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APrIGF 2017

"ENSURING AN INCLUSIVE AND SUSTAINABLE DEVELOPMENT IN ASIA PACIFIC:  
A REGIONAL AGENDA FOR INTERNET GOVERNANCE"

BANGKOK, THAILAND

28 JULY 2017

WS37

DETECTING AND REMOVING CHILD SEXUAL ABUSIVE MATERIAL. HOW IS APAC  
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>> Good afternoon, we will start in a minute, if this is okay with the IT team. Yes? We can start in a minute?

>> MARIE-LAURE LEMINEUR: The music is very nice, but is possible to stop it?

So welcome to the session this afternoon. Thank you for attending the session. Is the voice clear enough, yes? It's good. You can hear? Very well.

So we have a 90-minute session today to discuss the topic of reporting mechanisms, hotlines, to basically as the name indicates to reports child sexual abuse images. We have different panelists, experts, on the topic joining us this afternoon. So I'm going to very briefly introduce each of them, so that you can be -- you can

know a little bit more about their backgrounds.

We have on my right-hand side Uma. And Uma is the founder and the codirector of an NGO that is based in Mumbai, named Aarambh. It entered into UK organization, called Internet watch foundation to establish in India, the first online portal for child abuse images. So she will explain this afternoon how it works and a little bit her experience.

Then we have also Cecilia. Cecilia Wallin. Cecilia works in Interpol, in Bangkok, in crimes against children. And she's the team leader of the crimes against children unit that is based in the region. They are based in Bangkok but cover the region. All of Asia.

>> CECILA WALLIN: And southeast.

>> MARIE-LAURE LEMINEUR: They have a lot to do. Then we have also a remote speaker. I'm not sure he will be able to connect. I'm hoping he will be able to connect his name is Joseph Fonseca. He's the FBI assistant legal attache in Bangkok. He was supposed to attend the panel but then at the last-minute he had to go to some mission, an urgent mission. He promised he would try to connect but the Internet speed at the hotel where he is, is not the best. So we will see what happens with him.

Then we have Krisda. Krisda is a project manager of the ThaiHotline. So Krisda also will explain a little bit his experience and how the hotline works. And then we have Akari from yahoo Japan, and also Yahoo! Japan created a hotline in Japan and also we hear about this experience.

And finally, we have Maria Grazia who worked for INHOPE, the Internet association of hotlines. She's the person responsible for hotline development. This workshop has been co-organized between INHOPE and the organization I work for, which is called ECPAT International, a network of NGOs and the international Secretariat is based here in Thailand.

So the way the session is structured is the following: Each panelist is going to make five-minute remarks, introductory remarks, sorry, and then after, that we are going to move on to another blog where I will be asking a set of four questions, and the objective is to have the panelists answering the questions and also open the floor and have participants from the audience interested in intervening and making comments, asking questions around the questions that we going to ask. So it's 10 minutes past 2:00. So I think we can start with the introductory remarks. We can start with Maria, if it's fine with you. Yes?

Thank you.

>> MARIA GRAZIA TESTA: Thank you, everyone. Is my voice clear enough? Yes?

Thank you for attending this workshop. So I will try briefly to

describe what hotlines do. Internet has become the greatest mean for the facilitation of child sexual abuse material dissemination, exchange, and commercial exploitation. The platforms it provides has given an immense opportunity both to private owners of child abuse material, who can now freely exchange it, using the facilities provided by the worldwide web and by Mumbai networks and criminal organizations that can exploit the market of child sexual abuse, using means that were once upon a time completely unimaginable and coming out of the local exploitation into the great arena of exchange and dissemination and distribution of material across countries in very, very difficult detect ways.

Obviously, this has had a very harsh impact on society at large. First of all, on the very owners of those platforms, who see the platforms being polluted by illegal material of the worst kind. Financial corporations who see their means and their trading tools being used to facilitate the commercial exploitation of child sexual abuse. Governments, law enforcement, who have to fight against the crime with taking immense proportions and last but not least, children, who have become a very, very exploitable product, beyond the borders where they live and beyond the use of the single individuals who violate them.

This is why INHOPE started gathering all the hotlines around the world who were fighting the common fight against child sexual abuse material online. Reporting line or hotline is a facilities that allows the public, anonymously, to report images or videos or any kind of material portraying a child being abused in order for this material to be taken down from the web. For the uploaders eventually to go found and the child to be rescued in collaboration with law enforcement, governments and child welfare organizations.

There are many different types of hotlines and they have borne out of different needs and different regions. We have hotlines which are industry based. So the very platform owners, ISP and web hosting providers started having reporting mechanism by which they could detect this material and take it down. Governments have started reported, in order to detect the material and pass to the law enforcement. And then NGOs funded by the public at large or funded by private donors also started moving from the support to children being abusive line to understanding the trend of the crime, the trend of the market as supporting children being abused online by receiving reports and escalating them to law enforcement and to the host providers.

What INHOPE does, it provides a complete set of capacity building to any organization who wishes to start a hotline and who wishes to manage and continue a hotline. We provide an entire path for hotline development. All the systems and the tools that are required

to manage, report, and escalate and exchange them at an international level, we provide organizations with training and once they cross some criteria, that allows us to assert the safety, security and the quality of the organization, they become part of our umbrella organizations where they can access statistics where they can be part of a continuous operation and help us deal with the constant challenges and the risks and the innovations in the field of criminality and cease them.

>> MARIE-LAURE LEMINEUR: Thank you very much, Maria.

Can we move on with Krisda? Yeah? Thank you.

>> KRISDA TUPRUNG: Hi, everyone, my name is Krisda Tuprung from ThaiHotline. So ThaiHotline is the service operated by the Internet foundation for Thailand. We have the online web-based org that the public can report anonymously if they see any child sexual abuse material on the Internet, and also any type of cybercrime, and myself and the team who are the hotline -- the analysts, we were trained by the high-tech crime unit, and we will look at the cases and forward to the police, which right now we work with Thailand Internet Crimes Against Students, Thai CAT and work with ISP and Internet service providers in Thailand to remove the -- the images from websites and also the cybercrime unit if further crime cases and also is littered with the ministry of digital economy in Thailand, as well in terms of, like, removing content and procedures. Thank you.

>> MARIE-LAURE LEMINEUR: Thank you very much. Then we can have Uma Subramanian.

>> UMA SUBRAMANIAN: Good afternoon, everyone. I represent the Aarambh initiative, that's based out of Mumbai in India. We work to protect children from sexual offenses in the country and specifically in Mumbai. I just wanted to give you a background of why we started India's first hotline to report child sexual abuse imagery. So in 2013 there was a petition in the Supreme Court of India which was seeking a blanket ban on pornography, stating the reason that porn is bad and it sort of corrupts the moral fabric of the country, especially affects its children.

So the ban was really looking at asking the court to really intervene on children watching pornography but also children being used for pornography. And as a response to this, what the government of India did, was they ad hoc -- in an ad hoc manner banned 857 pornographic websites. Nobody knew how they did it and there was a lot of criticism and a heavy backlash from civil society and media in the country. And that was a time when the country was really grappling with this issue of child sexual abuse material which is popularly known as child pornography. We set up India's first hotline and partnership with UK Internet watch foundation. They are one of the leading hotlines in the world.

The reason we partnered with them, we wanted to demonstrate a solution that had already worked somewhere else in the world, and wanted to show the Indian government that it is possible if we work, you know, in collaboration with national and international agencies bringing in a best practice to the country.

Also, we were seeking a response mechanism because we were realizing that a lot of cases that we were handling were starting to get an online component in it, which basically meant that either children were groomed using online technology or a lot of victims were sort of, you know, photographed and videos were made while they were performing sexual acts with the perpetrators and subsequently nobody knew what happened to those images. And we had a case of a 15-year-old boy who was in a situation like this and why law enforcement agencies kicked into action with the judicial process. Nobody really knew what happened to those images.

So that's from a technical standpoint and also from a demonstrated sort of -- a need for demonstration, we launched India's first online reporting hotline. It's hosted on our website, Aarambh.org which is also India's first resource portal on prevention on sexual abuse of children. Currently the mechanism in its form is that the hotline is available in two languages, that's Hindi and English. Any citizen in the country can report sexual abuse or child sexual abuse material that's available on the public Internet in an anonymous way in five simple steps. The report goes to an analyst that is based in the UK because under the Indian law we are not authorized to look at any of these images and there's absolutely no bandwidth in the country to deal with a hotline like this.

What we get is we get metadata on what the reports are, and until March -- so we launched last year in September, and until March, we had 426 reports that were made by Indian citizens of which 33 reports contain category A imagery which basically means the worst forms of sexual abuse.

What has happened, reaction to the hotline is the government has taken note of the hotline and the government thinks that it's probably one of the solutions that we can implement in the country to tackle child sexual abuse material. The ministry of women and child development was presented at launch and it was then and that she announced the formation of the national allowance which is the first allowance to tackle sexual abuse material. It's a multistakeholder alliance. There's an interministerial committee, with information and electronics under the government of India.

So the momentum has just sort of started in the country. We have the latest order which is 31<sup>st</sup> of April -- not the 31<sup>st</sup> of April, April. Where the government has asked all the Internet service providers in the country to start implementing the IWF blocking list

which is basically a list of URLs that has to be blocked at the gateway level itself. So that is where we are at with the hotline.

>> MARIE-LAURE LEMINEUR: Thank you very much. Very interesting. Some of the aspects you raised, I think we will discuss them again during the second block because not everybody might be familiar with the way it works and some terminology. So thank you.

And then Akari, do you want to make your remarks?

>> AKARI NOGUCHI: Sure. Hi. I'm Akari from Yahoo! Japan Corporation. Okay. Yeah, I'm from Yahoo!, but here I will speak as the safer Internet Akari.

So Yahoo is not like in other markets in Asia Pacific and maybe in the world. Like, Yahoo Japan is independent from the Yahoo! Inc. international that was purchased by Verizon. Yahoo is very strong in Japan and we believe it's our company's social responsibility to make the Internet as a safer place in Japan for our future success as well.

So we organized a -- the organization called Safer Internet Association. We call it SIA, with -- collaborating with other IT companies and security companies. And the SIA has mainly, like, two activities, one is providing that the education to children and society, and another one is the hotline operation.

And SIA is currently returning two hotlines. One is Internet hotline center called IHC and the other one is Safeline. Why do we have two? Because the IHC is fully responded by national agency and because of that, its legal authority is limited to Japan domestic URLs, but, however, in some cases, the illegal contents are, like, sometimes hosted off -- like, out of Japan. So in that case, like, another hotline, supplementary takes care of that legal content.

It's obviously violating some law, but, like Safeline also take care of like, harmful or inappropriate content, even though it's not clearly obviously violating some law but still if it's pretty inappropriate, like, it -- like it depends on case, but we check the case and handle that too.

So how do we operate the hotline? So we have the web form that's open to the public, like, whenever citizens find something, like, chart -- like, something illegal, like child pornography or revenge porn or illegal drug shops and so on being they can report it to us from the web form by just writing the URL. No need to put your personal information. It's optional. And if they wish -- like, if they can put it but in a basic manner we don't require their personal information.

And once we receive the report, we analyze the IP address and other information, and if it's hosted in Japan, the information will be reported to the national police agency and we ask for the removal to the hosting providers and site owners.

Actually, in many cases, like, they immediately get -- they take action to our request. And in case they are hosted outside of Japan, the one thing is -- since we are the member, SIA is the member of INHOPE, like, Maria introduced, so we collaborate with the other INHOPE member countries if they are members to send a request and if it's hosted in the country where there's no INHOPE member, we send it direct to the site owners.

And, yeah, in fiscal year 2016, SIA successfully deleted 97% of illegal content requested for removal. So actually, like, both inside and outside of Japan, more than 90% can be deleted. So actually, the deleting ratio is pretty high. So I think, like, we get information, we can delete them, but our challenge is our hotline should be more broadly well known and recognized, especially among those victims because at this moment, we are not doing, like, proactive patrolling yet. So I think, like, we still have some certain area to step forward. Thank you.

>> MARIE-LAURE LEMINEUR: Thank you very much. Again, we will come back to some of the points you made during the questions.

Can we have Cecilia, yes? Yes, please.

>> CECILA WALLIN: Just waiting for the presentation to show.

>> MARIE-LAURE LEMINEUR: Oh! Can we have the PPT on, please? It's coming. It's on.

>> CECILA WALLIN: So Interpol works every day to make Internet a safer world, a safer place for everyone, including the children.

And prevention is one of the most important things for us to deal with. So if we have a member in a country that is maybe not -- maybe not want to take correct contact with law enforcement, if he sees any material online that he doesn't feel comfortable with, he can report it to a hotline and fast action can be taken because the hotline reports it to the law enforcement.

Access blocking is one of the most important things, because we can block the images to be viewed online. But what is more important is that we actually can rescue the children depicted in the images. So what Interpol does is -- let's say we have house searches around the world. In Australia, they find an image depicting a child, but they don't know who it is. They find images in Canada. They find images in Argentina or Thailand but no one knows who this child is. But if everything, every image is gathered in one database, and we have a database like that at Interpol, which is called the international child sexual exploitation database. All images collected from law enforcement or from INHOPE or from hotlines are gathered in this database, which means every image that depicts the same child can be grouped together and it's easier to identify the child depicted. So it's like a piece of puzzle.

One image can contain a sound file. Another can contain another

detail, a visible clue in the images and that is how we work, because we want to Save the Children that is -- that are depicted online in what we call child abuse material, which actually is evidence of ongoing rapes against children.

So in the database, we look at clues like envelopes. We look at keys. We listen to sound files and so on. And whenever a child has been identified or a country where the child is from, we can refer this to this country, and the child can be rescued.

And from what case? It was INHOPE member that reported to Interpol, and this video, it was a video, we could hear a child speak in English. We could also hear her say that in Florida, it's 10 to 3, and that is a clue, because here in Florida means that this child is in Florida.

Other images were found in the database related to this image. So there are more videos and images depicting the same child and finally, this child could be identified and rescued. She was born in Florida, and she was abused by her father.

Another case is just what we can see down here, is a text. It's Japanese. This case was referred to Japan. So this is what we look at, and this is what is important. For law enforcement, at Interpol to work with.

So remember, that every picture you see online can contain a clue that we need to know to rescue this child. So don't click away when you see something uncomfortable online. Please refer it to a hotline so this child can be rescued.

I think that's it.

>> MARIE-LAURE LEMINEUR: Thank you very much.

So I would take advantage of the fact that you mentioned the clues and victim identification related issues to advertise the fact that Europol, the European agency for police made -- shared with the public, actually recently, a few weeks ago some pictures that had been sanitized in order to, you know, have maybe someone from the public identify some clues on the pictures. If you click on the Europol websites -- and because we don't know whether some of those pictures, they might have been taken in an Asian country. So it would be good if, you know, you have the opportunity to review the pictures and somehow, you know, if -- you want to add something?

>> CECILA WALLIN: Yes. So within Interpol's expert group of experts working with victim identification, we are always in contact with local experts around the world, because we are not experts in brands, in a country we don't come from. We need your help to rescue these children.

>> MARIE-LAURE LEMINEUR: Mm-hmm. Thank you very much. That is a very good point.

So we are going to move on to the next block with specific questions

and we will raise those issues again. So the first one is about -- and you just heard about this. Why is it important to have a reporting mechanism collaborate with law enforcement and collaborate with ISPs? And I think you can sort of guess why, because some of the speakers already mentioned it, but could you please sort of go deeper and explain?

Because a standalone mechanism, a reporting mechanism standalone won't work. You understand that are once the platform receives the picture, there's a whole process. So maybe Uma, your organization is working a certain way, and -- and the ThaiHotline is working another way. So I don't know if you want to start explaining why from your point of view it's very important to have a good collaboration with ISPs and law enforcement. And if this is happening because sometimes we know it's not happening?

>> UMA SUBRAMANIAN: Yes. Just for the benefit of the audience, a moment you come across an image of a child, you know, who is sexually abused, there are a lot of elements in it. One, it is okay crime that has happened. It's public in the Internet, and the ISPs come into play.

Because there's a child, there's the angle of not only law enforcement but protection and from an Indian context, the ministry of women and child development, which is to look after the welfare of these children comes into play and the civil society at large. There are four or five stakeholders that are key to dialogue.

Now, they have to collaborate, that is understood, but there's been a lot of challenge in terms who have takes responsibility for this collaboration? I think that is key because these are separate sort of units that sometimes operate in isolation.

Like I said, the hotline is hosted by somebody. It's monitored by some department, you know, the order for implementation is given by completely different department. The law enforcement works in isolation. So who takes responsibility for the mechanism to ensure that the collaboration happens is going to be key. And most of the times the law enforcement are completely incapacitated and there's a lot of social stigma and taboo to go to the law enforcement to begin with. So that piece is completely, you know, missing.

And the other piece, which I'm very, very happy that, you know, Cecilia brought about is the whole thing about victim rehabilitation. And I want to flag it off. That's where we as civil society come into -- well, come into the picture where what kind of collaborate needs to happen to really ensure that these children do not fall prey to these crimes over and over again. And you know, while we are talking about all of these children stakeholders, one thing I want to flag off, probably we can take it during the discussion, is how do we bring the citizens in the debate? Because sometimes

reporting to a hotline can seem like a one-way process. I reported and then what happened to the report is something that's not very clear. Are these perpetrators prosecuted? If yes, how many?

Are these victims rescued? If yes, how many? I think for each country, it's important to know what is happening to that report. So I think these are sort of the different layers of collaboration.

>> KRISDA TUPRUNG: In the case of Thailand, actually, the mechanism of reporting procedures still need collaboration better from, like, ISP and the police, because right now, like, when the hotline receives report, we forward to the -- we refer to the police, and also if the content will be blocked or removed by the ministry of digital economy and Social Security this Thailand, which they view us for their court order, and then send that letter to the ISP to take down the content which sometimes takes a long process. So I think it would be better if the mechanism is getting faster, especially for the child sexual abuse material. This content should not be, like, you know, available for anyone to be -- you know, accessed to it, you know, easily.

But I think for the global -- the global point of view, I think the mechanism, between like the hotline working with the INHOPE is a good thing. Because like when the hotline receive the report about child sexual abuse material, if it's hosted in Thailand, then we can forward to our local police. But if it's outside of our country, then we report to the INHOPE database, which, of course, the content also goes to the Interpol database as well. So I think it's very good observation that we have support as well.

>> MARIE-LAURE LEMINEUR: I would like to elaborate a little bit more on what you have just said. You have been working on this for years now, some years. Have you seen a positive evolution in terms of -- you remember when you started how the relationship was with ISPs and maybe police because of lack awareness, et cetera, and where you are now. Do you think there's been a huge improvement?

>> KRISDA TUPRUNG: I would say that before -- in terms of collaboration, I think that the ISPs still -- still -- they see oh, it's -- they have awareness in terms of, like, the priority of the child sexual abuse material online should be as far as notice to take down. But also it's still difficult to build the, like, mechanism between each organization, because some -- like the ISP, they are also a private company. So they think that they need to wait for the court order in terms of, like, removing the content. They don't want to remove the items, if they can get into trouble or lose customers and things like that.

But we -- I think, this specific issue, it will help a lot, yeah, but, still we need to deal a lot better procedure and make it faster in terms of --

>> MARIE-LAURE LEMINEUR: Improve. I think Akari wants to say something and then Maria.

>> AKARI NOGUCHI: Yes. Speaking with the relationship with police, our Internet hotline center is fully funded by the national police. So we, of course, have a strong collaboration with the police agency and we exchange the information. Also because SIA was funded by the private companies, including Yahoo and other security companies, they will contribute more effectively to ensure the resource, like the money and people, like, those assets. Because like in many cases it would be sometimes hard to raise the funds, but we have the support -- yes, we have the members company and supporting companies. So, like, that will make it more sustainable to keep on running the hotline activities. And, yes -- yeah. That's it.

>> MARIE-LAURE LEMINEUR: Thank you. Maria?

>> MARIA GRAZIA TESTA: Oh, sorry. Yes. I would like to -- I think everybody understood by now that collaboration is at the center of the effectiveness of any hotline mechanism. If you want to have an impact, you must be in collaboration with the stakeholders within the country and also at an international level.

Hotlines which are members of INHOPE have to guarantee that they have established in the country where they operate collaboration with four important parties. The first one are the Internet providers. They need to have a collaboration agreement with the Internet providers at the national level, that guarantee that content being escalated to reflect by the hotline will be taken down.

Then they need to have a collaboration, stated in writing with the government. The government needs to entitle the hotline as a reporting mechanism, as a processor of the reports, and we will see that these already can be given at different levels, and recognize their role also as -- as a knowledge control in the policy making process.

When you have an agreement with the local law enforcement agency, the local police, the local police need -- needs to commit to receiving the cases which are being reported by a hotline and work on them as criminal cases.

Last but not least, with a child welfare institution in the country, which can lead to an understanding and a follow-up of the offline support to the victim, as well as contribute to the knowledge that the hotline has in dealing with emerging cases. This mechanism which operates the country level is then escalated in the international exchange. Every time a hotline member of INHOPE exchanges a report with another hotline, because the content is being hosted in another country, that hotline knows that it will be handled through the same procedures and the same level of in-country support.

Ultimately, all the information which is generated by hotlines members of INHOPE is shared with Interpol, where global policymakers, with global industry representatives, so it has to have a scalable process and a scalable knowledge that invests at all levels stakeholders.

When in country we see obstacles and the hotline cannot achieve the level of collaboration, desire needed, INHOPE comes in with its stakeholders in order to support that process. Several times we have met the country, national police to explain why it is important that they collaborate with hotlines. We have collaborated with Interpol that can join the national police of new hotline countries to make sure they inform the agency about the reasons why they need to collaborate with hotlines and how our hotline can improve the effectiveness of law enforcement as well.

>> MARIE-LAURE LEMINEUR: Yes, those points are very interesting, and it might sound simple, the criteria that, you know, Maria highlighted, but in some countries, it's actually not that easy in the sense that we are aware that in some countries there are some tensions with -- either between civil society and the police, or there maybe is some -- you know, the public doesn't really trust the police for many different reasons. There's no tradition collaboration between different sectors. Government is not used to collaborating with private sector or civil society. So maybe different culture, political, social issues that can interact and interfere with this particular process. So I would like to ask if someone in the audience has a particular comment or wants to ask a question about these aspects at this point.

No? About the experience in the region and if you have something you want to add to the points that we made so far? Or online, we have no questions? Remote participants this we don't? At the moment. Very well.

So another aspect that's -- yes, sorry. I have to wear my glasses. Sorry, please come to the mic.

>> PARTICIPANT: I had the policy team at Access and sit on the board of trustees on the freedom foundation. My question was in terms of the hotline cooperation work you mentioned. One there is much collaboration with ICE in the region. I'm curious because I know the national center for missing and exploited children, they work through ICE and they have a regional office, at least in Sri Lanka and I wonder how that works with some of your networks.

And secondly, on the national experiences, the contact points in the region because of my limited experiences, there aren't too many national contact points and particularly in South Asia that can be a problem. Some countries have them. Most don't. I'm curious on that experience. I have other companies, I shall hold

off but these are two questions just on process.

>> CECILA WALLIN: In regard to the first question, which is the collaborate with NCMEC. They are a member of INHOPE. So that means that every single URL, which is processed by NCMEC is also inserted in the common system by all the hotlines by INHOPE and feeds data to the materials and actions, the in-country operations with the local stakeholders. So a French hotline might receive a list of URLs from NCMEC and will action them in country making sure it is escalated to the local web hosting provider, and to the local police. And providing feedback back to NCMEC through the system on what actions have been taken.

Regarding the second question which is the regional contacts INHOPE started as a Euro centric organization. Most of our hotlines are residing in the European Union and they operate within the European Union policies and agreements, although in the past years, the biggest effort of INHOPE has been that of developing the same network and the same strategies at a regional level in Latin America and in Asia Pacific.

Some examples of success are the hotlines which are represented today here, like Japan and Thailand, but we also have situations where the local environment is still not robust or mature enough to create the policies that will allow a hotline to be efficient, to be effective, and so we have cases like India which is supported by the internet watch foundation itself, a member of INHOPE, in order to -- to at least raise to public awareness the issue of child online sexual abuse material.

The way we go about establishing regional contacts, normally is driven through regional expertise. There are many NGOs which are already operating in these regions for many years, who advise INHOPE regarding countries where there is an emerging issue, and emerging issue of hosting or there is an emerging issue of -- or possibility or opportunity of collaboration.

Every country which has a hotline makes the entire network stronger. INHOPE enters these countries and tries to collaborate with the countries which have been advised and guides them through a process which can take from one year up to five years, the entire process of developing hotline, developing relationship with the local stakeholders and entering these greater network.

>> CECILA WALLIN: And I just want to add that NCMEC is one of the -- what can you say? They are connected to the ICSE database.

>> MARIE-LAURE LEMINEUR: Maybe we could clarify the ICSE database is the date, base of the images of Interpol?

>> CECILA WALLIN: The international child sexual exploitation database. 50 countries and Europol.

>> MARIE-LAURE LEMINEUR: And NCMEC is in the US, and it's for

the national level. Our speaker from the FBI, the embassy, I don't think he's connected remotely, is he? He was kind enough to provide some answers in written form to the questions that we are discussing here and one of the things he was -- he was saying and I'm -- you know, he shared the answers. We read on his behalf.

He was emphasizing -- he would like to emphasize the fact that this collaboration is very important from FBI perspective and, of course, he's saying that there are 60 countries connected through a listserv and for them, it's very important to have this exchange of information, and discuss cases and he said that only in Thailand NCMEC has been sending 50,000 referrals to the Thai authority, the Thai authority. 50,000 referrals to the Thai police. So I don't know, do you consider it's a lot or it's very little or -- so there is collaboration through different channels and somehow hotlines involved in the process.

Do we have another question from the audience?

>> PARTICIPANT: My name is Luis I'm with a human rights center from Malaysia. First of all, thank you to the panel for enlightening me on this hotline issue before. That, I do not know about this facility. I guess it is because Malaysia, only passed the sexual offenses against children act this year, 2017, to legislate against child pornography. So I see that there may be a need to set up this hotline in Malaysia. We do have hotlines to report on abuse of the Internet but not specifically on child pornography. So my question to the panelist, what is the best approach to setting up this hot line for your experience. For example, difficulties you faced when you first started this hotline. Should we lobby with the police to set up to do it? Should we be lobby, or get INHOPE to help us?

>> MARIE-LAURE LEMINEUR: Oh, all of it.

>> MARIA GRAZIA TESTA: Definitely. INHOPE has two sides of it. It has an association and a foundation. Our goal is to help in any possible with system tools and processes, lobbying, networking, groups that want to start up. So when we start, at least to understand what it means to have a hotline. (Audio garbled).

We collaborate with organizations. (Audio garbled).

>> MARIE-LAURE LEMINEUR: Uma, yes, please.

>> UMA SUBRAMANIAN: You say that you don't find this existing situation in Malaysia. The associations, you know, meet some folks and understand where the civil society stands and also study the existing models of hotlines that we just presented to you and perhaps have sort of wide-spread discussions with civil society groups to understand and are in a position to look at this approach.

Coming from an Indian experience, I think that was the first step that we did, was really get our research together and understand what were the models, before we said that we could bring in, you

know, one more group to the country.

Yeah.

>> AKARI NOGUCHI: Our organization is also relatively new. So we always can talk to the other groups. So INHOPE, of course and other companies, like who has motivation on the issue, or who are aware of those issues, and also we talked to the civil society, like, in the UNICEF and ECPAT and Stop Japan. They are well known and they have a better understanding of the all striations. I think the key point is to talk to the stakeholder that has already, like, experience and gather the people and create a circle of trust, kind of, to establish the hotline.

>> UMA SUBRAMANIAN: One more point. I think it would be interesting for you to look at the law and see how robust it is in terms of setting up your own hotline. So, for example, in India, currently the way the law is, that an Indian agency cannot be looking at child sexual abuse material because it's illegal under the law. And thus we had to partner with somebody who can look at the images and eventually take it down. I think it's also good for you to see what is the legal framework that's available in the country, for you to get started with a hotline.

>> MARIE-LAURE LEMINEUR: Very good advice. And it certainly sounds like Malaysia right now as a country is mature enough and is at a stage where it's right moment. And I think you said it, you're right, that's also my opinion, hearing a little bit about what's going on there. It's the right moment to start thinking about these mechanisms.

And the point that you raise is very interesting because legal framework, definitely. We condition a lot -- I mean we impact on the kind of structure that you can set up. Looking at the kind of model you want to implement and this is the next question we had on the list and it was raised in the introductory remarks. There are many ways to set up the hotlines S. it more convenient for Malaysia or any other country in the region to have NGO-led mechanism or private sector-led mechanism? Is one better than the other? I have my own opinion but I would like to ask the panelists to express their opinion on this.

Is one system better than the other, or do you think it really depends on the needs of the country and get together the stakeholders and decide the type of model that they want?

>> UMA SUBRAMANIAN: I think I would go with the latter option. There has to be a widespread consultation in the country to understand what can be best for the country.

It will be very difficult for us to say that an industry-led model which has worked in the UK is going to work in India, where we know that the government is extremely critical and there have been

issues -- there's a lack of trust on both sides of the table. I think it's important for us to evolve the best model for each country and in each cultural context. I mean, I wouldn't say we can have one model. I don't know what the other panelists feel in terms of the best model.

>> CECILA WALLIN: From our perspective, the most important thing is whatever kind of construction it is, the images need to go finally to law enforcement to victim identification purposes.

>> AKARI NOGUCHI: Yeah, I agree on that point. We need to cooperate with the NGO and the civil society too, and most importantly, we need the strong collaboration with the law enforcement. By that, like, we have the actual power to work and say the victims and also have been the collaboration with the law enforcement will enhance our trust, and that it will contribute more to the more effective removal to the ISP because in a way, they are a bit afraid of getting arrested or being criminals or, like, having the law enforcement collaboration is the key. Thank you.

>> MARIA GRAZIA TESTA: I would like to first of all making a note what has been a big obstacle to law enforcement and to ISPs until today. The number of reports.

So any ISP has a reporting page, where the public can report abuse material. Social networks have it, host providers have it, but the point of view what any member of the public might see as abusive content varies a lot. So ISPs receive tons of the reports for very minor issues related to the individual perception of immorality, mixed together with crime and evidence of crime, without any way to filter through those and having to really run an entire operation in order to just filter through what a perceived abuse and what is an effective actual abuse.

The same goes for the police. Very often the police receive this first case. So a lot of cases in a mixed bag with the greatest degree of gravity and known evidence. So the public might encounter photographs, videos, which have already been in circulation for ten years, are already known to the police. The case has already been investigated, possibly closed, and it's presented again. And you might have in the same minute, you might receive 200 reports of known evidence and 200 reports of things -- and one single piece of evidence of new evidence, a crime that's being perpetrated right now and not being persecuted. So having a hotline that can assess indications is obviously a great facilitation to both the industry and the police, because somebody else is going to filter new evidence, comparing it to the existing databases. Somebody else is going to filter actual abuse from perceived abuse.

Now we do have the situation of countries where assessment is not allowed, but even then having a group responsible for the

forwarding of cases is already shedding some work off the operations that law enforcement and ISPs can put at the disposal of society and their own platforms. Now a few examples, we talked about Japan.

Japan, we have a private organization, Yahoo! which is collaborating with Safe Society. And they work on a tender by the national police. So the national police are financing the hotline that operates as an NGO through a tender.

We have other mechanisms, left's talk about Czech Republic. In this case, we have an alliance of all the industry players, mainly registers and web hosting providers who decide to put a little amount aside, the amount of the income of the main registration, and to put it in an organization that would run the hotline. And they run the hotline within the offices and within the tender for crime intelligence with the national police.

So we see that -- and then we have, of course, welfare -- child welfare organizations that run on NGO for child protection and within these NGO, they have a helpline and they have a hotline, but in any case it works when it's not isolated. When we see there has been a combination of efforts, this has been a commitment by more parties to pursue common goals. So not an individual party pursuing specific individual objectives, but a mix as we see here. The police and the private industry and NGO and a government tender, et cetera.

>> MARIE-LAURE LEMINEUR: It certainly sounds like a good marketing argument for those of you who want to approach the local authorities and say, either the ISPs or the police say, hey, you know, we can be part of the system and help alleviate the workload and we just need to work out a few details and start collaborating. So I think this is -- and I'm thinking also of a comment that Joseph, who is our remote speaker made about the fact that the NCMEC, the hot line in the US has received, according to him, a lot of bad press because they are set up legally speaking as a not for profit, as an NGO, but they receive a lot of money from the US government. So he was saying, you know, there has been a media questioning the fact that they are a not for profit on paper, you know, but yet they receive US government funding, substantial amounts.

And this is, I think, an example of the kind of debate or discussions that could easily take place in any country, that we need to pay attention to when we think of, you know, potentially of a new mechanism that we want to set up in a new country, specifically in this region.

Yes?

Do you want to -- do we have any -- another question from the audience or from the remote participants? No question?

Very well.

We can then move on to another question that is related to security

and privacy issues, because we were also interested in discussing a little bit. We are talking here about mechanisms, about institutions, organizations that are receiving very sensitive materials, illegal content, some of it. And then it will be transferred on to the police in, you know, if things work out well.

So we talking about citizens, Internet users reporting to a mechanism that is online, to an online platform. In some cases the report is anonymous. In other -- (No audio) and others persons would provide personal information if they want. (Audio garbled).

They can prevent some people from wanting to report or discuss this due to the sensitivity of the material. Do you want to discuss this?

>> AKARI NOGUCHI: Yes, in Japan, I mentioned a bit in my presentation but basically, we don't require the personal data of reporter or the target. We just ask for the URL and then we can check the material over there and our analysts will judge if, like, if that should be handled as illegal. So basically we try not to collect the personal data because it's very sensitive, especially these days for the privacy. Also, like, to secure the information, is, like, we use the confidential, when we exchanged the information with the police. And only the authorized operator and police agent can access to it.

>> MARIE-LAURE LEMINEUR: Thank you, Krisda. Do you want to talk about the security protocol you implement so there's no misuse or abuse?

>> KRISDA TUPRUNG: For the ThaiHotline, we have the reply service, of course, it needs to be anonymous for the reporter because they feel more comfortable to report to the ThaiHotline. And across the -- at the hotline itself, the people who maybe have seen the -- like the child sexual material, they don't want to go to the police or they don't want to report to the government or the police. So they refer to report it to the hotline and that's why it's important to have the -- the form anonymously.

But also in the ThaiHotline form, we have the option if the report -- the reporter wants to have their information, just in case that, like, sometimes they need some help or they want to check about what is the status of their report that they send, submit or something like that.

So -- but we are not sharing that information to anyone and also in terms of the web services as well, we have CTPS, which is the -- in terms of, like, protecting the database and also the -- we have the different lighting pairs which means for their hotline analysts when they want to lock in to check the cases, they will have to key different URLs, which is not -- and also the database. It's a different one from the landing page.

>> MARIE-LAURE LEMINEUR: Do you want to add something?

What kind of mechanism without, of course, sharing confidential information, but what kind of mechanism did you establish to, you know secure your system?

>> UMA SUBRAMANIAN: So the partners would be in the UK, any person can anonymously report. Once you reported, if you choose to give your information, the data -- it's every three months based on the data in the UK. We don't get any access to any information of who reported or who were these people who were going online and making these reports, et cetera.

What we do know are the number of reports that were made, and what was the nature of the reports and how many reports were actioned, et cetera.

But one point I would like to flag off here is privacy is a looming question that is not answered in India, because the anonymity could be compromised. And there is something called reporting in good faith under the law and we realize there has to be a nuanced position as to what is the good faith. You know, what does -- what do we really mean by when we say that the person has reported in good faith? We also have a law which mandates every citizen to report any form of suspected or actual child suspected abuse, imagery or otherwise. That's in correct contradiction. Of the law says that you will have to report to the law enforcement. And you will have to go to the police.

So, I mean, these are sort of the issues that we are facing at the national level because we have also had cases where, you know, in a case of a 7-year-old girl who was raped, the center bureau of investigation actually put in a petition to the court, asking the court to issue an order so that the biometric details of everybody who lived in the community can be released so that they can crack down who is the perpetrator, and the court did pass an order like that and subsequently the order was pulled back.

So there is an ongoing debate in the country about anonymity and privacy. So one has to look at this very carefully, once the hotline is established for India.

>> MARIE-LAURE LEMINEUR: Have you had the opportunity to discuss some of that with the media? Are they contacting you to try to discuss this?

>> UMA SUBRAMANIAN: Not at the moment. I think where we are at, we are still at a phase where you know, the government has -- the government thinks that the government has done its bid by passing an order and that it has to be implemented. Now we have to see what happens when this implementation happens. That's the IWF list but the discussion is going on, what is this mechanism that will be in India.

>> MARIE-LAURE LEMINEUR: Yes.

>> UMA SUBRAMANIAN: And I don't think we are there in terms of having a concrete answer to that. Once we have sort of some kind of consensus among the government and the private sectors, I think we will be in a better position to look at the nuances of data, and whom to report, et cetera. But we are in a very sort early stage at the moment.

>> MARIE-LAURE LEMINEUR: That's innning. It's the chicken or the egg situation. So all of those questions -- it's a good momentum in the sense that there's no specific answer to all of the questions, which is okay but they are starting, you know in India. The government is starting thinking, what can we do about this? And then the ISPs, you know, coming together with the NGO. So I think it's -- it's an opportunity -- I mean, the fact that the mechanism has been created triggered all of this.

>> UMA SUBRAMANIAN: Yeah.

>> MARIE-LAURE LEMINEUR: And then along the way, maybe, you know, short-term, medium-term, you know, some of those questions -- yes, we will have some answers or maybe the law would be clearer in that sense.

But this is taking me back to something we mentioned earlier about the awareness and knowing that those platforms exist in the country where they are. And this is a reported aspect. That's one of the questions that was raised. I heard where they created recently one of those platforms and basically they don't receive much reports because no one -- the wider public, they don't know that they exist. And they even don't know how to report. So before -- or before establishing this type of mechanism, you also have to think about how do you disseminate the news that it's around, and how do you advertise it's around and what it is for, and how it works? So that, you know, gradually, there is some level of awareness in the country, and people start clicking and sending when they find, because the fact that they don't raise a report doesn't mean nothing is happening. It means that maybe the wider public doesn't know that there is a place where they can report.

Do you want to comment on this?

>> MARIA GRAZIA TESTA: Yes, I think definitely the organization that is running the hotline has to think about how they will advocate and make the tool known to the greater public. The government can definitely assist in this by launching national campaigns of information.

At the same time, I would like to say the industry is helping us in this. Earlier on today, we had a workshop where a representative of Google provided their example. Every time a search warrant is inputted in a search engine that refers to a sexual

imagery that -- regarding an underaged person, the search results are not being displayed. what's being displayed is the criminal law, and using child sexual abuse material or using it or disseminating it. So the viewer or whoever would like to become a viewer is immediately informed of the legislation surrounding what is happening.

We talked earlier on about the fact that in some countries, it is a crime not to report a crime which is being witnessed. That applies also to child sexual abuse material online. If I see it, and if I don't report it, in many countries, I'm committing a crime. Although the country has made a specific commitment with the hotline to guarantee the anonymity of the reporting mechanism.

Why? Because if the reporting mechanism is not anonymous, there is simply no way we are going to get those cases reported. So having a pop-up message appearing every time you watch or you come close to watching child sexual abuse material, reminding you that now you have to report it. But having a facility, by the government and the police, to do so anonymously, guarantees that the report is coming to the hotline.

Last but not least, it's not the role of the hotline to enforce country legislation. We have should always abide by the rules of a country. The hotline is a mechanism that facilitates the reporting and has to do so guaranteeing the total privacy of the mechanism. If that is allowed by the -- again, by the agreements with the country laws. This is done by securing our systems and ensuring we apply the data protection and ensuring we secure the processes we execute, information cannot -- cannot be -- we only hire people who have been screened check or security checked to make sure there's no level of leak and we protect the crime evidence we are collecting, the victims, and also the reporting public.

It is then the role of the law and then only of the law to act in the persecution process according to the laws of a country, which need to be respected in any case.

>> MARIE-LAURE LEMINEUR: Thank you, Maria. And then we have Edmund.

>> AKARI NOGUCHI: Two tapes that SIA is doing. He with have our search engine on Yahoo, like every time, they come the Internet users, the child pornography, or revenge porn, we show the icon and like the hotline information for the easier reports for the general Internet users. Also, we try to keep the relationship with media, because, like, when something -- something -- some cases happens, like, the murder on the revenge porn or something serious happens, the media will explode to have the big discussion and lots of, like, published data and things. So we keep the relationship with media, and like, whenever, some serious cases occurs, like we get invited

to give the idea or opinion, sometimes in the morning show or like a news show and that's good publicity to be well known in the public and to contribute more to fight against those illegal things. Mar thank you very much. Edmund, do you want introduce yourself and ask the question?

>> PARTICIPANT: Sure. Edmund Chung here. The question about privacy and security, especially for those would be reporting is very important and good -- you know, I'm excited to hear about Thailand and India and others. David and I, we have been working on this hotline, the helpline in Hong Kong for sometime. Recently, we come across one particular interesting issue, and I wonder if you guys have already looked at it and thought about it. Not only is it a report. The interesting thing, when you are online and when you are filling out the form, as you fill out the form, if the person, if the reporter does not click submit, the question is: Do you keep the data or do you discard the data?

Of course. There is one side of us that says, hey, let's keep the data. Maybe there's some reason we might want to use that information. On the other side -- but that is a problem, right? Maybe the person doesn't really want to submit at all, and you need to make sure that that data is not collected. And if we do not connect that data, especially -- I mean, regardless of whether we collect it or not, there's also an aspect whether you make sure that you refresh the screen quick enough, because maybe the person is at a -- you know, at a public place and he or she leaves the computer for whatever reason and the next one coming in may be viewing that particular data. That's an issue whether you clean up the cache on the browser as well.

So those are some of the issues that we are kind of grappling with, and thinking it's -- you know, it's kind of not sure, in some sense, and also, you know, how do you deal with it, especially there are cases as mentioned. The person reporting may even be in distress, right? I mean, he or she may be putting it in and runaway. In these cases how do you deal with it and have you thought through it and what are some of the recommendations?

>> MARIE-LAURE LEMINEUR: Very interesting question. Thank you very much. I know it carries data, privacy and data retention. So do you want to say something about that? Because it's about that data retention, one part of the answer.

>> AKARI NOGUCHI: Yes, that's true. So we basically don't collect the data, unless, like, it's actually submitted and clicked. Yes, because -- yeah. And to be honest, like, among the data, like, there are lots of reports that don't make sense or doesn't -- or like, in some reports of the content, that has already removed, that's fine. That's taken care of. That's taken down.

So but, like, yeah, you're right, you made the right point. I have think the reporter has already stressed and afraid of providing some information. It would be very stressful, hey where do you find it or how do you find it? Like, in some cases, like, it's stressful and it's -- people need courage to make the reports. So, like, we are trying to minimize the -- like, empower them to make the reports by, like, a note, forcing them to provide their information. And in some cases, however, like, the reporter wished to provide their information to get -- sometimes get feedback or like some replies. So in case the reporter proactive provides us with their own information, we deleted the PO D., I think like three months after the case closes or something?

>> MARIE-LAURE LEMINEUR: Three months?

Anyone wants to add?

>> KRISDA TUPRUNG: I think it's very interesting. For the ThaiHotline, our system requires reporter to click submit before we -- the report goes into the system. So basically we never have that issue. But I think as -- as we received a comment, like not to have -- I mean to have just a little bit explanation for the personal report, including also if the -- the sentence that if they are feeling threatened or if they accidentally seeing child sexual material, like not intentional. What is the organization in your country? You are counseling. So you can provide a number to maybe feeling stressed.

>> MARIA GRAZIA TESTA: I just wanted to add that the work of the hotline is not the work of investigating the case. We provide that reporting mechanism. We don't collect the data to understand where is the viewer or the perpetrator. It's not our job.

>> MARIE-LAURE LEMINEUR: Yes. So this is taking me to another point and we have five minutes left. So I just want to very quickly raise the point that Maria very kindly reminded me of that we should discuss that we are talking about filing reports and we are thinking about adults coming across, you know, child abuse images but also let's think of children who are themselves victims of cases of extortion, in cases of, you know, self-produced images in a context of a consensual relationship, with you know, a boyfriend, girlfriend and then the thing sort of gets out of control, and then the material which was supposed to be private in the first, you know -- when they were produced, they are shared, and it could -- it could be that the person portrayed on the image or the friend of this person wants to report the material to those mechanisms. It could easily happen. I mean, we don't really know because most of those reports are made anonymously, but maybe Maria wants to elaborate a little bit more on that.

>> MARIA GRAZIA TESTA: Well, what we also know is that there are

criminal organizations that work constantly on online gaming platforms to approach children. Of course, approaching them as children, start chatting with them, start exchanging views with them, come to an intimate online relationship, obtain material, and then practice extortion towards those children. So requesting the children to pay if they want the material to be contributed, or even worse asking the children to meet up and give more, otherwise the material will be contributed.

So we have the case of extortion and the case of grooming pedophiles, approaching children over -- over the web or over gaming platforms, social networks. So even in those cases, providing information in the country about the channels where children can report these situations is very important. It can be on the helpline and it can be a hotline, but the issue is coming closer and closer to us. So we have to make sure this is tackled, also from an information point of view, as much at large as possible.

>> CECILA WALLIN: And from a law enforcement perspective, we know that children does not report not police.

>> MARIE-LAURE LEMINEUR: So you think this type of mechanism is very useful?

>> CECILA WALLIN: It is very useful for the law enforcement and the victims, of course to have alternatives to report channels.

>> MARIE-LAURE LEMINEUR: Very well. So unless you want to -- do you want to add something on this topic? We have three minutes left, so -- two minutes. Okay. On my computer, it's three minutes.

(Laughter).

So what I would like to do is wrap up, and as a mean of concluding the session is to ask you about the future of the hotlines and how do you see those type of platforms evolving. Personally, I'm very, very, concerned about the Internet of things, this evolution to having more and more devices connected and, you know, enabling, you know, children to be geo-localized all the time, and et cetera, et cetera. So how do you see the reporting mechanism in the future evolving? Also there's an issue around do we want to continue creating platforms at a national level in very big countries? Do we want some of them to be established at a state level? I don't know if you want to comment on this to wrap up.

>> KRISDA TUPRUNG: Yes, actually for the ThaiHotline, we are looking at the future. I think it's -- we look up in good practice because they have the ideas of different types of hotline in different country. So they have good practice that we try to, you know, create a good mechanism and try to, of course, make the procedure of notice and take down on the child sexual abuse material online, you know, as far as possible. So --

>> UMA SUBRAMANIAN: I think from the India point of view, the

key is to break the local way. There's a lot of mistrust and opacity on all sides. It's important to get all the stakeholders on the table to really understand where each one stands before we even start looking at a mechanism for the future and when we do, we there will be a lot of commitment financial and otherwise from both the government and the civil society and the private sectors.

And so that's where we are at at the moment.

>> AKARI NOGUCHI: In terms of the mechanism, I think the automation is the key, because, like -- yeah. If we have automatic take away, like put the fingerprint of the material or like a DNA, like, if they go -- I think like some hotlines may have it, but we can identify some material is like, already pornographic, like we don't need to check every material and to minimize the operation time to do the more effective taking down.

Like, in addition to, that I think we still have some challenges, like from Japan perspective view, like raising the awareness is one thing, and after care is another thing, corroborating with the NGO and also like one emerging thing is like a direct communication, like on the system exchange, like, happening in the direct communication. We cannot do that, something as a hotline, but, still, like the issue is occurring. So I think, like, as an SIA, we also need to think the counter measure, and, like actual online grooming being -- ending up with, like the actual meeting um with like kids and without.

>> MARIE-LAURE LEMINEUR: Very well. Thank you. Do you want to add?

>> MARIA GRAZIA TESTA: Just briefly, we definitely need to have a common commitment to bring in scientific research. So understanding what is the challenge that's coming next. Bringing technology, bringing technology partners who can help us, developing technology that can help us. We have this spread of the Dark Web that we haven't talked about today. We know how much it will increase the use on mobile applications and on mobile networks. We have livestreams for which we don't have an easy solution. Unless we work with research, we work with technology and we work being at least one step behind, not ten steps behind criminal organizations and innovation, we won't be able to face what's coming next.

And the key word for this is commitment by everyone. So we have to work towards that, towards bringing on the parties, to a common commitment.

>> CECILA WALLIN: And I totally agree on that. This is not an issue that will be less. This is growing. And we have children everywhere, in every country and city being sexually abused and exploited online this is a responsibility for all of us to go. It's children's responsibilities. It's a parent's responsibility, the

government, the industry, the organizations, law enforcement, all together, and we cannot do this on our own.

>> MARIE-LAURE LEMINEUR: Thank you very much. We have to wrap up, because the -- we have been told we have zero seconds left. Thank you very much to the speakers and for the quality of the presentation, and the comments and to the audience, also for the interesting questions and I hope it has been an interesting debate for you, and I hope you can enjoy a good coffee or tea now. Thank you very much.

(Applause).