

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?

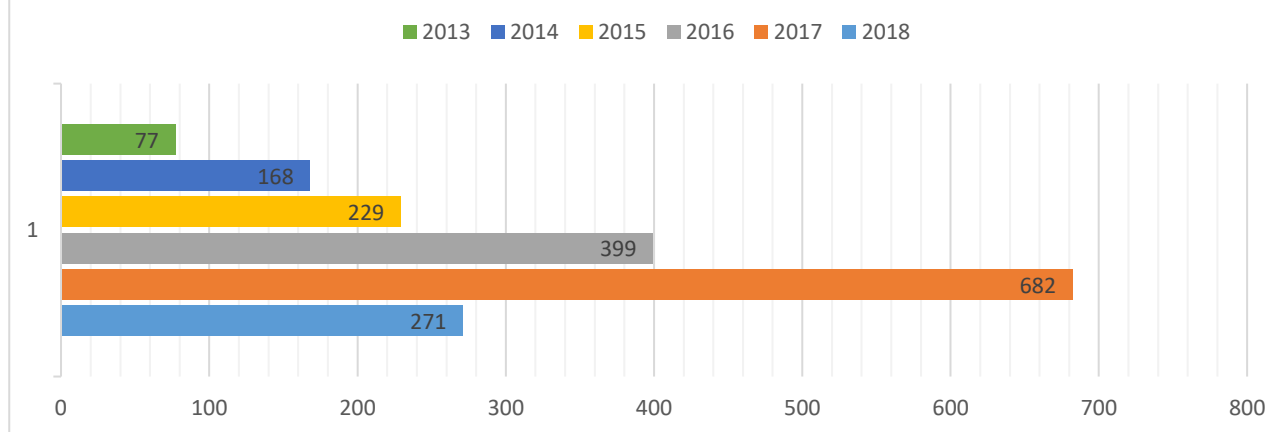
In which cases you can call the Siguronline consultant?

- 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

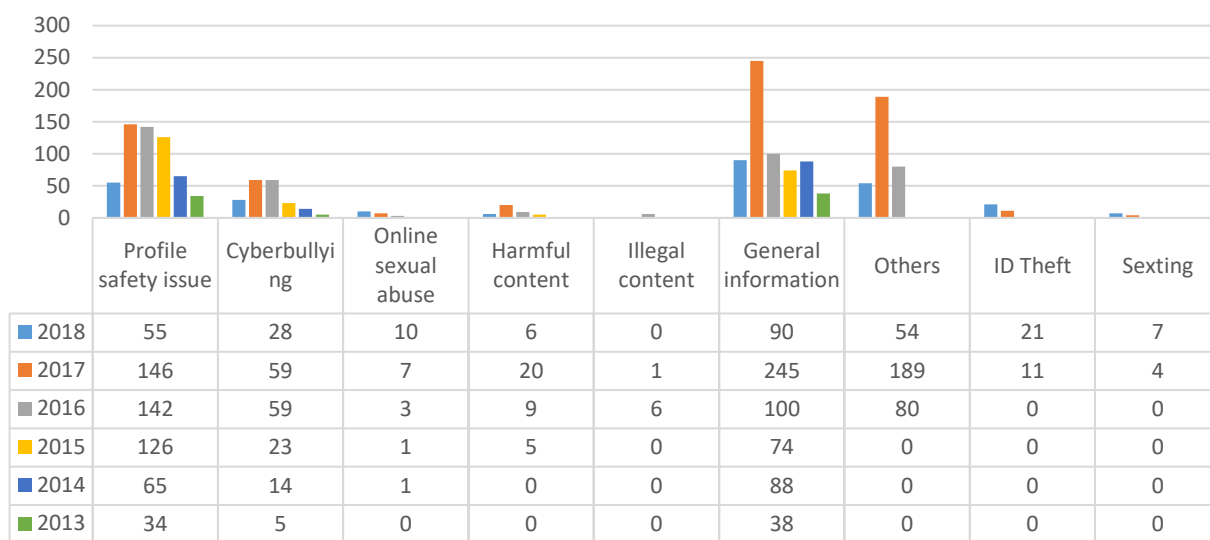
Figure 1. **HelpLine *Siguroonline* - dynamics of counseling**
(no. of counseling by year)
August 2013 - December 2018



Every year, the number of children's accesses almost 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 siguroonline.md is proving to be a useful and reliable tool (Figure 1).

In 2018, the awareness activities were targeted exclusively at parents and teachers, so the total number of requests, especially those of children, decreased. On the other hand, the number of requests of adults increased significantly, representing 65% of the total number of requests (in 2017 the parents' requests constituted 13% of the total number).

Figure 2. HelpLine **Siguroonline** - profile of counseling
(no. of counseling by category and year)
August 2013 - December 2018

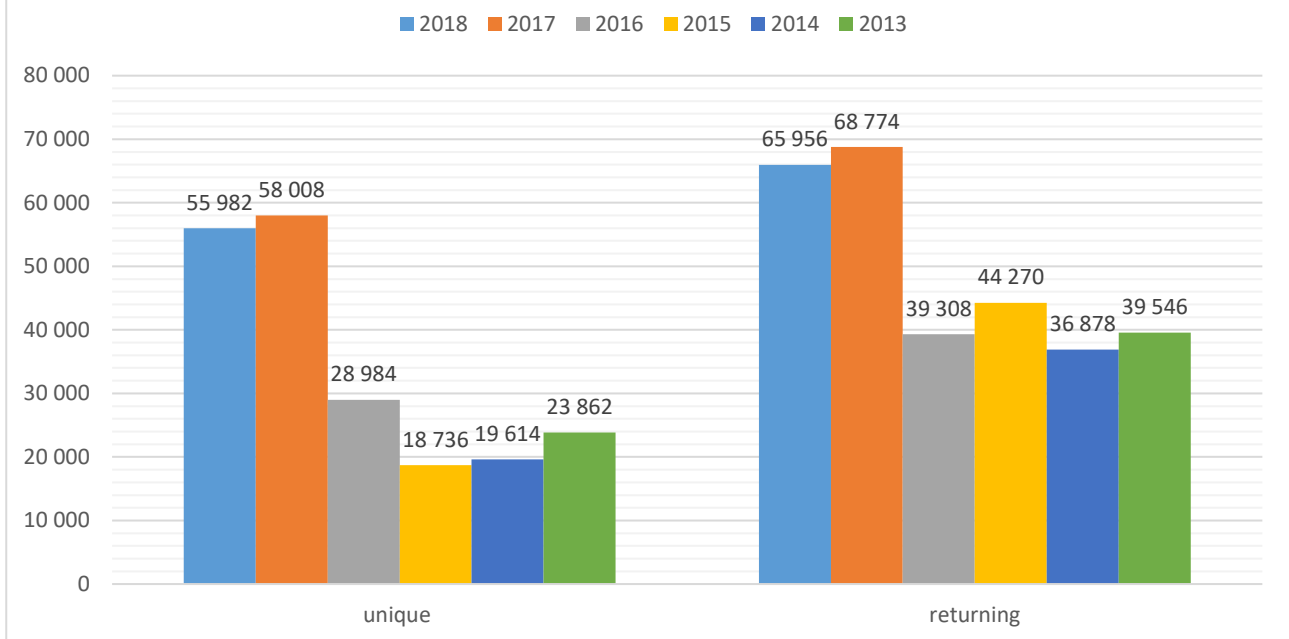


The problems most frequently addressed by children and young people refer to the negative consequences of online disclosure of personal information and confidentiality, and accounts and profiles security (*Security of accounts/profiles*, Figure 2). Children are facing problems due to various reasons: they forgot their passwords, their accounts were hacked because they used a simple password or the same password for more accounts; had given passwords to friends who have changed the settings and blocked their access to the account/profile; did not enable notifications on unauthorized access from unknown devices.

Cyberbullying is a widespread problem among children and young people, who have accessed the portal. The frequency of counseling requests related to cyberbullying remains constantly on the second place. At the same time, there has been a significant increase in the number of counseling requests related to the theft of identity/personal information. More often, children report situations when their personal photos are republished on various sites, on others' profiles, or when their personal data is used to create fake profiles. In 2018, the number of "identity theft" cases (as compared to 2017) doubled.

There was a significant increase in the number of views related to "online sexual abuse" compared to previous years. Similarly, the number of accesses related to "sexting", which involve sharing of photos, videos, or messages with sexual content between peers, has almost doubled compared to 2017. This increase is also due to the February campaign on Safer Internet Day, when two video spots targeting children were launched: "Offline Dates. Curiosity and Dangers" and "Sexting. Between trust and real dangers".

Figure 3. **Siguroonline** - dynamics of views
(no. of accesses by type and year)
January 2013 - December 2018



In 2018, the number of visitors of the siguroonline.md platform remained constant, equivalent to 2017. The portal was more requested in February - March (32% of total number of visitors) and in October - November (15% of total number of visitors), in the framework of the awareness campaigns on Safer Internet Day (February), European Month of Cyber Security (October), European Day for the Protection of Children against Sexual Exploitation and Sexual Abuse (November), but also due to the increased visibility of the issue in mass media.