

Who we are

The portal www.siguronline.md was launched by the International Center „La Strada” in January 2013. We believe that the Internet and information and communication technologies can help children and youth explore, learn, and develop. In this context, our mission is to help them navigate safely, protect themselves from any form of online violence, especially sexual abuse and sexual exploitation.

The portal is an online communication platform designed to provide information and advice to children in order to encourage them use the Internet responsibly, as well as recommendations to parents and teachers for an open communication with the child about online risks, and safety measures that can be taken to protect them.

Our services

The portal provides, in a very accessible language and format, information on the risks **children and young people** may be exposed to, advice on how to recognize and avoid these risks in order to fully and safely enjoy the benefits of the Internet, useful tools for testing and developing self-protection skills in the online environment.

The portal also provides **parents, educators and other specialists** with recommendations to encourage them take a positive attitude towards the methods for safe navigation of children online and young people as well as data, information and tools to guide them in their mission.

Siguronline.md provides confidential individual **counseling** to anyone interested in online child safety. The portal offers the opportunity **to seek help** in cases of online abuse and sexual exploitation of children and benefit from specialized protection and assistance, provided by a team of legal and psychological professionals.

What can you find on the portal?

Information and advice

How to protect yourself against cyberbullying.

What do you need to know about Internet friendships.

Risky online behavior of children.

Methods of online grooming of children.

How can a parent discuss with a teenager.

The portal also includes:

- Thematic articles
- Tutorials and video spots
- Tests
- Real-life stories
- Column „Questions-Answers”

Individual counseling on different aspects of children’ safe use of the Internet. To contact the Siguronline Counselor and solve the problems faced online, you can use:

- Online chat;
- E-mail;

Help – the possibility of online direct referral of cases of online abuse and sexual exploitation to ensure child protection and facilitating access to free legal and psychological assistance. You can use:

- Online chat;
- E-mail;
- Online reporting option.

Most common questions asked by children

- How do I restore access to my account?
- What can I do when someone stole my personal information and photos?
- What to do if I received a message with pornographic images from an unknown person?
- What to do if I am asked to share pictures of me?
- Can I delete something I posted?
- How do I block the unknown people who enter my profile and write comments to my pictures?
- How can I block people I do not want to communicate with?
- What to do if someone has created a fake profile using my name and picture?
- How can I find out if the friend I communicate with online is trustworthy?
- What can I do if I am being harassed online?

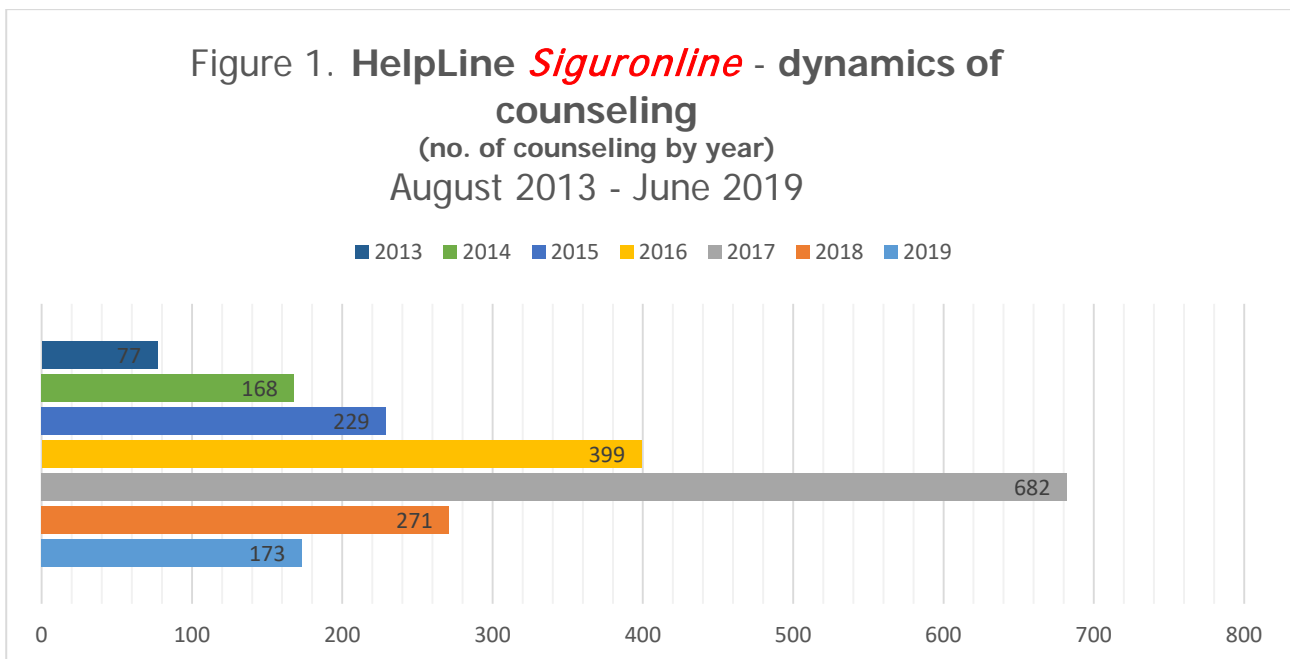
Most common questions asked by parents

- What actions can I take in order to ensure the safety of my child on the Internet?
- How do I teach my child avoid the risks?
- What can I do to prevent the child from having access to the violent content of cartoons on YouTube?
- How to install Parental Control Application?

In which cases you can call the Siguronline consultant?

- You know about a chat conversation between an adult and a child, the adult asking the child to meet in the real life;
- You know about a chat conversation between an adult and a child, the adult asking the child to have sexual contact with him;
- You know about a chat conversation between an adult and a child, the adult asking the child to send intimate photos of him/her or his/her schoolmates via Internet;
- You know about cases when children share or post intimate photos of him/her or his/her schoolmates via Internet;
- When a child is cyberbullied, receives humiliating messages or is threatened online;
- When child's photos were taken and published without his/her consent.

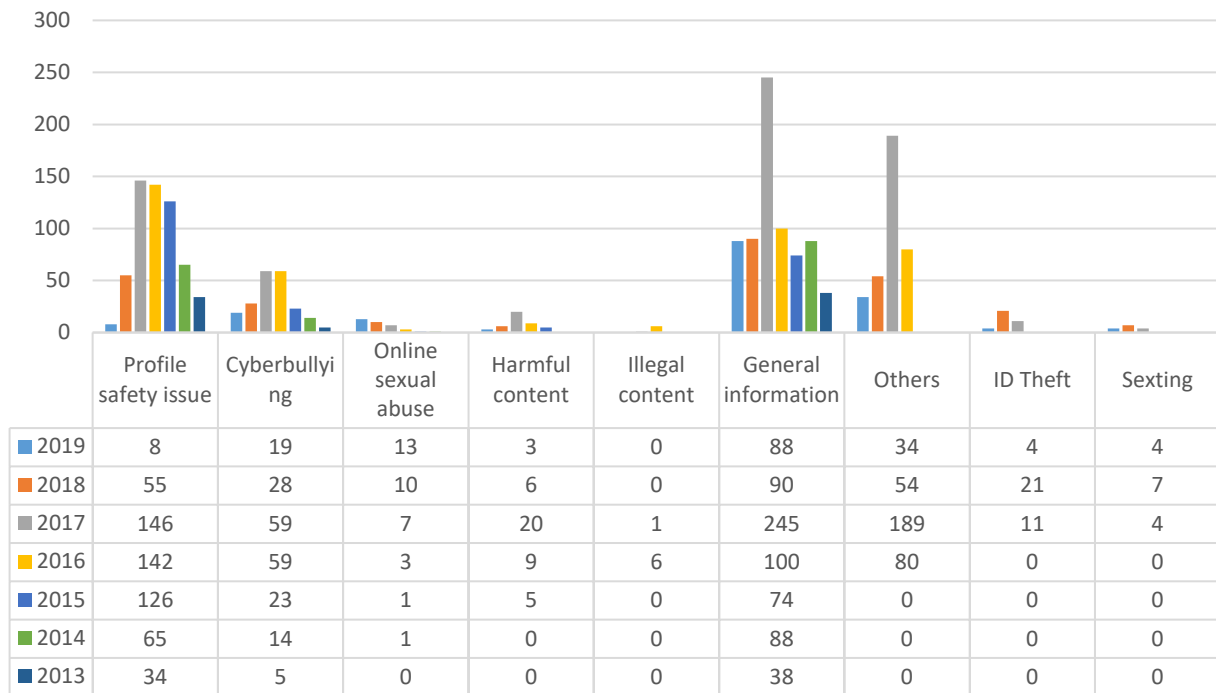
Facts and figures



Starting with the first year of launch of the platform, the number of counseling practically doubles. Many of our visitors tell us that they visited the platform following other peers' recommendation, which makes us believe that more and more children are becoming more aware of the importance of safe Internet use, and siguronline.md is proving to be a useful and reliable tool (Figure 1).

In 2018 and the first half of 2019, the number of requests decreases in quantitative terms. There is a tendency for the requests that are strictly related to the specifics of the platform and the services it offers to the beneficiaries (Figure 1). Of the total number of requests, 63% are complaints from children.

Figure 2. HelpLine *Siguroonline* - profile of counseling
(no. of counseling by category and year)
August 2013 - June 2019



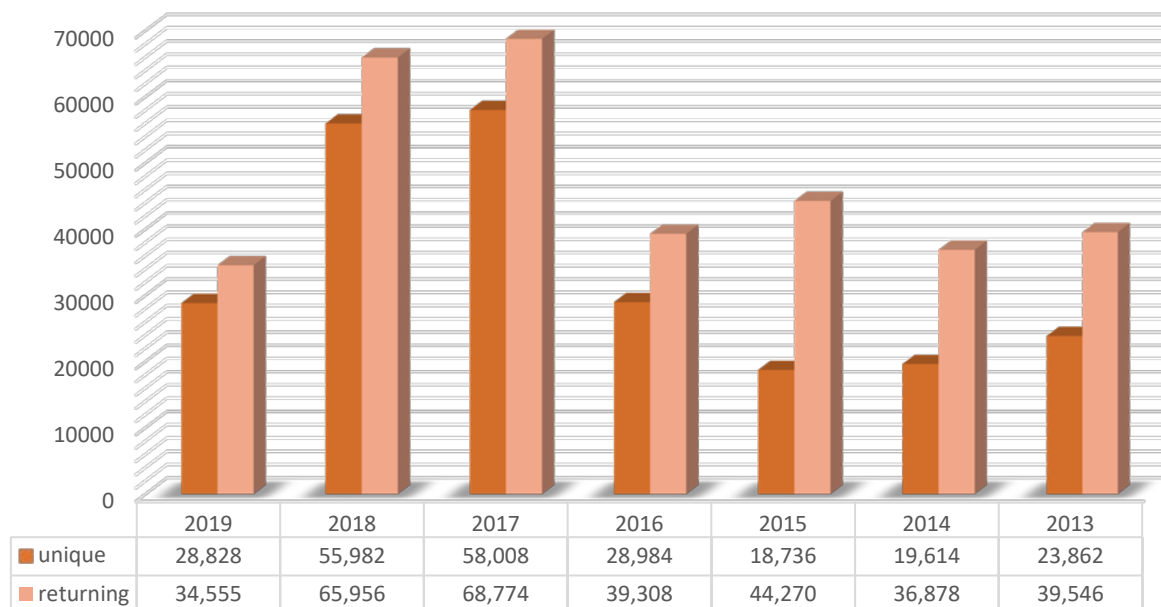
In the first half of 2019, it is noticeable that the number of requests related to Profile Safety Issue are considerably decreased. If in previous years children and young people were constantly addressing questions about passwords and confidentiality settings, in 2019 beneficiaries are increasingly asking safety and behavioral questions (Profile Safety Issue, Figure 2).

Cyberbullying remains a current problem among children. They address each time with the request to be helped to stop aggressive behaviors of other users, confessing the emotions and feelings they have. *Online sexual abuse* shows alarming figures for 6 months in 2019 compared to other periods of previous years. Children become victims of sexual abuse as a result of sexual content being sent, then being manipulated and / or blackmailed by abusive people. Also, complaints about online sexual abuse were reported by Romanian children which were subsequently redirected for help to specialized services in their country.

There are quite a big number of *General Information* questions. Both children and parents are interested in the services provided by the www.siguroonline.md platform, as well as more specific information about some online tests and informative articles about online safety.

Comparing to 2016 and 2017, considerably decreases requests in the category "Others". This shows that the beneficiaries have good knowledge about the specific questions they can address to the Siguroonline consultant.

Figure 3. *Siguroonline* - dynamics of views
(no. of accesses by type and year)
January 2013 - June 2019



In the years 2017 and 2018, the number of visitors of the siguroonline.md platform remained constant. The first semester of 2019 also shows a constant figure for the last few semesters (Figure 3).

Most hits between January and June 2019, as in previous years, were recorded in February during the awareness campaign dedicated to the Safer Internet Day - 25% of the total number.