

Luxembourg

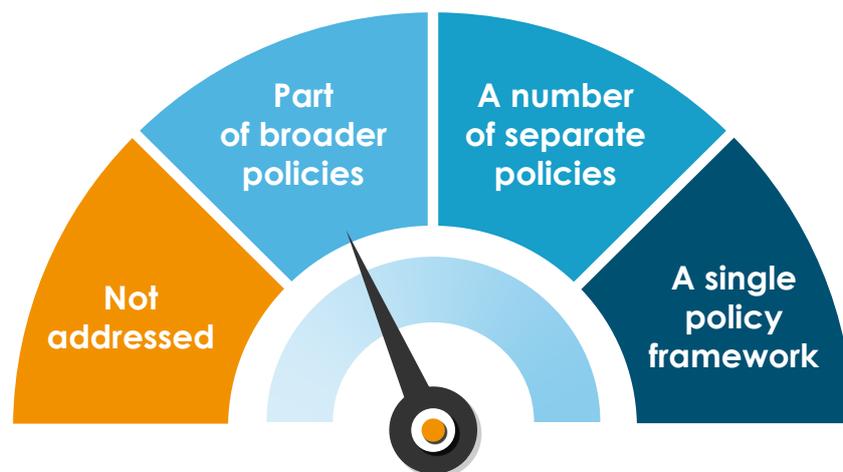
The Better Internet for Kids (BIK) Policy Map is a tool used to compare and exchange knowledge on policy making and implementation in EU Member States on the themes and recommendations of the European Strategy for a Better Internet for Children (or BIK Strategy) first set out by the European Commission 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 Luxembourg, 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 as part of broader 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

- Amended Law of 27 July 1991 on [Electronic Media](#), consolidated version of 5 August 2016.
- Law of 27 August 2013 on the [Establishment of the Public Institution "Luxembourg Independent Media Authority"](#) (ALIA). ALIA is responsible for monitoring the

application of regulatory requirements related to audiovisual services and media. Its supervisory activities cover traditional television, on-demand services (VOD) and national, regional and local radio stations. One of its missions is to encourage providers of audiovisual media services to develop ethical codes on inappropriate commercial audiovisual communications that are broadcast to accompany children's programmes.

Pillar 2: Stepping up awareness and empowerment

- [BEE SECURE](#), the Luxembourg Safer Internet Centre: since 2008, online safety awareness trainings for primary and secondary schools is mandatory for all 7th grade classes in Luxembourg. Since 2010, they have been delivered under the BEE SECURE brand, covering also an extensive set of awareness campaigns, events and materials.
- [BEE SECURE](#) provides an extensive set of awareness campaigns, events and materials (websites, print materials) which includes various initiatives stimulating digital literacy, for example [BEE Creative](#), [Makerspaces](#), [Code Club](#), and [Coder dojo](#).
- [einfach digital](#), 06 February 2020.
- [Digital Luxembourg](#), 20 October 2014.
- [National CyberSecurity Strategy III](#), since 2012, current version 2018.

Pillar 3: Creating a safer environment for children online

- [Amended Grand-Ducal Regulation](#) of 8 January 2015 on the protection of minors with regard to audiovisual media services; 8 January 2015. There is no specific law on the protection of children online, but the protection of children is covered within a range of general laws and regulations as follows:
 - Concerning cyberbullying: There is no specific law that forbids cyber-mobbing, but certain other laws in Luxemburg can make it possible to file charges against a bully: [Harassment](#) (Article 442-2 Criminal Code; Article 6 of the Law on Privacy from 11 August 1982); 1982.
 - Libel, Defamation and Insult (Article 443 and following, Criminal Code). An offence is considered an injurious expression with ill intentions towards a person, whether through an act, a statement (verbal or written), a pictorial representation or emblem.
 - [Violation of Privacy](#). (Law of 11 August 1982 on the protection of privacy). Anyone who publishes photos of a person without their consent (online) can be prosecuted for violation of privacy (right to one's own image).
 - Incitement of Hatred (Article 457-1 Criminal Code); 1997. Incitement of hatred and violence against a person, organisation, group or community based on

their origin, skin colour, sexual orientation and other criteria is prohibited, including on the internet.

- [Violation of Morality](#) (Article 385-1 Criminal Code; Law of 6 July 2011 on the protection of children against sexual exploitation and abuse). Anyone who distributes images or other representations that violate the conceptions of public decency can be punished. If someone gives you, as a minor, violent or pornographic content or tries to get you to perform sexual acts, it is also in violation of the Law.
- [Copyright](#) (Law of 18 April 2001); based on copyright protection laws, it is punishable by law if a statement/picture contains a reproduction of a protected work.
- [Protection of persons](#) with regard to the handling of personal data (Law of 1 August 2018).
- [Economic Crime and Computer Fraud](#) (Law of 15 July 1993).

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

- [Penal Code](#) Chapter V. - De l'attentat à la pudeur et du viol (Art. 372 à 378); Livre II, Titre VII, Chapitre V.
- [Child and youth protection against sexual exploitation and abuse](#) (Protection des enfants contre l'exploitation et les abus sexuels) Convention de Lanzarote.
- [Police youth protection division](#) and [prevention](#) provide help to victims, law enforcement, close cooperation (for example with BEE SECURE), and so on.
- [National Commission for Data Protection](#) (CNPD).
- [BEE SECURE](#), the national Safer Internet Centre (European level) provides awareness raising, a [helpline](#) (8002 1234), and a [hotline](#) (Stopleveline).

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

- The Ministry of State involves the Digital Luxembourg initiative, Luxembourg Independent Media Authority (ALIA) and National Cybersecurity Strategy III.
- The Ministry of National Education, Children and Youth is responsible for the einfach digital initiative, also involving BEE SECURE (MoU).
- The Ministry of Economy is responsible for the National Cybersecurity Strategy III, also involving BEE SECURE (MoU).
- The Ministry of Family and Integration has responsibility in BEE SECURE (MoU).
- The Ministry of Justice is in charge of the fight against child sexual abuse material (CSAM) and child protection online in collaboration with BEE SECURE's hotline service to report illegal content online.
- Coordinating boards include Comité De Pilotage and an Advisory Board.

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.

- In Pillar 1: High-quality content online for children and young people and Pillar 3 Tools and regulation for an online safe environment, the [Ministry of State](#) has the main role.
- Under Pillar 2: Stepping up awareness and empowerment, the [Ministry of Education, Children and Youth](#) has responsibility for policy coordination.
- In Pillar 4: Legislation and law enforcement against child sexual abuse and exploitation, the Ministry of Justice has the primary responsibility for policy coordination.

Inter-departmental communication mechanisms include the BEE SECURE Comité De Pilotage: an inter-ministerial working group with additional members from different public structures. The Luxembourg Safer Internet Centre consortium members meet once a month, and its Advisory Board meets twice a year.

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:

- The [Statistic Portal](#) provides various surveys on ICT use by households and individuals, taken annually with different focus each year.

- The University of Luxembourg is regularly asked to monitor the quality of and/or the satisfaction with the BEE SECURE trainings in a number of areas such as:
 - Evaluation of training experience by participants (pupils/parents/teachers).
 - Data from training participants (questionnaires with Likert Scale and open questions).
 - Annual reports of BEE SECURE Helpline and Stopleveline (e.g. number of calls, topics addressed, type of caller, number of Stopleveline reports, type of topic/content reported, number of relevant reports forwarded to police).
 - Every two to three years, BEE SECURE produces a “Lessons learnt” report.
 - Qualitative report compiled by BEE SECURE based on experiences from BEE SECURE's trainers and feedback from pupils.

2.4 Involvement of young people in policy making

The involvement of young people in policy making is described as one whereby young people's interests are systematically and directly consulted and informed (for example, through analysis of existing surveys or data collections). Relevant organisations involved in supporting youth participation in policy making include:

- BEE SECURE Kids (8-12 years old) and Youth Panel (13-18 years old) share their opinions on current issues (trends, policies) to BEE SECURE. BEE SECURE, as the Safer Internet Centre, may bring these opinions to the attention of policy makers if requested.
- The [Jugend Parlament](#) (Youth Parliament) is a platform for young people aged 14-24 years living in Luxembourg to discuss and debate certain subjects in regular hearings with other young people. The platform is asked for advice by government in the frame of youth-related topics.
- [CGJL](#) (Le Conseil National de la Jeunesse du Luxembourg (de Jugendrot)/National Youth Council of Luxembourg) represents and raises awareness for all youth organisations in Luxembourg, specifically by defending the interests of young people within all the bodies set up by the political powers.

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 agencies have a complementary role.

Within Luxembourg, it is noted that the Makerspace movement is growing, with more and more Makerspaces established in schools.

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	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Initiatives to encourage children's creativity and to promote positive use of the internet	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Initiatives to implement standards for quality online content for children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other relevant activity (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Pillar 2: Stepping up awareness and empowerment

Activities under Pillar 2 are led by government ministries, NGOs and civil society organisations have a complementary role. Examples include:

- Governmental ministries have instigated initiatives as [einfach digital](#) and collaboration with the BEE SECURE initiative.
- For 10 years, BEE SECURE, the Luxembourg safer Internet Centre, has been raising awareness of safer and more responsible use of media and technologies.
- The coalition agreement for the new government back in 2018 included a passage for a broader and more systematic approach to media literacy for children and young people. As a result, in 2020, a new memorandum of understanding was elaborated for the BEE SECURE initiative by three ministries (Education, Economy, and Family). In the same year, the Ministry of National Education, Children and Youth launched the [einfach digital initiative](#) which features a series of measures in the media literacy education of children and young people.
- In the frame of EU elections in 2019, Luxembourg launched various actions to raise awareness on the topic of disinformation online, including a general public awareness campaign “#checkyourfacts – Gleeft net alles um Internet” which featured a basic training on the topic for all 7th graders in Luxembourg.
- In 2017, the Centre against radicalisation ([respect.lu](#)) was launched.

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	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Activities to reinforce informal education about online safety	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Activities to provide for online safety policies in schools	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Activities to ensure adequate teacher training in online safety	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Activities to support public-private partnerships in online safety	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
“Digital and media literacy activities”			
Activities to support young people’s technical skills required to use online media content and services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Activities to encourage critical thinking around media industries and evaluating content for truthfulness, reliability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Activities that encourage interaction, engagement and participation in the economic, social, creative, cultural aspects of society through online media	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Activities that promote democratic participation and fundamental rights on the internet	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Activities that challenge radicalisation and hate speech online	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
“Scaling up awareness activities and youth participation”			
National support for public awareness-raising campaigns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Involvement of children when developing national campaigns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Involvement of children when developing legislation with an impact on their online activities	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Activities or initiatives to match the Commission’s support for the national Youth Panels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

Pillar 3: Creating a safe environment for children online

Activities under Pillar 3 are led by government ministries and public agencies. Relevant policy developments include:

- [Implementation of GDPR](#) (General Data Protection Regulation) with particular focus on the protection of persons with regard to the handling of personal data (Law of 1 August 2018). In the frame of GDPR, industry has provided a set of measures that allow users to manage their privacy settings with ease.
- In 2017 and 2018, BEE SECURE launched an awareness-raising campaign on the topic of big data in collaboration with the CNPD (national commission for data protection). This campaign also featured some aspects of privacy settings in general. Moreover, BEE SECURE has enhanced efforts to provide publications and tools (especially targeted at parents) on age-appropriate privacy settings.

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	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Self-regulatory measures by industry about age-appropriate privacy settings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Awareness-raising activities regarding age-appropriate privacy settings	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
“Wider availability and use of parental controls”			

Activities to promote the availability of parental control tools	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tests and certification for parental control tools	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Efforts to support industry implementation of parental control tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
“Wider use of age rating and content classification”			
Activities to promote the adoption of age rating and content classification among relevant stakeholders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A complaints process for the effective functioning of such systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
“Online advertising and overspending”			
Activities at the national level to ensure that legislation regarding online profiling and behavioural advertising is observed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support industry in developing codes of conduct regarding inappropriate advertising	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Monitor implementation of codes of conduct at the national level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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.

- The Ministry of Education and the Ministry of Justice have the primary role in collaboration with (KJT) Kanner-Jugendtelefon and Police Lëtzebuerg. Service National de la Jeunesse (SNJ) acts as coordinator of the Safer Internet Centre, while the BEE SECURE [Stopleveline](#) (hotline) operated by (KJT) Kanner-Jugendtelefon features a website to report child sexual abuse material (CSAM).

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	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Effective safeguards in place to ensure democratic accountability in the use of investigative tools to combat child sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Activities to support the functioning and visibility of hotlines at the national level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Activities to support the improvement of cooperation between hotlines and industry for taking down child abuse material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

4. Good practices

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

BEE SECURE Handbook

Release of a BEE SECURE guidebook for parents titled "[The use of screens in the family: manage, educate and support](#)" in which parents can find practical tips on how they can use digital media responsibly themselves and how they can positively organise their children's own use. This guidebook has been promoted in a broad awareness-raising campaign launched by the Ministry of Education in collaboration with BEE SECURE.

Website for parents and children during COVID-19

During the current COVID-19 pandemic, the Service National de la Jeunesse (SNJ) developed a [website for parents and children](#) with advice and ideas to help actively spend their time at home. The site was filled daily with new activities from the start of the confinement and remains available as a platform to help families to shape their leisure time.