



POINTDECONTACT.NET

FRENCH HOTLINE – POINT DE CONTACT

www.pointdecontact.net

2015 SAFER INTERNET FORUM

Rossiya Segodnya

Zubovskiy bulvar 4, Moscow, Russia



The French hotline - Pointdecontact.net

POINTDECONTACT.NET

Established in **1998** by AFA, the French Internet Service Providers Association

Funded by the **European Commission** since **2000** under successive Safer Internet programs

From **2004**, Internet service providers are required to provide an **online reporting form** allowing users to easily report illegal content, and to **forward** such content to the **authorities**

AFA members signed a « **Charter against odious content** » making the Point de Contact hotline the relay of this legal obligation

Point de Contact is part of the **French Safer Internet Centre** since 2009, supported by the EC

CLICK, REPORT!

Hotline remit

- Child sexual abuse material
- Incitement to racial hatred
- Shocking content accessible to children
- Praise of war crimes or crimes against Humanity
- Crimes and offences against people
- Incitement to terrorism or bomb-making
- Provocation to suicide

How to reach us?

- Online reporting form -> www.pointdecontact.net
- Smartphone-friendly interface
- PC software application



POINTDECONTACT.NET

How does the hotline operate?

Reports received by the hotline are **assessed under French law** by qualified analysts and potentially illegal content is **traced** in order to locate its source

For content hosted in France:

- First the report is forwarded to the **Central Office against Cybercrime** and then notified to the relevant French ISP (usually 6 hours after forwarding to LEA)
- Takedown times range from 1 hour to a couple of days (75% within 24 hours in 2014)

For content hosted abroad:

- In case of child sexual abuse material (CSAM), the report is transmitted to the relevant INHOPE hotline through a dedicated database (IHRMS)
- In all cases reports are transmitted to LEA, which then forwards them to INTERPOL





The reporting form

CLICK, REPORT!

NEWS

12.03.15

La troisième Newsletter de l'AFA est disponible!

More news [➤](#)

INITIATIVES



More initiatives [➤](#)

1 Nature of the offence

- Child sexual abuse images or representations
- Child grooming activities
- Pornographic, violent or undignified content accessible to minors
- Incitement to violence, discrimination or hatred
- Incitement to crimes and offences against persons
- Incitement to terrorism or bomb-making
- Praise of war crimes or contesting of crimes against humanity
- Incitement to suicide

2 Technological format

Where did you encounter the offence? *

- Select -

Web address (URL) :

http://

Description of the offence:

3 Optional information

Age

Gender Male Female

Country

Do you wish to be informed of the outcome of your report?

E-mail

SUBMIT



The database

Home > **Modify**

Reporter information

Date :	Email :
2015-03-23 16:45:06	qaoustin@afa-france.com 10
Internet Service :	Report Source :
web	WEB

Suspicion :
Provocation au suicide

Description :
Here you can write comments

Received from other hotline : No

URL

_ Actions :

Information about
http://www.test_presentation_glacy

IP :	<input type="text"/>	Country :	Not found
TLD :	Not Found	Hosting Provider :	<input type="text"/>
Lang Fr :	Undefined	Disclaimer :	Undefined

|

Operator conclusion

Url Status :

Valid Not Found Not Accessible

Duplicate : No **Illegal :** No

Hotline determination :

<input type="radio"/> Child Pornography	<input type="radio"/> Adult Porn Accessible to Child
<input type="radio"/> Child Erotica	<input type="radio"/> Adult Pornography
<input type="radio"/> Child Nudism	<input type="radio"/> Extrem Adult Content
<input type="radio"/> Child Grooming Activities	<input type="radio"/> Racism and Xenophobia
<input type="radio"/> Child Trafficking	<input type="radio"/> Promoting Violence Against an Individual
<input type="radio"/> Child Sex Tourism	<input type="radio"/> Incitement to Violence Against Woman
<input type="radio"/> Incitement to Suicide	<input type="radio"/> Terrorism
<input type="radio"/> Other Content or Not Illegal	<input type="radio"/> Outside Hotline Remit

Actions taken

<input type="checkbox"/> Report to law Enforcement	
<input type="checkbox"/> Report to ISP/Host Provider	<input type="text"/>
<input type="checkbox"/> Forward to Inhope Hotlines	NC.
<input type="checkbox"/> Transmission to Other Competent Authorities / Bodies	
<input checked="" type="checkbox"/> Follow Up Actions/Response to Reporter	

Email

Template : Select

To : qaoustin@afa-france.co

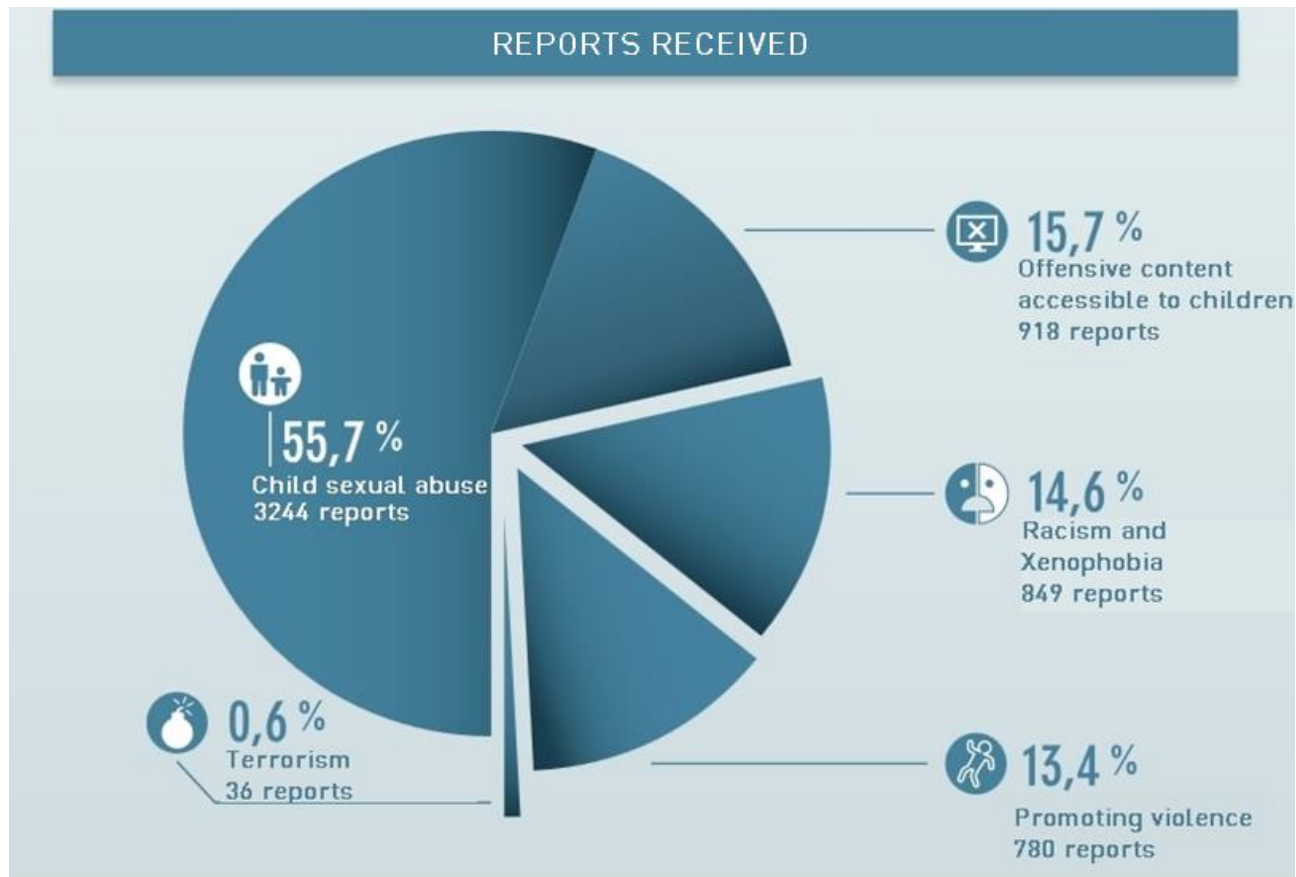
Subject :



POINTDECONTACT.NET

Point de Contact statistics 2014

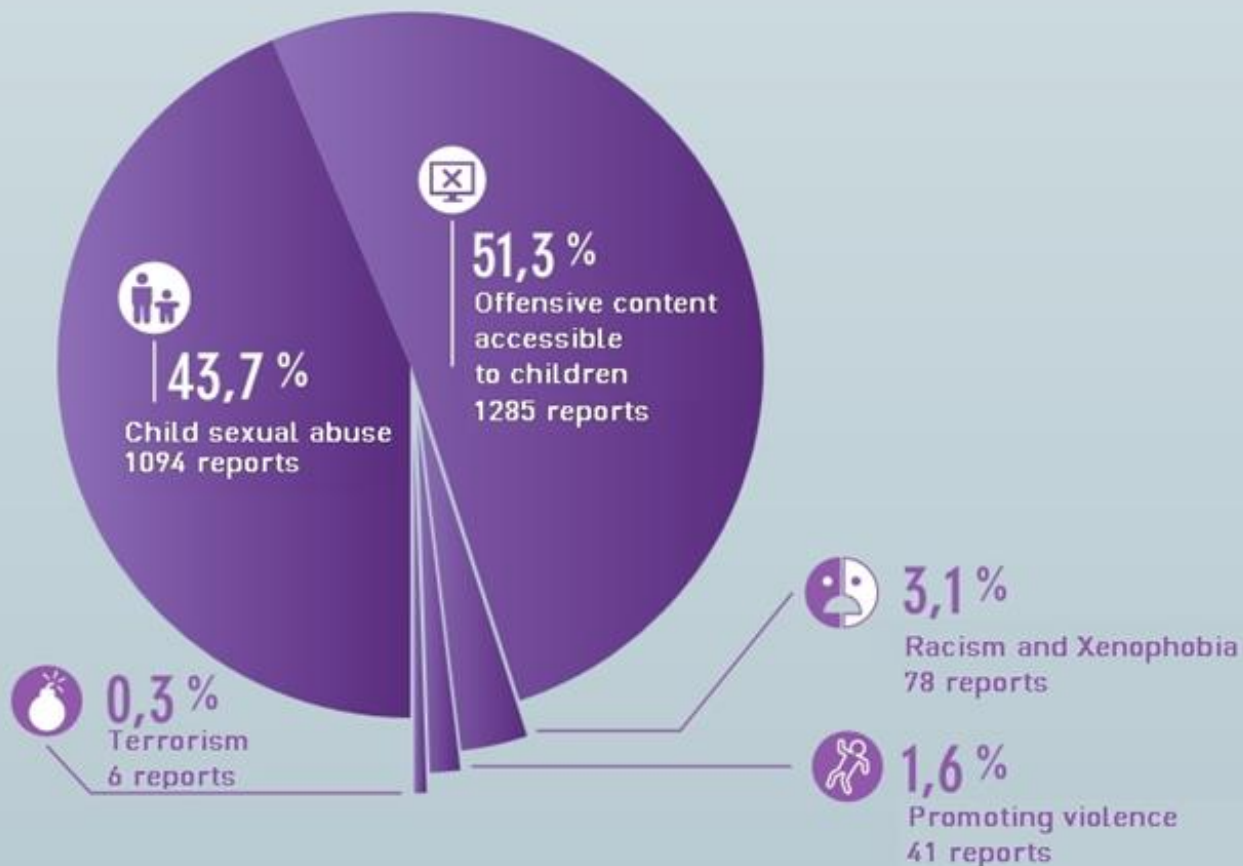
- In **2014**, the hotline received **5,827 reports**
- **565** reports of CSAM were forwarded by **INHOPE** hotlines
- **2,504** reports lead to **manifestly illegal** content





Point de Contact statistics 2014

HOTLINE ASSESMENT





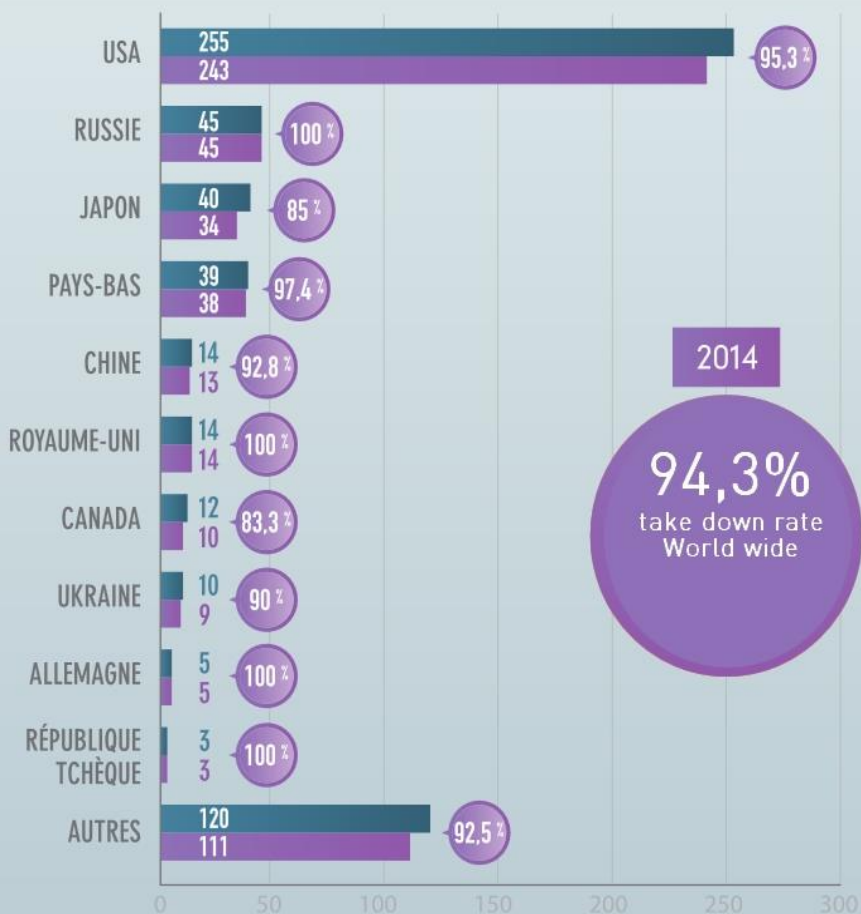
Point de Contact statistics 2014



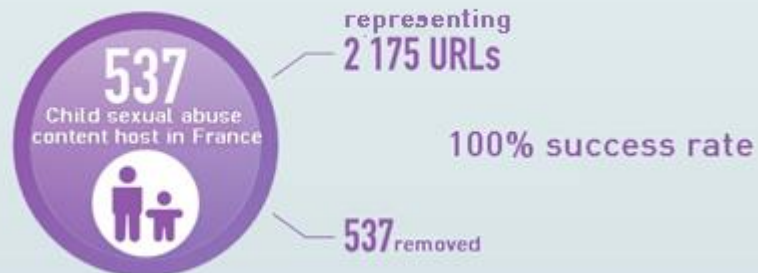


Point de Contact statistics 2014

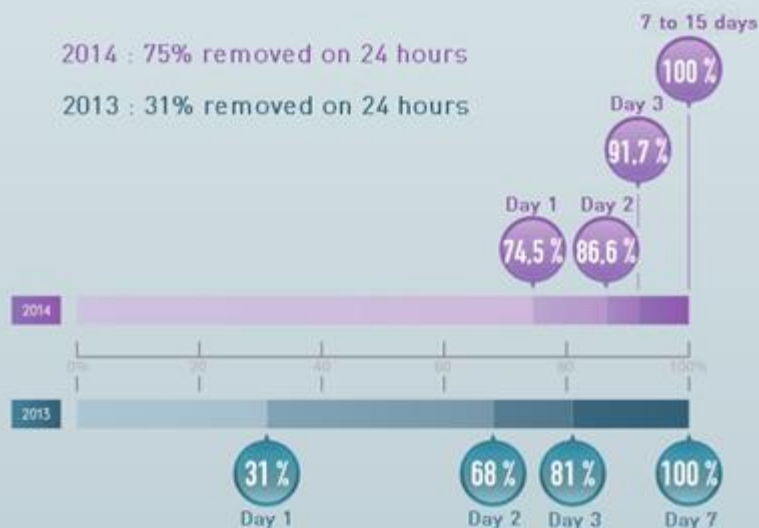
Notice and take down - Child sexual abuse



Child sexual abuse material reported to French hosting providers and removed



Child sexual abuse - Removal time after notice to ISP





POINTDECONTACT.NET

Working together with the Friendly Runet Foundation

Reports of CSAM **tracing back** to the Russian Federation are forwarded to the Russian hotline via the **INHOPE database**

In the same way, Point de Contact receives reports of **CSAM hosted in France** from Friendly Runet

In 2014, Point de Contact forwarded **47 reports** of CSAM to **Friendly Runet**

- **100%** of the illegal content was **removed**
- maximum **takedown time** from date of report was **48 hours**

Hotline name	Date Reported	Hosting country	report lea	LEA_NTD	report isp	ISP_NTD	content removed	CR_NTD
AFA	10 Oct 2014, 11:38:10	Russian Federation	10 Oct 2014,	1	10 Oct 2014, 11:57:47	1	10 Oct 2014, 16:41:11	1
AFA	10 Oct 2014, 11:07:49	Russian Federation	10 Oct 2014,	1	10 Oct 2014, 11:31:08	1	10 Oct 2014, 12:03:52	1
AFA	10 Oct 2014, 11:06:22	Russian Federation	10 Oct 2014,	1	10 Oct 2014, 11:31:05	1	10 Oct 2014, 12:02:39	1
AFA	10 Oct 2014, 11:03:21	Russian Federation	10 Oct 2014,	1	10 Oct 2014, 11:31:03	1	10 Oct 2014, 12:02:39	1

Point de Contact **received 34 reports** of CSAM from Friendly Runet and **removed 100%** of the illegal content



Tackling CSAM worldwide with INHOPE

POINTDECONTACT.NET

INTERNATIONAL ASSOCIATION OF INTERNET HOTLINES
INHOPE

Speeding up Notice-and-Takedown times without jeopardising criminal investigations

HOW ONE SINGLE REPORT TO A HOTLINE MAKES A WORLD OF DIFFERENCE



Hotline reports to law enforcement in 2014

IN EUROPE*

98% was reported to law enforcement within 24 hours.

11

WORLDWIDE

95% was reported to law enforcement within a day.

23

● 1 day ● 2 days ● 2+ days

Removal of CSAM from public access in 2014



IN EUROPE*

93% was removed from the Internet in less than 72 hours.



WORLDWIDE

91% was removed from the Internet in less than three days.

● 1-3 days ● 4-6 days ● 7+ days



Co-funded by
the European Union

*Europe is defined as all 28 EU Member States with the addition of Iceland, Bosnia-and-Herzegovina, Serbia, Russia and Turkey.



POINT DE CONTACT.NET

Thank you!

Nicolas D'Arcy – Legal adviser – +33 1 44 54 86 55

ndarcy@afa-france.com

AFA – 5 rue de Charonne – 75011 PARIS

Tel: +33 1 44 54 86 60

Fax: + 33 1 44 54 86 50

