

Who are we

The www.siguronline.md platform was launched in January 2013 by the International Centre "La Strada Moldova". The online assistance service, that is free of charge, is managed by professionals with extensive knowledge and experience in the field and it allows for multiple requests to be processed simultaneously.

Our mission

Our mission is to help the children who are suffering or have suffered from an online sexual abuse to overcome this experience and continue to grow with harmony and integrity, benefiting from the necessary legal and psychological assistance; to provide the society and all interested parties with information and tools to prevent online sexual abuse of children.

Our area of competence

To prevent online sexual abuse of children by cultivating abilities allowing them to identify and manage existing risks, particularly in terms of communication and relationships.

To provide assistance to children that are facing or have faced an online sexual abuse, taking into account their needs.

The following actions are indicators of potential online sexual abuse of a child:

- Online conversation with a child on intimate topics or topics of a sexual nature
- Asking a child to produce photographs or videos with sexual content
- Offering goods in exchange of photos or videos with sexual content
- Inviting a child to meet in real life in order to have sexual intercourse
- Blackmailing the child in order to get sexual favors (intimate photos, videos; involving the child in livestream sexual activities), money or other benefits, while threatening to share compromising information about the child
- Distributing intimate photos/videos of the child on social media or on other online platforms
- Sharing photographs or videos of a sexual nature of a child without his/her consent.

Who can reach out to us

- Any child who has faced an unpleasant situation online
- Any person who wants to help a child who is experiencing an online sexual abuse or who wants to report a potential case of abuse
- Any person who wants to get information on how they can protect a child from unpleasant experiences online

Our services

- ✓ **Provide information** on safe browsing of the Internet for children
- ✓ **Provide guidance** on identifying optimal solutions for children who do not know how to react in certain situations happening to them online
- ✓ **Provide emotional support** for children facing or who have faced an unpleasant experience online
- ✓ **Refer**, if necessary, to the free services of psychological and legal assistance

Contacts

Web: www.siguronline.md

E-mail: helpline@siguronline.md

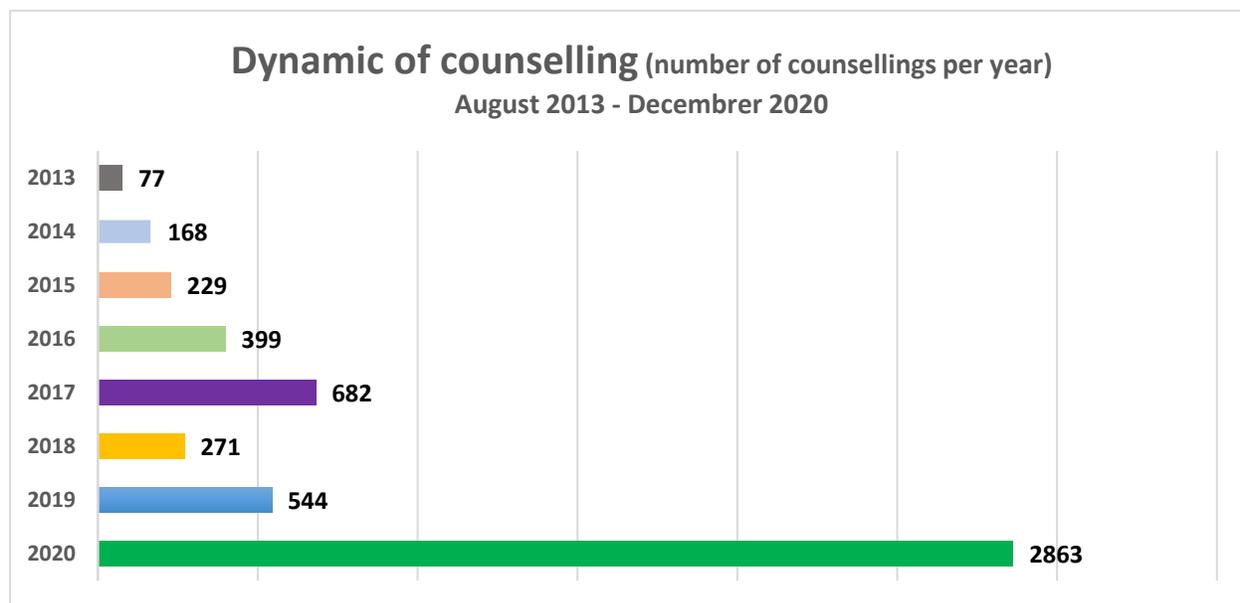
Facebook: [@SigurOnline](https://www.facebook.com/SigurOnline)

Instagram: [siguronline](https://www.instagram.com/siguronline)

Youtube: [SigurOnline.md](https://www.youtube.com/SigurOnline.md)

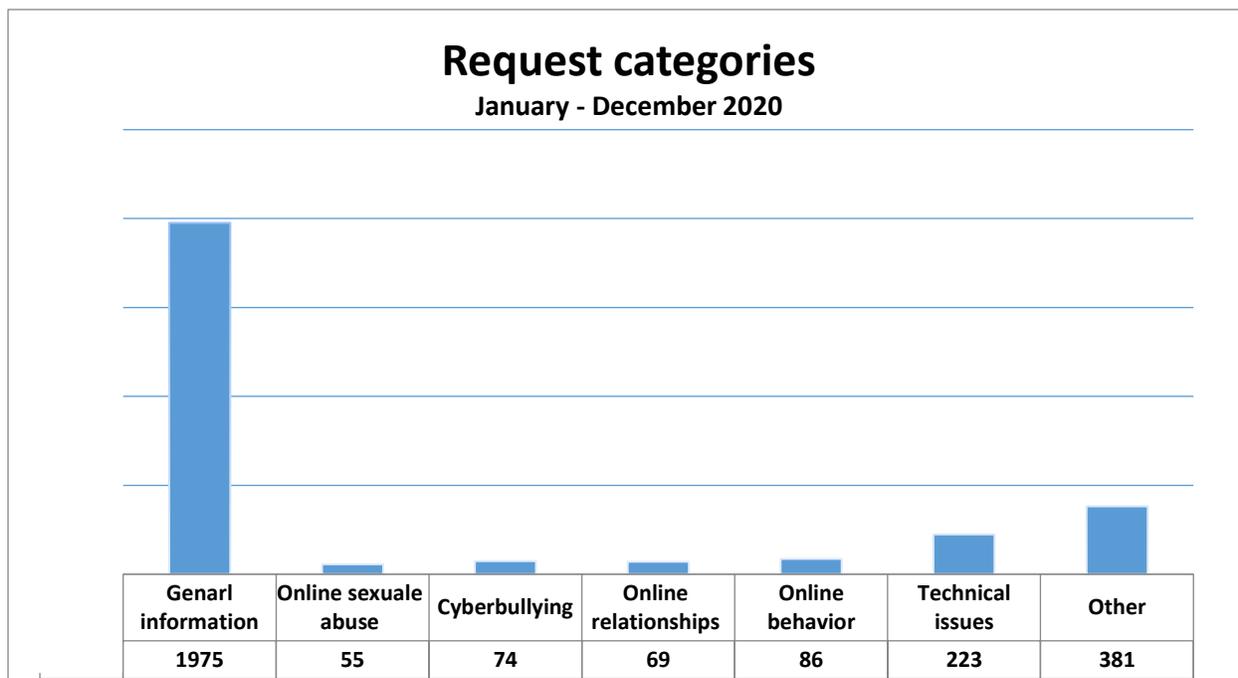
Overview of the counselling service over the last 7 years

From the moment it was launched, siguronline.md was a useful and trusted tool in promoting child online safety. The network of beneficiaries expands year on year.



In the period January-December 2020, 84% of requests (2393) came from children. 37% of the beneficiaries have found out about siguronline.md from classmates or peers, the others found out from teachers or from the siguronline.md professionals who carried out informative activities online and in schools. 55% of the beneficiaries have accessed the platform by organic search. The number of requests coming from children who have found us via social media has increased considerably.

1. The number of requests on the www.siguronline.md platform has increased by almost 5 times compared to last year



In 2020, most of the children that have contacted us through siguronline.md just wanted to know more about what online safety means, what kind of information they can find on the website, and to see in what scenarios they should ask for help from a siguronline.md consultant. Approx. 10% of these children have subsequently returned to the online chat when they encountered a situation where they didn't know how to proceed.

2. Children tell us that they have found out about www.siguronline.md from informative activities carried out at school

Teachers who have benefited from the program "Intersection – Online Safe Zone" have carried out multiple activities with their pupils on different topics related to online safety. During these activities teachers have told children about the siguronline.md platform, encouraged them to go on it and to ask questions to the online platform consultant named Gabi.

3. More and more children want to find out how to develop the necessary abilities in order to be safe online and to avoid the risks of the online environment

The number of such requests has increased by 7 times compared to last year. Children are particularly interested in how they can build a good reputation online and what they can do in order for it to not get compromised.

4. More and more children establish online friendships and/or relationships

This trend is directly linked to the COVID-19 pandemic. Because they can't interact with their friends and classmates in real life, they initiated friendships and romantic relationships online, socializing and communicating virtually more than they used to. As a consequence, the issues they would encounter online have intensified in this period. This is confirmed by the increase in the number of requests compared to last year (210% increase).

5. Ruining one's reputations is the most frequently used method of online harassment (28% of the total number of requests related to cyberbullying)

In these situations, the actions of harassment aren't directed to the child, but rather to his group of friends, or people that the child interacts with. Edited images of the child are made public or sent to various group chats. Another method used is the creation of a fake profile using personal information and photos of the child with degrading texts, or sending messages to the friends of the child on their behalf.

6. Children suffer from online harassment after their images of intimate nature were published online

In 10% of situations when children receive nasty messages from other users (72% of the total requests related to cyberbullying), they are based on intimate photographs of the child which have been posted online by the child or by other users that the child has sent the images to.

7. In the majority of cases of online sexual abuse, the children who went through the abuse were the ones to reach out to us and ask for help

This is an important difference compared to previous years when cases of abuse were reported by third parties, usually friends or classmates of the child. This is partly because of the self-isolation measures imposed because of the pandemic, meaning children had to directly contact specialized services, without discussing it with friends.

17% of children from the Republic of Moldova who have reached out to us about an online sexual abuse have been provided with services of psychological and legal assistance by the Child Safeguarding Team.