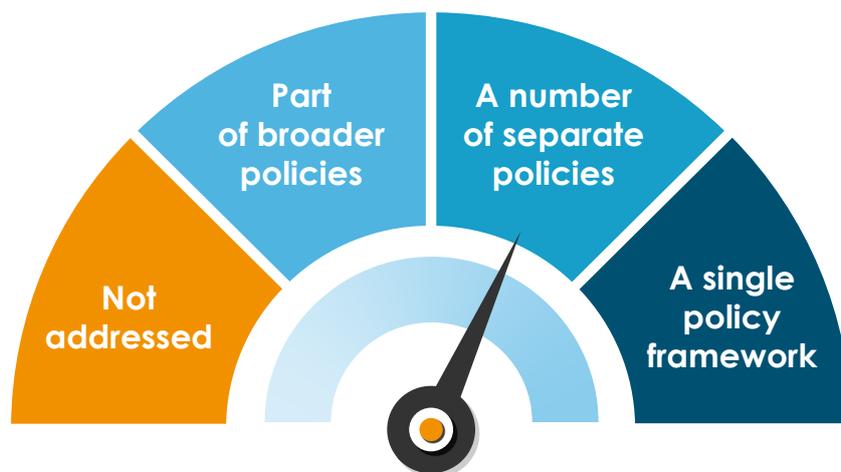**Better Internet for Kids**

Greece

The Better Internet for Kids (BIK) Policy Map is a tool used to compare and exchange knowledge on policy making and implementation in EU Member States on the themes and recommendations of the European Strategy for a Better Internet for Children (or BIK Strategy) first set out by the European Commission in May 2012. The third BIK Policy Map report (2020) examines the implementation of the BIK Strategy in 30 European countries, including all EU Member States, Iceland, Norway and the United Kingdom.

For each country in the BIK Policy Map study, we outline findings for Policy frameworks, Policy making and Policy implementation, and conclude by providing a selection of good practices.

Download the full **BIK Policy Map report** from the Better Internet for Kids website.

1. Policy frameworks

Policy frameworks refer to the organising principles and long-term goals for policies, guidelines, decisions and other statements made at the national level in the course of putting into practice the BIK Strategy.

In Greece, the European Strategy for a Better Internet for Children has featured in national policy debates on the subject of children's use of the internet. This topic is covered in a number of separate policies, principally through laws and regulations which address the four different pillars of the BIK Strategy. Some examples are given below.

Pillar 1: High-quality content online for children and young people

- The Greek Safer Internet Centre, launched in July 2016 under the auspices of the Foundation for Research and Technology (FORTH).

- The Greek Panhellenic School Network interconnects and supports schools, administrative units of education, libraries, and the entire educational and student community. The Panhellenic School Network was established in 1998.

Pillar 2: Stepping up awareness and empowerment

- The Greek Safer Internet Centre, launched in July 2016 under the auspices of the Foundation for Research and Technology (FORTH).

- The Greek Panhellenic School Network interconnects and supports schools, administrative units of education, libraries, and the entire educational and student community. The Panhellenic School Network was established in 1998.

- The Smile of the Child, founded in 1995, provides preventive actions for all children in Greece to avoid violence, disappearances and the provision of preventive medical examinations.

Pillar 3: Creating a safer environment for children online

- The Greek Safer Internet Centre, launched in July 2016 under the auspices of the Foundation for Research and Technology (FORTH).

- New legislation (law 4624/2019) addresses the measures for implementing Regulation (EU) 2016/679. Under Article 21 of the aforementioned law, the child's age of consent for data processing (in relation to the offering of information society services directly to a minor) was set in 15 years of age. Enacted in 2019.

Pillar 4: Legislation and law enforcement against child sexual abuse and exploitation

- The Greek Safer Internet Centre, and specifically the Greek hotline SafeLine.gr, launched in 2003, is the organisation which receives reports of illegal internet content from the public.

- The Greek Cyber Crime Division was established within the Greek Police Authorities. The mission of the Cyber Crime Division includes the prevention, investigation and suppression of crime and antisocial behaviour, committed through the internet or other electronic media. The Cyber Crime Division is an independent central service, which reports directly to the Chief of the Hellenic Police.

- The Smile of the Child, founded in 1995 provides Preventive actions for all children in Greece to avoid violence, disappearances and the provision of preventive medical examinations.

2. Policy making

Policy making refers to the general process by which policies are developed within each country, including how coordination and oversight is managed, the extent to which the policy agenda is informed by an evidence base, and whether there are arrangements for young people to be involved in the policy process.

2.1 How are policies coordinated?

In Greece, more than one ministry, agency or body is responsible for coordinating policies addressing the BIK Strategy with one to three ministries involved in the process.

Representatives from the Ministry of Education and Religious Affairs join the Advisory Board meeting of the Greek Safer Internet Centre.

A Memorandum of Cooperation has been signed between the Hellenic Ministry of Education and Religious Affairs and the non-profit association The Smile of the Child.

2.2 Who is primarily in charge of policy coordination?

Responsibility for coordination of BIK-related policies varies by each respective pillar of the BIK Strategy.

Regarding Pillars 1 to 3, the Greek Safer Internet Centre is the leading organisation. The centre aims to create public awareness and to provide reliable information to minors and their parents about the proper and safe use of online technologies. It collaborates with representatives from the government, the online technologies industry, as well as NGOs in Greece and abroad, which have as their primary goal the provision of a safer online environment.

In Pillar 4: Legislation and law enforcement against child sexual abuse and exploitation, the Greek Safer Internet Centre, in particular, the Greek hotline is the agency with responsibility for policy coordination.

Inter-departmental communication mechanisms include the regular Advisory Board of the Greek Safer Internet Centre's meetings, which brings together state representatives, industry, academic community and child protection organisations.

The operations of the Greek hotline for illegal internet content which forms part of the Greek Safer Internet Centre, is based on collaboration with the Greek Cyber Crime Division of the Greek Police Authorities in resolving reported illegal content.

2.3 Data collection in the last three years

Data collection to support policy making related to the BIK Strategy includes national and regional surveys with quantitative data specifically focused on children's use of the internet, quantitative data on some topics of children's use of the internet collected as part of a broader survey, and qualitative research specifically focused on children's use of the internet. Examples include:

- A survey conducted by the Greek Safer Internet Centre in 2018 "Online behaviour of students aged 10-17 years-old in Greece 2018" with participation of 14,000 students. The main goal of the study was to understand children's habits and to draw safe conclusions that can be used as guidelines for planning the centre's awareness policy in educating children, parents and teachers. The study was co-funded by the Connecting Europe Facility (CEF) programme of the European Commission (EC).

- New policy development: under Article 21 of the new law 4624/2019, the child's age of consent for data processing was set in 15 years of age.

2.4 Involvement of young people in policy making

The involvement of young people in policy making is described as one whereby young people are systematically and directly consulted and informed (for example, through hearings, consultations and specific surveys).

This takes place primarily through the Greek Safer Internet Centre's Youth Panel. The Youth Panel has 27 members from various locations in Greece. They meet regularly to exchange knowledge and develop their digital skills, and play an important role in the initiatives and the events, organised by the Greek Safer Internet Centre and its partners such as the Greek celebration of Safer Internet Day (SID).

3. Policy implementation

Policy implementation refers to the involvement of the relevant stakeholders in the delivery of initiatives and the spread of activities as envisaged under each of the four pillars of the BIK Strategy.

Pillar 1: High-quality content online for children and young people

Activities under Pillar 1 are led by government ministries. Public broadcasters have a complementary role. Examples include:

- The Greek Safer Internet Centre and the National Student Competitions organised the celebration of Safer Internet Day (SID), under the auspices of the Ministry of Education and Religious Affairs. The Greek Safer Internet Centre also provides educational material for the safe use of the internet and webinars for teachers, pupils and parents through its information portal.

- The Greek Safer Internet Centre has broadcast its weekly themes since October 2016 on radio and television with the support from the Radio and Television Council.

Summary of Pillar 1 actions:

	Introduced in the last 12 months	Existent before last year	Not available
Initiatives to stimulate the production and visibility of quality content for children	☐	☑	☐
Initiatives to encourage children's creativity and to promote positive use of the internet	☐	☑	☐
Initiatives to implement standards for quality online content for children	☐	☐	☑
Other relevant activity (please specify)	☐	☐	☐

Pillar 2: Stepping up awareness and empowerment

Activities under Pillar 2 are led by government ministries. Public service broadcasters have a complementary role. Examples include:

- The Greek Safer Internet Centre's activities cover a wide range of areas, from school visits to information sessions, online tools and leaflets. The centre works collaboratively with the Stavros Niarchos Foundation on a number of events with high-school students.

- The Greek Safer Internet Centre has its own biweekly programme on ERT radio. All radio and television activities are available on centre's YouTube channel.

- The Greek School Network, which is the national network of the Ministry of Education and Religious Affairs, provides the educational community with e-learning and e-government services and user support services. The Greek School Network organises information workshops for teachers on internet safety and using the European tool.

- The Smile of the Child is a non-profit association and carries out interactive and experiential activities at schools, addressing teachers, pupils, parents and guardians. Their interventions are carried out by specialised psychologists of the organisation with a focus on internet safety and online gaming.

- In collaboration with the Parent Zone organisation, Vodafone.gr created two educational fairy tales on safe use of the internet and mobile devices.

Summary of Pillar 2 actions:

	Introduced in the last 12 months	Existent before last year	Not available
"Teaching online safety in schools"			
Strategies to include teaching online safety in schools	☐	☑	☐
Activities to reinforce informal education about online safety	☐	☑	☐
Activities to provide for online safety policies in schools	☐	☑	☐
Activities to ensure adequate teacher training in online safety	☐	☑	☐
Activities to support public-private partnerships in online safety	☑	☐	☐
"Digital and media literacy activities"			
Activities to support young people's technical skills required to use online media content and services	☐	☑	☐
Activities to encourage critical thinking around media industries and evaluating content for truthfulness, reliability	☐	☑	☐
Activities that encourage interaction, engagement and participation in the economic, social, creative, cultural aspects of society through online media	☐	☑	☐
Activities that promote democratic participation and fundamental rights on the internet	☐	☑	☐
Activities that challenge radicalisation and hate speech online	☐	☑	☐
"Scaling up awareness activities and youth participation"			
National support for public awareness-raising campaigns	☐	☑	☐
Involvement of children when developing national campaigns	☐	☑	☐
Involvement of children when developing legislation with an impact on their online activities	☐	☐	☑
Activities or initiatives to match the Commission's support for the national Youth Panels	☑	☐	☐

Industry funding and technical support for NGOs and education providers	☐	☐	☐
Industry dissemination of awareness material either online or at the point of sale	☐	☑	☐
"Simple and robust reporting tools for users"			
Mechanisms for reporting content and contacts that may be harmful for children such as cyberbullying or grooming	☐	☑	☐
Initiatives to facilitate cooperation between helplines and law enforcement	☐	☑	☐
Initiatives to monitor the effective functioning of reporting mechanisms at a national level	☐	☑	☐

Pillar 3: Creating a safe environment for children online

Activities under Pillar 3 are led by the Greek Safer Internet Centre. Public agencies/industries have a complementary role. Examples include:

- The Greek Safer Internet Centre provides an important informational portal which includes advice on how to use parental control systems and implement privacy settings.

- Internet service providers (ISPs) provide people with security settings and parental controls.

- COSMOTE (the largest mobile network operator in Greece) provides people with an application called COSMOTE Family Safety. COSMOTE's e-parenting resource, which provides parents with tips and information on the internet world, has been developed in cooperation with the Greek Safer Internet Centre.

- Vodafone.gr offers parental control on children's devices, enabling parents to restrict access to inappropriate online content, block access to the internet, and receive SMS updates when children download applications to their mobile phones.

- Since 30 September 2019, age rating TV labels have changed. Specifically, both symbols and concepts have changed, since monitoring will no longer be determined by parental consent, but by age. COSMOTE has informed the public that the new symbols will appear on the COSMOTE TV GO service (on the applications and www.cosmotetvgo.gr). The COSMOTE website also mentions that the relevant symbols will appear gradually on COSMOTE TV decoders once the appropriate upgrades take place.

- Vodafone.gr has created a Vodafone TV user manual, where instructions are provided to users in order to easily apply parental control tools. The relevant manual provides information on a "lock" feature available for programs deemed

inappropriate for certain ages. This way, it limits access to adult content and a free movie search, as a specific PIN is required.

- Forthnet.gr provides users with the opportunity to manage their accounts and lock content that they do not wish their children to gain access to.

- According to the Greek Presidential Decree on Audiovisual Media Services, in case of infringement of some of the articles of the relevant Decree, sanctions can be imposed by the National Council for Radio and Television to the offending broadcasters, to on-demand audiovisual media service providers, and to broadcasters which provide subscription television services.

- Corrective powers (including fines) exercised to controllers or processors by the Hellenic Data Protection Authority. A scientific workshop organised by the Hellenic Data Protection Authority took place in January of 2019 at the National Research Foundation, in celebration of the 13th European Data Protection Day. In this workshop, the results of a survey conducted by the Hellenic DPA on the level of GDPR compliance of 65 websites were presented. The relevant survey was focusing on the websites' compliance on specific topics, such as the installation and use of cookies (right to be informed and consent where required), transparency, the right to be informed, and so on. The Hellenic Data Protection Authority tries continuously to enrich its website with detailed instructions to support data subjects and processors.

Summary of Pillar 3 actions:

	Introduced in the last 12 months	Existent before last year	Not available
"Age-appropriate privacy settings"			
Activities to ensure the implementation of EU legislation	☐	☑	☐
Self-regulatory measures by industry about age-appropriate privacy settings	☐	☑	☐
Awareness-raising activities regarding age-appropriate privacy settings	☐	☑	☐
"Wider availability and use of parental controls"			
Activities to promote the availability of parental control tools	☐	☑	☐
Tests and certification for parental control tools	☐	☐	☐
Efforts to support industry implementation of parental control tools	☐	☑	☐
"Wider use of age rating and content classification"			

Activities to promote the adoption of age rating and content classification among relevant stakeholders	☐	☑	☐
A complaints process for the effective functioning of such systems	☐	☑	☐
"Online advertising and overspending"			
Activities at the national level to ensure that legislation regarding online profiling and behavioural advertising is observed	☐	☐	☐
Support industry in developing codes of conduct regarding inappropriate advertising	☐	☐	☐
Monitor implementation of codes of conduct at the national level	☐	☐	☐

Pillar 4: Fighting against child sexual abuse and child sexual exploitation

Activities under Pillar 4 are led by government ministries. Industry has a complementary role. Examples include:

- The Greek Cyber Crime Division which investigates information related to child sexual abuse material, operates under the auspices of the Ministry of Citizen Protection.

- The Greek Ombudsman for children is an independent authority which holds regular dialogue with children, particularly those in vulnerable situations, to obtain knowledge of their conditions and their opinions on relevant issues.

- The operations of the Greek hotline for illegal internet content which forms part of the Greek Safer Internet Centre, is based on collaboration with the Greek Cyber Crime Division of the Greek Police Authorities in resolving reported illegal content.

- The Smile of the Child (a non-profit organisation) plays an important role in fighting child sexual abuse and child sexual exploitation.

- Internet service providers (ISPs) are willing to remove illegal content once they receive the relevant notification from the Greek hotline.

Summary of Pillar 4 actions:

	Introduced in the last 12 months	Existent before last year	Not available
Increased resources for law enforcement bodies that fight against child abuse material online	☐	☐	☐

Effective safeguards in place to ensure democratic accountability in the use of investigative tools to combat child sexual abuse	☐	☐	☐
Activities to support the functioning and visibility of hotlines at the national level	☐	☑	☐
Activities to support the improvement of cooperation between hotlines and industry for taking down child abuse material	☐	☑	☐

4. Good practices

The following are two selected examples of good practices in supporting children's use of the internet in Greece:

Survey – Online behaviour of students aged 10-17 years in Greece 2018

A survey conducted by the Greek Safer Internet Centre in 2018, Online behaviour of students aged 10-17 year-old in Greece 2018, was undertaken with the participation of 14,000 students. The main goal of the study was to understand children's habits and to draw safe conclusions that can be used as guidelines for planning the centre's awareness policy in educating children, parents and teachers. The study was co-funded by the connecting Europe Facility (CEF) programme of the European Commission (EC).

Collaboration between the Greek Safer Internet Centre and the Stavros Niarchos Foundation Cultural Center

The collaboration between the Greek Safer Internet Centre and the Stavros Niarchos Foundation Cultural Center has resulted in numerous information sessions and events on internet safety for members of the Greek centre and students.