Digital manual for the young

#reagiramnanasilje

for ages **13+**

"Yes, there are dangers, but with this book that shows and points out some dangers you educate yourself and become safer."

What did we agree to?
SNAPCHAT EDITION

Digital manual for the young **#reagiramnanasilje**
What did we agree to? Snapchat edition

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REPUBLIKA HRVATSKA
Središnji državni ured za
demografiju i mlade

Centar za nestalu
i zlostavljanu djecu

ZA ODGOJ DJECE I MLADEŽI
dom OSIJEK

Ne(t)ko
program prevencije
svih oblika nasilja nad
i među mladima

csi.hr
Centar za sigurniji internet
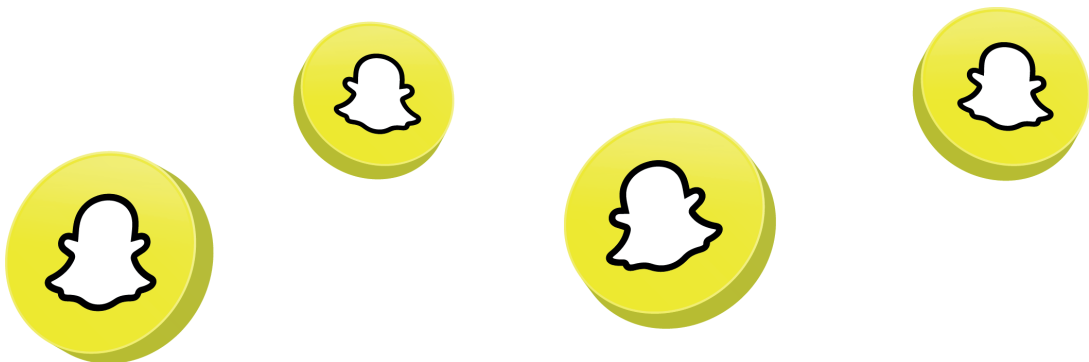
What did we try to achieve?

Snapchat related, I think we should write about all the things that we discussed about - possible threats, things that we agree to without reading, but I think we could also write that it is not necesseraly dangerous if the person knows how to use it. I use it for three years already and didn't have any problems whatsoever. Like, that we don't put it in a negative sorroundings, but to say, yes, there are dangers, but with this book that shows and points out some of the dangers you educate yourself and become safer.

Đurđica, *representative of the Safer Internet Centre Youth*

Center for Missing and Exploited Children is a leading organisation that acts more than fifteen years in the area of protecting children from abuse andsexual harassment on the internet. We care every day about children that are in unfavourable life situations and we aim to elevate the quality of their lives.

In cooperation with the community, experts and authorities we work on prevention of children dissapearing and offer support to the families in crisis situations.

Safer Internet Centre is established in the year 2015. and we have a free and anonimous phone line 0800 606 606 (available every work day in between 08:00-16:00 hours), We also have a hotline form for reporting inappropriate content online and Centre for support and informing who's primary role is sensitization and informing the public about possibilites of misuse of modern technologies and ways of protecting yourself online.

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Introduction

Dear young people,

If you are 13 or older – this digital manual is for you! The purpose of this manual is to inform young people (specifically high school students) how to recognize different forms of violence - from relationship violence, emotional violence, sexual violence, and electronic violence, to make you aware of your role in realizing and reporting violence, but also to instruct you on how to react and who you can turn to for help.

There are different definitions of who young people are. As stated in the United Nations Convention on the Rights of the Child (UNCRC), a child is any human being under the age of 18. According to the United Nations, young people are individuals between the ages of 15 and 24. According to some programs of the European Union, young people are individuals from the age of 13 and even up to 35 years of age (according to the Council of Europe).

Young representatives of the Center for a Safer Internet also took part in creating the manual. Young people, just like you, are interested in the topic of safety on the Internet with the desire to make their peers aware of the issues dealt with by our Center. Our representatives have personal experience with social media; hence we believe they should write about social media, rather than us adults who tend to use it less.

We have been hanging out with our representatives from the Center for a Safer Internet for most of the summer and are glad that now, before the start of the new school year; we can share the topics we explored with you. Through our work, we decided to focus on Snapchat. Our representatives are the ones who chose this network; they've decided that this is the platform they want to get to know better, to discover "what we've all agreed to" in the terms of use, and to alert you to potential dangers and guide you on how to react if you encounter violence!

Regarding the participation in youth meetings, through anonymous evaluations, they shared with us how they felt at the workshops, i.e. what was particularly important to them.

Keep in mind that the examples in this manual are based on real-life scenarios. There is a possibility that you have experienced some form of violence, which we will discuss further. You may recognize that one of the described situations happened to your friend, acquaintance, or family member. Be aware of your

We were productive and active, had a lot of new ideas, and "produced" something that would help other young people.

The ability to spread information and knowledge to others.

Nowadays this is one of the most useful topics.

We learned more information about artificial intelligence. We can learn some dangerous sides of other applications.

We've talked about some things regarding Snapchat that we have not discussed before.

When we got together I heard the thoughts of the others in the team and thus I got the perspective of others.

It was significant for me that I was able to transfer my knowledge to the other members of the group.

We talked about concrete examples and ideas.

I learned things about Snapchat that I did not know before and thought about how to introduce parents to the app.
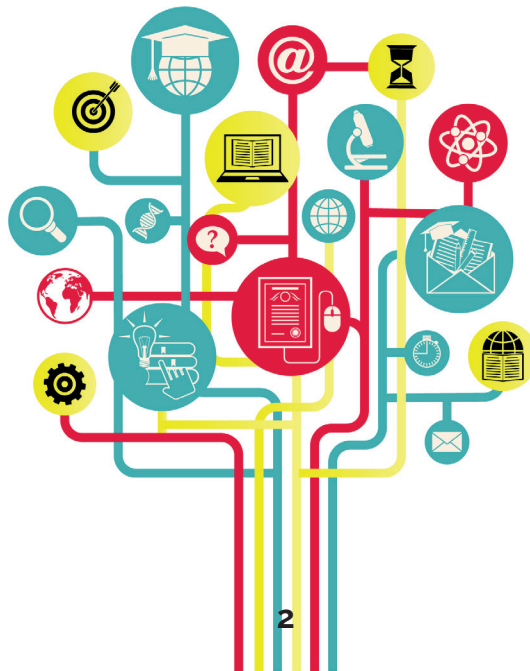
reactions or the reactions of your friends that these topics may provoke. Violence can affect anyone. If you feel that the topic disturbs you and affects you emotionally, talk to trusted adults, and ask them for help and support. If at any time you feel discomfort or the need for a conversation, your school's professional team and the experts from the Safer Internet Center are available for discussion and support (the contacts are listed at the end of this manual).

The goal of this digital handbook for young people is to increase the reporting of online violence. Remember, if the number of reports increases, it does not mean that more incidents are occurring. It is more likely that the number of incidents remained the same, but more students were encouraged to come forward to report them. This should be considered a positive step.

Thank you for helping to make the Internet a safer place for all of us.

The digital handbook for young people is free and available for download on the website www.csi.hr.
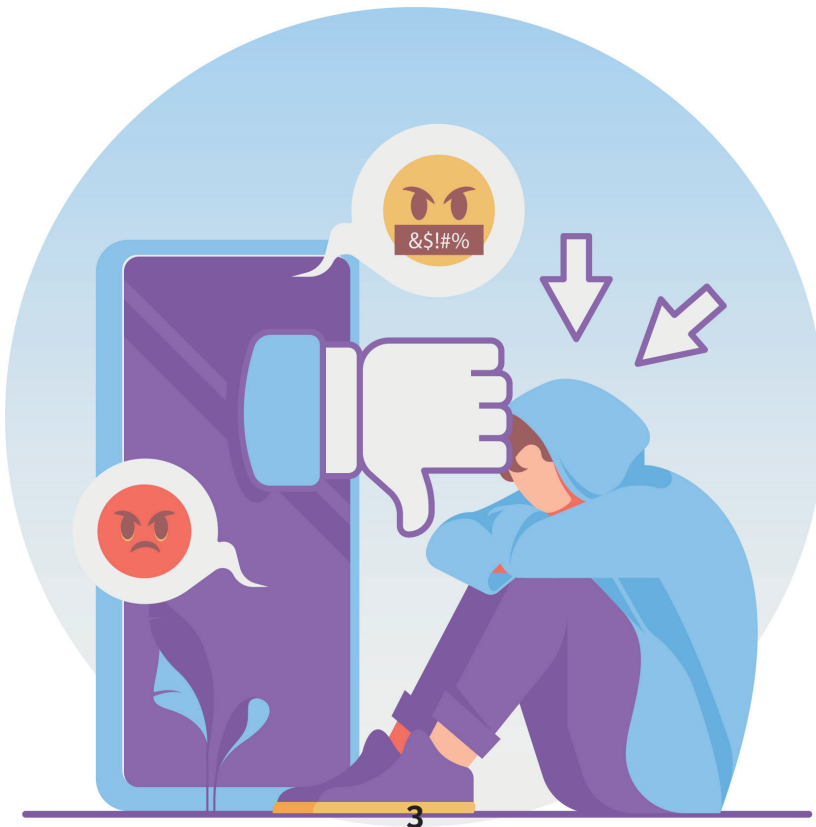
About the project - Ne(t)ko - program for the prevention of all forms of violence against and among young people

With the Ne(t)ko project – a program for the prevention of violence against and among young people, we aim to include a large number of citizens who will be informed and sensitized through a free psychosocial counseling service, education of young people and experts, the establishment and maintenance of intersectoral cooperation, and through promotional activities.

The project's activities include education for young people, providing psychosocial help and support, a public forum for young people, educational activities for experts, and a round table. Through the implementation of the #reagiramnanasilje (#Ireacttoviolence) campaign and the creation of informative tools, we strive to introduce innovative ways of educating the general public and better opportunities to report violence against and among young people. Through a comprehensive media campaign, the campaign #reagiramnanasilje (#Ireacttoviolence), through the marking of important dates, we wish to inform and sensitize the wider population of citizens in five counties about the prevalence of violence and the obligation of every citizen to react promptly to protect children and young people from it.

The Ne(t)ko project focuses on preventing various forms of violence among young individuals, with a particular emphasis on electronic violence. Its primary goal is to prevent all types of violence directed at and among young people. The project aims to enhance the skills of young individuals in non-violent communication and conflict resolution, ensuring a timely response to any form of violence. It emphasizes networking and adopts an interdisciplinary approach to address this multifaceted issue.

Why the name Ne(t)ko?

The name of this project draws inspiration from a common Croatian saying that pertains to resolving issues of violence and the tendency to defer responsibility in addressing resulting problematic situations - "Someone else will."

Based on that statement, the inspiration for the name arose. It was named "Ne(t) ko" to draw attention to the problem of diffusion of responsibility in society in situations where it is necessary to act quickly and efficiently, especially in situations where children and young people experience violence.

Diffusion of responsibility – is a phenomenon described by American psychologists John M. Darley and Bibb Latane as early as 1968. The assumption is that the greater the number of observers in a crisis, the less likely someone will help.

Ne(t)ko
program prevencije svih oblika nasilja nad i među mladima

Objectives of the project

Improving the quality of life of young people, protecting their mental health, and preventing all forms of violence against and among young people in the Osijek-Baranja, Vukovar-Srijem, Brod-Posavina, Požega-Slavonia and Virovitica-Podravina counties.

Specific goals of the project:

- Reducing the incidence of all forms of violence against and among young people;
- Improving the cooperation, knowledge, and skills of experts in the field of social welfare, upbringing, and education in the field of child safety and protection with emphasis on the prevention of electronic violence against and among young people;
- Improving the quality of life of young people and protecting the mental health of young people;
- Informing and sensitizing the public about the problem of violence and encouraging it to be reported.

Project duration: January 1, 2023 to December 31, 2023.

Contact person: Nika Šiprak Wendling, e-mail: nika@cnzd.org.

REPUBLIKA HRVATSKA
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demografiju i mlade

ZA ODGOJ DJECE I MLADEŽI
dom OSIJEK

Young people - where are you?

According to Eurostat statistics, in 2022, 96% of young people aged 16 to 29 in the EU stated that they used the Internet every day. According to the data, 84% used them to participate in social media networks.

As many as 10% of high school students in Croatia (deSHAME research conducted by the Center for a Safer Internet 2021 on a representative sample of 2016 secondary school students in Croatia) state that they use the Internet and social media, for more than eight hours a day. The most used platforms are YouTube, Instagram, Whatsapp, Snapchat, and TikTok, followed by Facebook or Facebook Messenger, Discord, etc. We can conclude - young people are on the Internet!

The representatives of the Center for a Safer Internet decided that in this handbook for young people, we will cover the topic of Snapchat and the potential dangers that its use brings. As stated in the introduction, we are aware that the use of this and other social media brings various benefits for young people, but we still think that it's important to be aware of the dangers. It makes us ready to react when (and if) something happens that threatens our well-being and safety.

Young representatives of the Center for a Safer Internet took part in creating this manual. We spent most of the summer together, and we are glad that now, before the start of the new school year, we can share the topics we explored with you. We decided to add a section dedicated to Snapchat - a social media platform used by many young people in Croatia. Our representatives were the ones who chose this platform. They decided that it was the platform they wanted to get to know more about, find out "what we agreed to" in terms of use, point out possible dangers, and guide you on how to react to violence if it occurs. I enjoyed working with our representatives and I look forward to seeing where this cooperation will take us in the future.

Martina, psychologist at the Center for Missing and Abused Children

How to protect yourself if you do not even know what it is?

In this chapter, we will deal with forms of violence. We think this is vital because to know how to protect ourselves, we must first understand what behaviors are considered violence and abuse. We remind you that there is a possibility that you have experienced some of the forms of violence that we will discuss. You may also recognize that one of the described situations happened to your friend, acquaintance, or family member.

If at any time you feel discomfort or the need for a conversation, your school's professional team and the experts from the Safer Internet Center are available for discussion and support (the contacts are listed at the end of this manual).

We are young and do not think much about what is on the other side of the Internet. We should be sufficiently informed about the positive and negative sides of the Internet and this makes the digital community a better place. Snapchat is a social network with which we can save memories, so do not forget to create memories in reality.

Lejla, representative of the Youth Center for a Safer Internet

Abuse and neglect

Abuse is any form of physical and/or emotional abuse, sexual abuse, neglect, and negligent treatment or exploitation of children that results in actual or potential danger to the child's health, survival, development, or dignity in the context of relationships of responsibility, trust, and power. Abuse is any vile acts and harsh treatment by parents, adoptive parents, guardians, or other persons in the upbringing of a child. When the abuse is physical, it consists of physical pain.

Neglect or abandonment is failure to meet the child's needs to an extent that significantly affects the child's physical and psychological development. It is not always intentional, and the line where neglect begins is not always completely clear. Abandonment is any active or passive behavior that neglects the duty of raising and educating a child. Coarseness means the insensitivity of the perpetrator regarding his obligations to the overall care of the child.

The existence of neglect is determined in each case separately. It depends on the repetition, degree of omission, intensity, concrete circumstances, and also on the subjective attitude of the perpetrator (survival, sadism, hatred, complete lack of interest in the fate of the child). It often manifests in the neglect of the basic needs of life, nutrition, care, hygiene, health, clothing, housing, etc. The consequences are mainly educational deviations, neglect, and antisocial and delinquent behavior.

Sadism - enjoying someone else's suffering, torturing someone

Neglect - the quality of the one neglected or the property of that which is neglected; synonym - dereliction, forsaken

Delinquency - socially dangerous acts prescribed by law as criminal; behavior contrary to legal, religious, and customary rules or moral standards of society, which threaten the peaceful coexistence of members of the social community.

Domestic violence

Domestic violence is all acts of physical, sexual, psychological, or economic violence that occurs in the family or household or between former or current spouses or partners, regardless of whether the perpetrator shares or has shared the same residence with the victim". The most common victims are women, but victims of domestic violence can also be men and children.

Bullying

Bullying is a set of intentional negative actions that are lengthy, directed toward one student by another student or others, and always accompanied by a disproportion of strengths. With this definition, we included four different types of violent behaviors:

1. verbal (e.g., threats)

2. social (e.g., gossip and spreading vicious gossip)

3. psychological (e.g., following)

4. physical (e.g., hitting).

Sexual abuse

World Health Organisation (WHO, 2006) defined sexual abuse as "the inclusion of the child in sexual activity which he does not fully understand, for which he cannot give consent, or for which the child is not developmentally prepared, or which constitutes a violation of the law or social taboo".

Children can be sexually abused by grown people or other children who are – because of their age or level of development – in the position of responsibility, trust, or power over the victim.

Sexual abuse is not done by grown men only. Women and other children can also commit acts of sexual abuse. This definition gives a wide range of sexual abuse, and it includes those cases in which a child usually is not aware that it is a victim of it.

My message to young people who use social media, especially Snapchat, is not to accept those whom they do not know, or if they do accept them, to block them if you notice that they are unpleasant while texting, or if they send you inappropriate content. You should never send photos of your body to people on social media, no matter how much the person asks for it. Young people who use social media sometimes fall into traps people who want something specific from them set and thus become victims and agree to everything the perpetrator asks of them. My second message to young people is to never let people on social media (or anywhere a young person has contact with an unknown person, on the street, or somewhere similar) know where they live and other private information.

Ljubica, representative of the Youth Center for a Safer Internet

According to the Croatian Criminal Code, sexual abuse includes a range of activities, from violent and non-violent sexual intercourse or sexual acts equated with it, from inappropriate touching to courting an adult, inducing or forcing a child to watch movies, magazines, pictures, and similar materials with pornographic content, self-indulgence in front of a child, showing genitals to a child, exposing a child to pose nude to adults, all the way to the stalking of a child when bathing or changing its clothes.

Sexual abuse involves forcing or inducing a child or a young person to engage in sexual activities that do not necessarily involve a high level of violence, regardless of whether the child is aware of what is happening. Activities may include physical contact, penetration (for example, rape or oral sex) or masturbation, kissing, rubbing and touching over clothes. It may also include watching pornographic content or pornographic performances encouraging a child to behave in a sexually inappropriate manner or recruiting a child for sexual abuse purposes (including the Internet).

Penetration - penetration, the entry of the male genitalia into the vagina

IMPORTANT!

Based on domestic and foreign research and practices, sexual abuse can be divided into:

• Contact sexual abuse - defined as all forms of abuse related to penetration, but also those cases in which the the perpetrator has other physical contact with the victim.

• Non-contact sexual abuse – defined as all the other cases in which the perpetrator does not physically touch the child. That includes recruiting, and exploiting a child for pornography and pornographic performances, introducing a child to pornography and showing them online, sexual exploitation for profit, etc.

Grooming is the name given to the process by which child sexual abuse most often begins. In Croatian the phrase "grooming" can be translated as "recruitment" or "baiting". It is a process in which a potential sexual abuser befriends a child and gains his trust to try to involve him in (sexually) abusive activities. Modern technology is sometimes used for negative purposes, and today's virtual environment gives a new dimension to the recruitment of children by allowing perpetrators easier access to victims while allowing them a high level of anonymity.

Online sexual harassment

Online sexual harassment is unwanted sexual behavior on any of the digital platforms. It's considered to be a form of sexual abuse.

Online sexual harassment includes:

• non-consensual sharing of intimate pictures or videos

• usage of violence or threats

• sexualized bullying

• unwanted sexualization.

Non-consensual – without consent, consent of both parties. For example, someone shares or shows you a photo of yourself that you have sent them.

Exposure to sexual violence leaves both long-lasting and short-term consequences for victims. Long-term consequences can be amplified if content is reshared after time has elapsed.

High exposure to violence in any way seemingly normalizes such behavior, thereby increasing peer pressure and making intervention more difficult

In 2021, the Center for Safer Internet conducted a national survey on risky online behaviors and exposure to harmful content and sexual harassment in an online environment. High school students from all over Croatia participated in the study. There were 2016 participants aged 13-17. Just over 93% of high school students in Croatia reported that they have witnessed online sexual harassment.

One in five high school students reported having witnessed or experienced sexual harassment online in the past year.

Almost 40% of young people report that they have received sexual-themed content from known and unknown people. Of the total number of high school students who participated in the survey, 10% said that they sent their sexual content to others. This kind of behavior is extremely risky. Out of this many young people, only 5% state that the content was sent willingly – others (95%) sent such content at the urging of another person or because of blackmail or threats from another person.

We can say that 95% of young people in this case are victims of sexual extortion and coercion (sextortion) –a crime!

The most common inappropriate behaviors that young people encounter:

• spreading gossip or lies about sexual behavior
• receiving nude, semi-nude, or inappropriate photos or
  messages – even though they did not ask for them
• receiving sexual comments on photos they post.

Violence in peer relationships

There are three common types of violence in peer relationships: psychological, physical, and sexual.

1. Psychological violence: criticizing, insulting, humiliation, verbal threats, emotional threats, isolation, creating feelings of guilt, calling names, and controlling how they dress, behavior and movement, jealousy and possessive behavior destroying things, prohibitions, checking and following, making fun of, gossiping.

2. Physical violence: inflicting physical harm or causing pain – hitting with hands, feet, or objects, pushing, slapping, throwing objects, fractures, bites, burns, attempted murder, and murder.

3. Sexual violence: throwing offensive comments of sexual content, persuading or blackmailing a person to consent to sexual activities, exploitation of an intoxicated/drugged person, coercion to engage in sexual intercourse, sexual intercourse without the use of condoms.

The most common type of violence in peer relationships is psychological violence. It can be on its own or with physical and sexual violence. It most commonly symbolizes the first level of violence in relationships with the intention to humiliate the other person, to downgrade their self-respect, and to assert power over them.

Jealousy is a specific type of psychological violence, which often leads to physical violence and is wrongly interpreted amongst young people as a sign of love and not violence. A person who tends to be jealous is often insecure in their partner's love, which leads them to be possessive, and with time, the intensity of violence can grow with feelings of insecurity and fear.

Electronic violence

Electronic violence is any malicious and repeated use of information and communication technologies to harm someone, or to humiliate, tease, threaten, or abuse them in some other way.

Electronic violence, violence through the internet, and cyberbullying – are the various names for the same type of violence.

It can include:

- sending anonymous hate messages,
- encouragement of group hatred,
- violent attacks on privacy (disclosure of personal information about others, "breaking into" someone else's email addresses),
- creating websites (blogs) containing stories, drawings, pictures, and jokes at the expense of peers, stalking,
- insulting,
- vrijeđanje,
- unconscionable access to harmful content,
- spreading of violent and offensive comments,
- exposure to age-inappropriate content
- sexual lure.

Cyberbullying involves actions that are repeated, intentional, harmful and performed in relationships where there is an imbalance of power. The likelihood of repeated violent situations in the virtual world is inevitable due to the very nature of the virtual world. The superiority of the perpetrator in the virtual world stems from the digital competencies of the perpetrator or possession of certain content (data, images, videos, etc.).

Imbalance of power – does not mean that the perpetrator has to be physically stronger, he can have the "power" because he, for example, has a certain photo of you or information about you with what he is blackmailing you.

As part of a generation that depends on the Internet and social media, it would be unrealistic to say that we should use social media as little as possible. The advice that everyone around us gives - be careful what and to whom you share, is the best message we can send to someone. Snapchat is no exception to that message, and there is a greater responsibility because it is the personal pictures we send. Whichever application you use, from Facebook to Snapchat, you should be careful whom you accept as a friend, what you send to someone, and whom you correspond with or "snap".

Đurđica, representative of the Youth Center for a Safer Internet

Consequences of electronic violence

When compared with "face to face" violence, the perpetrator of electronic violence can be anonymous and can hide behind a nickname, made-up or fake profile, imagined email address, and unknown number. Cyberbullying can leave severe and long-lasting consequences precisely because it can occur at any time and anywhere in the virtual world. The specificity of this form of violence is that the perpetrator often does not have an insight into the consequences of his actions as the victim of violence, i.e. can not see how a victim of violence feels or behaves.

Some of the most common consequences of cyberbullying are anxiety, depression, social isolation, anxiety after using a computer or cell phone, lack of self-esteem, poorer school performance, impaired health, and the most extreme consequence - suicide.

Zajedno do boljeg interneta!

Is there anyone that you can call for help?

Absolutely yes! Experts in the Centre for Safer Internet are available every day on an anonymous and free phone line 0800 606 606, every working day from 08:00 to 16:00. Here, you can get help and support in case of cyberbullying, and you can get advice on how to protect yourself and how to use the internet more safely. In addition, our experts can give you advice on what to do and how to bear with inappropriate content or contact on the internet. Alongside the Centre for Safer Internet, you have other organizations at your disposal – contacts are at the end of the manual. You are not alone.

Reporting abuse – why is it important?

When we talk to young people (but also adults) on the topic of reporting violence, we come across data that a large part of them do not report violence that they see around them. In addition to electronic violence, which, unfortunately, we are all surrounded by, other forms of violence – physical, emotional, and the like – are poorly reported. We ask ourselves what is the reason for this, and how can we as a society respond better? What is needed for that?

Data from the online sexual harassment survey in Croatia (deSHAMe survey conducted by the Centre for Safer Internet in 2021) shows that more than half of high school students respond to it by ignoring it. Nearly half block those involved in this behavior, and 36% of young people turn to peer support. A small percentage of high school students report this form of violence (only 3.7% report it to the police)!

We confirmed that almost half of the young people do not report inappropriate content and unwanted contacts on social media in a survey titled "Mental health and habits of using social media among children and young people" conducted in our Centre.

Interestingly, a study on mental health has shown us that young people on Snapchat usually have up to four profiles! This fact surprised us adults. We were under the impression that there is only one account per person for each social media. It is always interesting to hear what the reasons for opening multiple accounts on the same social media are. Want to share that with us? Contact us! The contact is listed at the end of this manual

We hear that people, children, and adults, think that there is no benefit to reporting violence because nothing happens. Sometimes, you try to report something as inappropriate on social media and only to get feedback that your report was rejected. This happens because social media does not have enough resources to check it or they can not find anything wrong. In case this happens to you, feel free to contact the Centre for Safer Internet, and we will try to help you. If you believe that this can seriously harm children and young people – be sure to report it. If you do not think that you can do this on your own, the Centre for Safer Internet is here to help. Our contact is at the end of the manual.

Why is it so important that you report violence that you see?

When it comes to electronic violence, there are many reasons why it's so important that it is done by young people, just like you.

We think it is important because:

• You are in touch with the things that your peers are exposed to (Algo rithms work by giving us content that in turn makes us stay on social me dia, and it's generated by our interests)

• You spend much more time on social media and the Internet,

• You know all the new trends,

•There's a bigger chance that your friends will listen to you and then consult with experts as soon as they encounter a problem,

• It's the only suitable way to stop the violence from continuing.

What can you do?

• Report every inappropriate content u see.

• Spread awareness on what is inappropriate content and what is electronic violence.

• Do not turn your head away from the problem – react and ask for help.

What are inappropriate contents?

We have asked the young – what is inappropriate content on the internet for you? Some of the answers are:

• threatening messages,
• false introduction,
• nationalism,
• insulting,
• sending naked pictures,
• terrorism,
• unwanted messages,
• racism,
• pornography.

What do experts from the Centre for Safer Internet consider inappropriate online content (with an emphasis on protecting children and young people)?

• materials with sexual abuse of children,
• hate speech,
• cases of sexual abuse of children,
• visual representation of child sexual abuse,
• child trafficking,
• other examples of child usage,
• racial and other types of discrimination,
• inappropriate chats with children.

It is recommended that if you encounter such content, to report it to the hotline form of the Centre for Safer Internet at https://csi.hr/hotline/

or directly to the police on the Red button - https://mup.gov.hr/on-line-prijave/online-prijava-zlostavljan-ja-djeteta-red-button/281667

The process of reporting appropriate content

It is essential to familiarize yourself with the appropriate way of dealing with electronic violence. How do we report inappropriate content we encounter online?

• Take a screenshot or – save the proof.

• Report the comment/profile that is the "source" of electronic violence on the social media where you found it. Most social media can temporarily or permanently suspend accounts that violate the social media's rules of use.

• Most social media also have an option to block/mute profiles that we do not want to contact us - use it!

• Report violence to the police if you believe there has been a violation of the law and/or make a report to the Center for a Safer Internet.
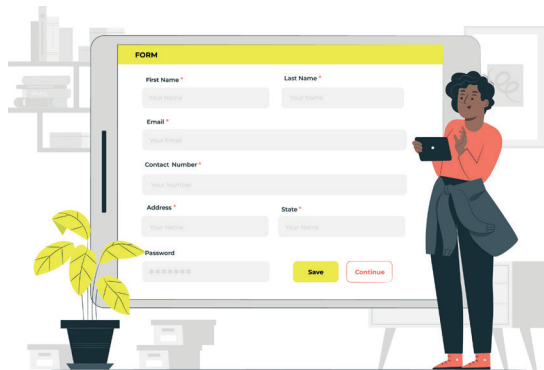
Why is there a minimum age to open social media accounts?

We believe you have already seen that the minimum age limit for opening an account on social media is generally 13 years. But what is the purpose of setting a lower age limit below which it is not allowed to open an account on social media? The purpose of all those regulations is to protect adolescents from influences that could negatively affect their development. However, other reasons are decisive when setting a minimum age on digital platforms.

What does ChatGPT say about age verification related to accessing social media?

Age verification for accessing social media varies from country to country and often depends on local laws and child protection rules on the Internet. Here are a few ways to do it:

1.   Entering your date of birth: Most social media ask users to enter their date of birth during registration. However, this is often not reliable as users can easily enter false information.

2.   Credit card verification: Some social media, especially those with user age policies, may ask users to enter their credit card information as a means of age verification. It, however, is also not ideal because young users can use their parents' cards or other methods to bypass this check.

3.   ID or Document Verification: Some countries and social media require us ers to provide a scanned copy of an ID or other identification document to verify their age. It is a more reliable way of age verification but may raise privacy and data security concerns.

4.   Use of facial recognition technology or biometric methods: Some services are exploring the use of facial recognition technology or biometrics to verify the user's age through selfies or other similar methods. It can be a faster and more secure way of age verification.

5.   Laws to protect children on the Internet: In some countries, social media are required by law, to implement stricter age verification methods to pro tect minors from inappropriate content. These laws often prescribe sanc tions for social media that fail to ensure adequate protection of children on the Internet.

It is important to note that age verification methods are controversial because there is a need for a balance between the protection of minors and the preservation of user privacy. Different countries and platforms take different approaches to this issue, and laws may change to address online challenges.

The minimum age for opening an account on social media is specified in the general terms of service. The companies state that they adhere to their obligations in the area of minors' protection because various laws prohibit the processing of children's data. For example, the European General Data Protection Regulation (GDPR) stipulates that platforms must obtain parental consent when children use them. Also, The Children's Online Privacy Protection Act (COPPA)

from the US, according to which the personal data of children under 13 can not be processed without parental consent.

These laws protect children's rights to protect their privacy on the Internet. However, they have a major disadvantage for companies: providing age verification involves a lot of effort and expense. In addition, most services follow a business model in which the processing of personal data plays an important role. Therefore, the services are in a dilemma: on the one hand, they must comply with the applicable laws, otherwise, they face legal consequences and penalties. On the other hand, they do not want to use age verification systems and forgo income. Therefore, a pragmatic solution for companies is to set a minimum age

Why is the minimum age different in some cases?

As a rule, popular online platforms have a minimum age of 13, 16 or 18. Different platforms use different laws as a basis.

Minimum age of 13: Facebook, Instagram, and TikTok are governed by the US COPPA law. This law stipulates that platforms must obtain the consent of parents or guardians before they are allowed to process children's data. According to COPPA, a child is an individual under the age of 13.

Minimum age of 16: WhatsApp, governed by the European General Data Protection Regulation (GDPR). GDPR has similar requirements to COPPA. These services must also receive the consent of parents or guardians. However, the age limit set by GDPR is 16 years.

Minimum age of 18: YouTube, Netflix and Spotify. Despite this, they are allowed to be used by younger people with the permission of their legal guardians. It is not entirely clear why these services decided on a minimum age of 18. We speculate that it is because these platforms offer content that is not available to people under the age of 18.

You can get around that by just writing that you are older! Or?

Entering your date of birth allows various options on social media. Social media work to ensure that there are options that would protect young users and other users. Some of the options on social media are:

- monitoring social media
- activating hidden words (comments, messages, posts)
- temporarily stop everything - the "take a break" option
- "Catching" potentially harmful posts even before they are published
- restrictions on unwanted interaction
- showing fewer ads on selected topics (alcohol, pets, social issues, elections, or politics...).

Need advice on how to activate these features? Contact us at the Center for a Safer Internet (the contact is listed at the end of this manual)!

Did you know?

According to the new European strategy for a better Internet for children (BIK+), the European Commission states that one of the goals from 2022 is to support the development of digital proof of age (age verification) throughout the EU and age verification tools. Some of the tools that can be used are; uploading an identity card and credit card, checks based on facial biometrics, or even voice.

Age verification laws require platforms to collect more of your personal information, from IDs to biometrics. The process can expose you to new threats to privacy, data misuse, data leakage, and identity theft.
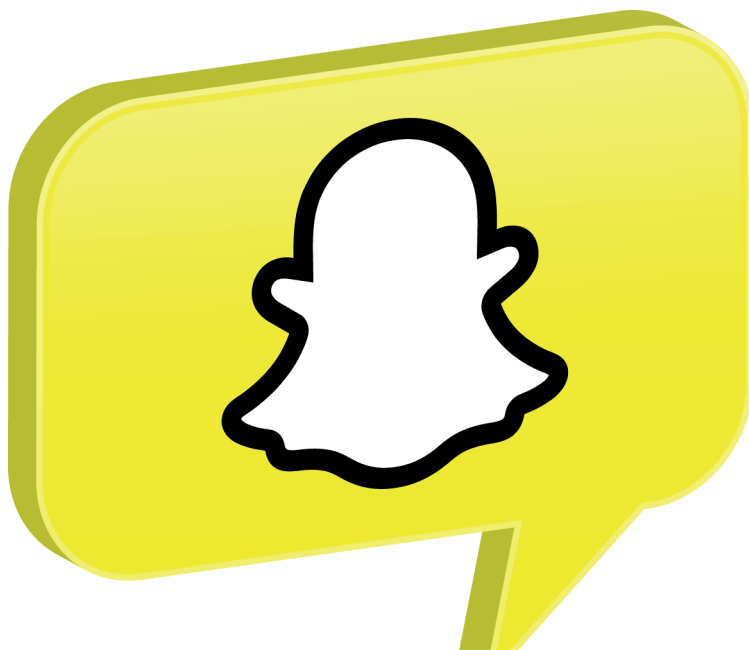
Snapchat

Young representatives of the Center for a Safer Internet also took part in creating the manual. Young people, just like you, are interested in the topic of safety on the Internet with the desire to make their peers aware of the issues dealt with by our Center. We have been hanging out for most of the summer, and we are glad that now, before the start of the new school year, we can share the topics we explored with you. We decided to add a section dedicated to Snapchat - a social media used by many young people in Croatia. Our representatives are the ones who chose this network; they've decided that this is the platform they want to get to know better, to discover "what we've all agreed to" in the terms of use, and to alert you to potential dangers and guide you on how to react if you encounter violence!"

Snapchat was founded in 2011 by three students from Stanford University in California, USA. One of them, allegedly, came up with the idea of an application that allowed users to post photos and videos that disappeared from the page after a few moments.

In July 2011, "Picaboo", the forerunner of Snapchat, was introduced, and in September 2021, after some leadership changes, a company called Snapchat was launched.

What does Snapchat say about itself?

"Snap Inc. is a technology company.

We believe that the camera represents the greatest opportunity to improve the way people live and communicate.

We contribute to human progress by empowering people to express themselves, live in the moment, learn about the world, and have fun together."

According to Snapchat data (data from August 2023):

- 397 million daily active users use Snapchat on average every day,
- 750 million monthly active users on average use Snapchat every month,
- over 250 million daily active users, on average, engage in augmented reality every day,
- more than 300,000 Lens creators have used Lens Studio,
- Snapchat reaches up to 90% of the 13-2
- year-old European population and 75% of the 13-34-year-old population in over 20 countries*,
- have over four million Snapchat+ subscribers.

*Data calculated according to the formula - monthly active users divided by United Nations estimates for the number of inhabitants of the world population for the year 2021.

The Snapchat interface consists of five different tabs:

- **Our Camera**
  The first thing we see when we open Snapchat is the camera, which is a blank slate that encourages users to express themselves authenticall and not worry about seeing other people's posts on their screens. Snap chat does not allow searching public profiles for children and traditional public comments on friends' posts. This is one of the ways to protect the privacy of users on social media.
- **Discover**
  The part used for browsing the content. It contains the posts of users who have been confirmed as safe and verified. There is no open front page where anyone can post unverified content, and this prevents unverified content from becoming "viral".
- **Chat**
  Part of the application made for chatting with friends with the help of text or images.
- **Spotlight**
  The part of Snapchat that's made for fun and proactively uses content review before that content can reach more than 25 views.
- **Snap Map**
  A personalized map that can be used to explore places and events near us and see what our friends are doing at any given time, provided that they have agreed to share their location with us. By default, location disclosure is automatically disabled for all users, but users can choose to share their location with friends.

It is important to note that Snapchat is an application designed in a way that there are no likes, followers, or counting friends. This way, it tries to avoid peer pressure that occurs when children compare the number of their followers, likes, and so on.

Is that so? There are no likes, but we have "fires".

🔥 🔥 🔥 🔥 🔥

Where is Snap available?

Some parents think - My child does not have a mobile phone, so there is no fear of them using social media. Well, it's not that simple. Snapchat, like most other social media, can also be used through the web interfaces.

This option appeared in the second half of 2022.

With the web version, you can send messages and snaps, as well as chat via video and voice calls. The web version also includes access to the mobile messaging app's features, including chat reactions and lenses, i.e. filters for video calls.

Despite it being perceived as a mobile-first platform, after listening to user feedback, Snap decided the time had come to bring Snapchat's core features to the web. The broader launch of Snapchat for the web comes as the social media platform tries to better compete with TikTok and Instagram, both of which can be accessed via the web.

What did we agree to? Snapchat Terms of Use

Written by: volunteer Marta Ćurić, a volunteer, student in the fifth year of law studies at the Faculty of Law, University of Zagreb

You have created an account on Snapchat. But have you read the Terms of Use? We often just scroll over that part and press "I accept", "I agree" and the like. However, some interesting information is hidden there. Below are the Terms of Use of Snapchat, which came into effect on August 15, 2023.

Please note that this information is subject to change, we recommend that you read it to get a better picture of what we have agreed to, but also to check https://snap.com/en-US/terms terms if there may have been any changes to the terms in the meantime.

We've rewritten these terms of use in simpler language, avoiding overly complex vocabulary to enhance understanding. It is really important that you, who use this social media platform, know what you have agreed to.

Terms of Use

A) WHO CAN BE A USER

- the user must be at least 13 years old - possibly a higher age limit, depending on the country, but if the user is under 13 years old, the account will be terminated and the data will be deleted.

What does this mean? If you know someone who uses Snapchat or another social media and is not yet 13 years old - you can report that profile. We trust you to be honest and rely on your goodwill. The goal is to protect young people, not to block profiles without reason.

- usage and content may be limited to users who are over 13 but under 18 years old

What does this mean? Snapchat, like other social media, is working on the development of various youth protection systems. If you do not honestly enter your age, i.e. pretend to be older, you are depriving yourself of the tools that were developed to protect you from being used on your account.

How does Snapchat verify a user's age? Snapchat relies on data provided by the user. If you try to register under the age of 13, you will not be allowed to register. So if someone is under the age of 13 and has been honest and provided correct information, they would not be able to create an account. But if they provide incorrect information they can create an account. However, if Snapchat receives any notification that the account was created by a child under the age of 13, the account will be removed. In any case, there is no special verification for creating the account itself. Also, think about how easy it is to create a fake profile!

B) RIGHTS ASSIGNED BY THE USER TO SNAPCHAT

- what the user does, he owns it but gives Snapchat the right to use that content, with the extent of that use depending on the terms of business that the user has accepted and the application settings that he has chosen

- for all content created by the user, he grants Snapchat, including its affiliates, a license (right) to store, store, use, display, reproduce, modify, adapt, analyze, share, and distribute that content, and in addition, permits these rights are sublicensed or completely transferred to another service provider

It is a good idea to check what permissions we gave to the application and what personal information is visible on our profile. They should also personally know anyone we add as friends or ask acquaintances about the person if they are getting to know each other.

Lara, representative of the Youth Center for a Safer Internet

What is public information? What Snapchat refers to the Terms as public information (in the context of the information and content of an individual profile available to everyone) as all those posts that are shared publicly? It is the name, username, and Bitmoji avatar/profile picture. They are always visible to everyone, but they can also be anything else that the user decides to share publicly (he chooses in the settings that he wants to share with everyone, not only with friends), i.e. Story, Snap Map, Spotlight, Lens Studio, etc. If someone has a person saved in their contacts, they will also see the name of that person saved in their contacts. For example, if you open an account on Snapchat with a name that has nothing to do with your real name, your contacts will still see that it's you since they can see your mobile phone number (unless this option is turned off). In addition, it is important to note that other users to whom we give access to Snaps and other data can be recorded (either with a photo, a video, or through various applications for unauthorized recording of content) and shared further, so all information photos and shared content can be considered somewhat public.

- everything a user publishes publicly, Snapchat, other users, and all Snapchat business partners have an unlimited, irrevocable, perpetual right to extract content from that material, promote, exhibit, broadcast, reproduce, distribute, synchronize, publicly perform, and display it, as well as record visual and audio content through that material, in any form and any manner for transmission or

distribution of media, whether currently known or later developed, for commercial or non-commercial purposes. This includes video and audio recordings, musical compositions, voice, photographs, the user's name, and anything else included in public content, whether created and published by the user or posted by someone else and involving the user. Among other things, this means that the

user has no right to compensation if their content is used by Snapchat, Snapchat's business partners, or other users.
- the user is not entitled to compensation if the content has been used by anyone (from Snapchat and its affiliates to other users)

- Snapchat may access, review, monitor, and delete content that does not comply with the Terms of Use and the the creator is responsible for the created content
Think about it. You record a video and Snap decides to use your video for one of its advertisements. They do not have to ask you for your consent, because you already gave it to them. They make millions from it, and you get nothing out of it. Have you thought about this before?

C) ADVERTISEMENTS

- Snapchat has the right to display advertisements based on the data provided

by the user and for these purposes, it has the right to retain the user's data

The content that is "served" to us on social media comes to us through algorithms. There is so much content on social media, as well as the Internet, that it makes no sense for us all to watch everything. Social media algorithms are designed to keep us users in front of the screen for as long as possible. They offer content on which you linger more and react more - like, comment, and similar - because they aim to keep you on their social network for as long as possible.

Check with your friends if the social media platform offers you the same content it offers them. Check with your parents too - we're sure there will be differences. The same applies to advertisements, algorithms offer us those advertisements that they estimate we might like - they target certain groups of people.

What does Snapchat itself say about its advertising? "The Snapchat environment provides a uniquely rich opportunity for companies to reach a global community of engaged young people, as evidenced by a long history of generating positive results." As many as nine out of ten young people use Snapchat, opening the app more than 30 times a day to actively share their lives with close friends and family through more than four billion daily messages.

Between that level of activity and the ease of use of Snapchat ads, Businesses are ideally positioned to meet or exceed their goals, whether it's awareness, lead generation, online sales, or app installs."

D) CONTENT MODERATION

- although Snapchat has the right to review, monitor, and delete content, it does not do this with all content, so it does not guarantee that all content will be according to the Terms of Use, but the creator of the content remains responsible.

- users can certainly report individual content if it violates the Terms of Use

Koliko često prijavljujete neprimjereni sadržaj koji zateknete online ili na društvenim mrežama? Potičemo vas da to činite. Proučite dio priručnika „Prijava

nasilja – zašto je to važno".

E) SECURITY

- if any content violates security and does not comply with the Terms of Use, Snapchat can delete it and remove the account or limit its visibility and notify the relevant institutions, including the police and judicial authorities, about this content and provide them with information about the account.

Jeste li razmišljali o tome da se može dogoditi da o nekoj vašoj objavi ili aktivnosti na društvenim mrežama bude obaviještena policija?

F) MEMORIES

- a specially restricted area under a password

- if the user loses his password, he can no longer access it because Snapchat does not offer a recovery service

- Snapchat recommends making copies because at some point the content may not be accessible, for example, due to a malfunction, and Snapchat has the right to set memory limits or prevent the user from saving certain content in Memories
Privacy policy

A) DATA COLLECTED BY SNAPCHAT

- Snapchat collects three types of data:

> **1. data that the user independently makes available**
>
> **2. data that Snapchat collects from users through the use of the service**
>
> **3. information that Snapchat collects from third parties.**

1) DATA THAT THE USER INDEPENDENTLY MAKES AVAILABLE

- <u>data required to create an account </u>– name, username, password, e-mail address, mobile phone number, date of birth, and possibly other data that is publicly visible, such as a profile picture or bitmoji avatar

- in the case of purchasing a product, it can ask for credit or debit card information,

- <u>all information that the user shares through the use of the application</u> - Snaps (photos), conversations, conversations with My AI, Spotlight, public profile information, Memories, etc.

Everything that the user shares with others in the application can be duplicated and saved outside of Snapchat, so the same rule applies as on the rest of the Internet: you should not share anything that you do not want to be saved and forwarded by anyone to anyone.

2) DATA THAT SNAPCHAT COLLECTS
FROM USERS THROUGH THE USE OF THE SERVICE

- <u>information about use</u> - activity, for example, filters, lenses that the user watches or uses, stories that he watches, whether the user uses AR glasses (spectacles), interactions with My AI, searches, how to communicate with other users, their names, time and date of communication, number of messages exchanged with friends, with which friends messages are exchanged the most, interactions regarding messages (when the message is opened and when the screen is taken)

- <u>information about content</u> - use of the camera and creative tools, creation of Snaps, stories, etc., information about the content of images, videos, and audio content (for example, a user posts a Spotlight of himself playing basketball and Snapchat points him to other Spotlights related to basketball), meta-data (date and time the content was published and who viewed it)

- information about the device - hardware and software data, operating system version, device memory, installed applications, keyboards, installed browser, language, battery level, time zone, information about the microphone, information about connected headphones, information about the connection to wireless networks and mobile data, mobile phone number, service provider, IP address, and signal strength
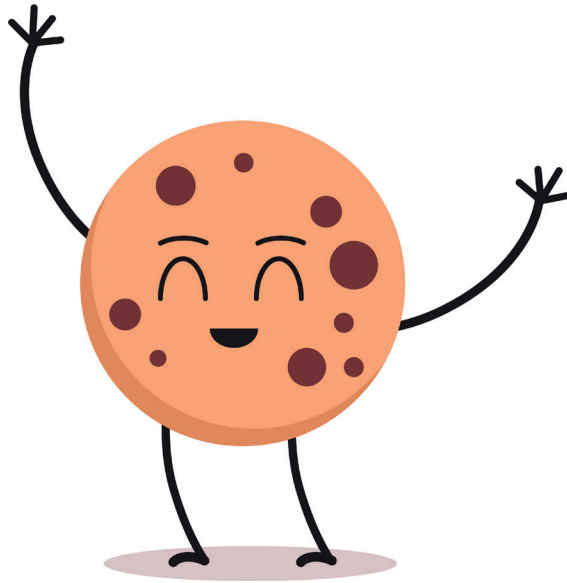
- mobile phone contacts - with permission

- camera, photos, and audio content – for example, photos cannot be uploaded if access to the camera is not enabled

- location information - precise location via GPS signal with permission.

Disable location and do not share confidential information. Snapchat saves all messages and content sent to the bot. The location is also saved unless you have previously deactivated the location sharing. Sharing your location is useful, for example, if you want to know which restaurants are near you or if you want to ask other questions about your location.

- information collected through cookies and other technologies – a collection of information about the activity, browser, and device through cookies, special advertising identifiers (for example, collection of data about activity on other pages and proposing recommended ads by that activity) - cookies can be removed or rejected, but this may affect the functionality of the application

<u>- information about accessing the application</u> - how it is used, information about the device, browser, language, time of accessing the application, viewed pages, IP address, unique device or browser identifiers collected through cookies, pages accessed before or after using the application.

<u>- other information</u> - with permission.

When was the last time you checked what permissions you gave to certain social media, including Snapchat? We suggest you check it out today!

3) DATA THAT SNAPCHAT COLLECTS FROM THIRD PARTIES

- from other users, affiliates, and third parties

- for example, if a user sends a link to their Snapchat account to someone via another application, Snapchat can receive information about the use of that other application

- information from advertisers, application creators, and others to target and measure the effect of ads

- if a user shares a directory, it is possible to get information about another user based on that directory

- if the user shares their information, Snapchat can, based on information about the user from another source, assess whether it is possible to communicate with that user on another platform
B) HOW THE INFORMATION IS USED

- to develop and improve services, personalize content and ads, personalize services, research user interests and trends, increase security

C) HOW INFORMATION IS SHARED

content to be sent and published (depending on the content category - Snap or Story - and depending on the selected settings)

- with all users, the general public, and business partners – public information (name, username, profile picture, bitmoji avatar), public content (highlights, Stories set to be visible to everyone...)

Did you know that Snap prepares reports for its business partners and the public

that indicate how many correspondences there were with My AI on certain topics? How many people enter the application per day on average in a certain area?

<u>- with affiliates</u>

<u>- with third-party providers</u> of other services, judicial authorities if this is necessary for an investigation or procedure, and the protection of security and privacy

<u>- third </u>parties can access information through the services they provide, which are connected to Snapchat (for example, lenses, and camera tools...) and Snapchat is not responsible for this.
D) HOW LONG IS INFORMATION KEPT?

- most messages and Snaps are deleted from the server automatically after the recipient has seen/opened them or the deadline for viewing them has expired unless the user has set the settings so that it is saved or he decides to save something

- other contents such as Stories are stored a little longer

- individually:

- name, mobile phone number, e-mail, list of friends - until the user requests deletion
- location information - depends on precision and content (e.g. if the location is related to a specific Snap, it will be stored as long as that Snap as well)
- Snaps - are deleted automatically upon opening, i.e. they are automatically removed from the server no later than 31 days after sending if they remain unopened, i.e. within seven days in the case of a group conversation (chat)
- Conversation (Chat) – it is deleted 24 hours after opening, and it is pos

sible to set the option so that it is deleted immediately after opening, and in a group conversation, it is deleted within one day after all recipients have seen the conversation

- Story – deleted 24 hours after publishing automatically, but the user can delete it at any time
- Shared Story - it is deleted 24 hours after publication automatically, but it is possible to have a maximum of 1000 such Shared Stories at once, so if the user decides to post new ones, the earlier ones are deleted and replaced by the newer ones
- Memories – are kept until the user deletes them
- Snap map and public stories - some can last a day or two, some longer, they can also be deleted from Snapchat, but will not be deleted if shared outside of Snapchat.

E) ACCOUNT DELETION

- if the user requests to delete the account, most of the information will be deleted, in such a way that the the account is deactivated in the first 30 days and no one can contact the user during that period, but within this period the user can recover the account
- after that period, the account can no longer be recovered, and a deletion

process that lasts 30 days follows
- therefore, after the expiration of 60 days from the start of the deletion process, the account is deleted permanently, which means that all account settings, friends, Snaps, conversations, Stories, information about the device, and location are deleted from the user's database
- it is possible that some information remains for legal purposes, e.g., if something was purchased through Snapchat
- in some situations, Snapchat will not carry out deletion within the prescribed time limits. If suspension of deletion and retention of information has been requested for some justified reasons (for example, some procedure is being conducted and there is an official legal request or if it is a violation of the Terms of Use or there is a need to keep a copy of data in
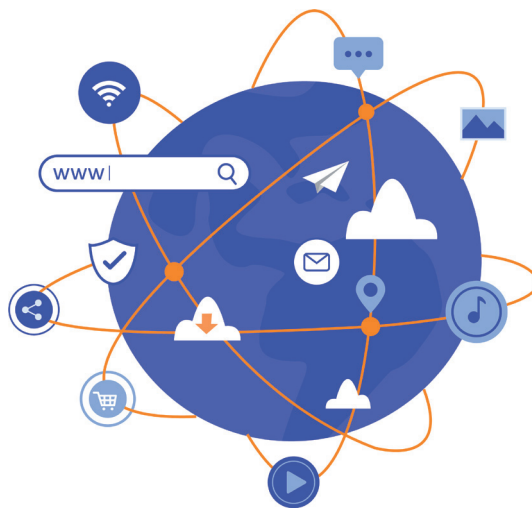
case the applicable law so requires)
E) CONTROL OVER INFORMATION

- the user can access and correct data, the ability to download and save a copy of the provided data (exceptionally, this request can be refused for justified reasons, for example, if it would harm the privacy of other users)
- the possibility of withdrawing the given consent - by changing the settings
- the possibility of deleting – the entire account or individual contents
- possibilities to change and modify advertising preferences
- communication with other users- the user's choice with whom to communicate, and with whom not to communicate, and the possibility of blocking

F) CROSS-BORDER SHARING OF INFORMATION

- collection, transfer, storage, and processing of data in the US and outside

the country where the user lives, but Snapchat states that it makes sure that there is a secure mechanism when transferring information.

Judgments in Croatia regarding Snapchat do exist, primarily related to the misuse of the platform in cases involving criminal acts, especially in instances of child sexual abuse (in the broader context).

Is there any part of these Terms that particularly surprised you? Are you concerned about some points in the Terms? We remind you that the team of the Center for a Safer Internet is here to listen to you and give you advice. Our contact is listed at the end of the handbook!

Possibilities of protection for Snapchat users under the age of 18

Despite Snapchat promoting safety for all users, there are particular safety factors specifically intended for children and young people under the age of 18.

Children and young people must accept each other as friends to start communicating with each other!

Public accounts for users under the age of 18 are not allowed, and the friend lists are private!

Children and young people under the age of 18 appear as suggested friends only to those users with whom they have mutual friends!

Users under the age of 18 are prevented from setting their birthdays to pretend they are 18 or older and are also prohibited from consuming in appropriate ads and posts with specific tools!

Interestingly, if you agree with your parents to start using the Family Center, Snap allows you to edit your date of birth, i.e. it allows you to write it correctly now (in case you might not have been honest before).

Who do we add as friends on social media?

We believe you heard about this, many times – it is not recommended to add friends on social media who we do not know in person. We do not think we need to say much about it, so we just leave you the text of what ChatGPT says about it.

It's important to be careful who you add as friends on Snapchat, as well as on other social media, for several reasons:

1. Privacy and safety: by adding unknown and unverified people on Snap chat, you run the risk of exposing your data, photos, and videos to those people. It can compromise your privacy and safety online.
2. Cyberbullying: By adding unknown people, you are increasing your odds of being cyberbullied. People you do not know can send you hostile and offensive messages, photos, or videos.
3. Spam: Adding strangers increases the likelihood that you will receive unwanted or inappropriate content. It may include sexually explicit imag es or messages (sexting) or other inappropriate material.
4. Safety of minors: If you are a minor, by adding an unknown person you are taking the risk to connect with people who are not who they claim to be. This can be particularly dangerous because you cannot be sure of the identity and intentions of these individuals.
5. Location exposure: Snapchat enables you to share your current location with friends. By adding unknown people you can expose your location to

people you do not know, which is very dangerous.
6. Phishing attacks: People who are not your real friends may try to use a trust to send you fake messages or links to phishing websites. It can lead to theft of personal information or accounts.

"
"We're excited about the progress we've made in delivering increased ROI for our advertising partners, growing our community to 397 million daily active users and reaching more than four million Snapchat+ subscribers,"

said Evan Spiegel, CEO.

"
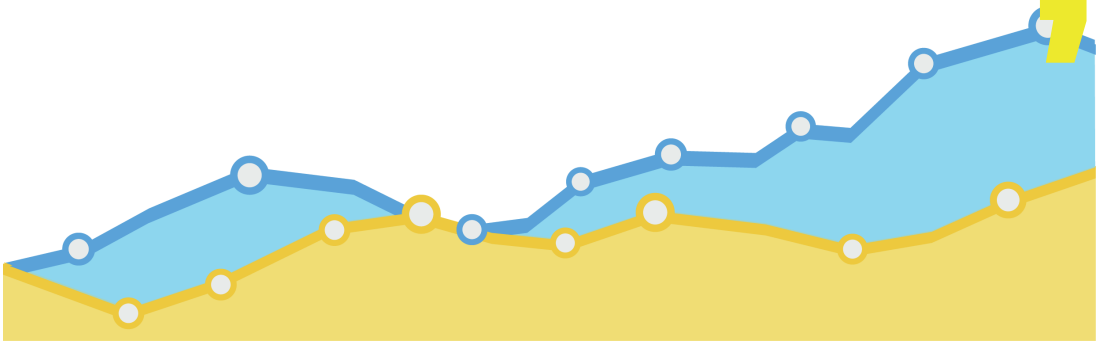
7. Tracking and abuse of public information: By adding unknown people, you give them access to your Snapchat content. These people can track your activity, use your photos or information without your permission, or misuse them in various ways.

For these reasons, it is advisable to be careful when adding friends on Snapchat and other social media. It is better to limit adding only people who you know and who you trust to keep your privacy and security online.

Snapchat finances – we are here just for fun?

According to Snapchat's financial statements, in the second quarter of 2023 (fourth-sixth month of 2023), the following is stated:
Snapchat Financial Summary for 2nd quarter of 2023:

•Revenue was $1,068 million, compared to $1,111 million in the prior year.

•The number of daily active users was 397 million in the second quarter of 2023, which is an increase of 50 million or 14% compared to the previous year.

•The number of daily active users is increasing consecutively and year after year

in North America, Europe, and the rest of the world.

•Total time spent watching Spotlight content more than tripled year-over-year, and Spotlight reached more than 400 million monthly active users on average in the second quarter, a 51% increase over last year.

•Since we launched My AI, our AI-powered chatbot, more than 150 million people have sent more than ten billion messages, which we believe makes My AI one of the largest consumer chatbots available today.

•Introduced My AI Snaps for Snapchat+ subscribers, allowing subscribers to send Snaps to My AI and receive an AI-generated snapback that keeps the conversation going.

•We've launched Spotlight ads for all advertisers worldwide, enabling brands to reach Snapchat audiences on our newest platform.

•We are testing the monetization of My AI with sponsored links that connect our community with relevant partners of their conversation at that moment while

helping brands reach our users who have shown potential interest in their offers.

•We've made it easier for brands and creators to collaborate with the launch of Snap Star Collab Studio for the US for brands to find, partner, and drive results with Snap Stars.

Jesmo li svjesni što zapravo gledamo? Mi ovdje vidimo jako puno novca oko oglašavanja. A ti?
Did you know? In Germany, a country with about 83 million inhabitants, more than 15 million users are active on Snapchat every month. Although Generation Z loves it, almost 40% of users are 25 or older. In Germany, Snapchat users open the app an average of 30 times a day - to chat with friends and family, watch highlights of their favorite shows, or share moments from their lives

Dangers on Snap

We asked ChatGPT - what are the primary risks on Snapchat? Here is his answer.

Snapchat, like other social media can carry certain potential dangers, especially for young users. Here are some of its primary risks:

1. Inappropriate content: Snapchat allows users to send pictures and videos that disappear after a certain period, which can encourage inappropriate behavior and sharing of inappropriate content.
2. Cyberbullying: As with other social media, Snapchat can be a platform for cyberbullying. Users may receive offensive messages, images, or videos, which can have serious emotional consequences.
3. Sexting: Sexting is the practice of sending sexually explicit images or messages via Snapchat. It can be illegal, especially if minors are involved, and can have serious legal consequences.
4. Privacy: Although Snapchat claims that pictures and videos disappear after the recipient opens them, there is a possibility that messages can be screen-recorded and shared further without the sender's knowledge.
5. Unknown contacts: Snapchat allows users to add other users through usernames. It can lead to users interacting with unknown people, which can be risky, especially for young users.
6. Addiction: Social media, including Snapchat, can encourage addiction

and excessive time spent on smartphones, which can negatively impact mental health and productivity.

7. Location Exposure: Snapchat offers the option to share your current location with your friends. It can be useful, but it can also put users at risk if their location falls into the wrong hands.

8. Phishing attacks: As with other platforms, Snapchat users can be the target of phishing attacks, where they try to get their personal information or passwords through fake messages or pages.

To reduce these risks, it's important to educate young users about safe social media practices, raise awareness about cyberbullying, and encourage open communication between parents and children. This will help ensure the safe use of Snapchat and other social media platforms.

How much inappropriate

content is there on Snapchat?

Do you want to report inappropriate content on Snapchat? It can be direct snaps, shared stories, public stories, snapshots on the Snap map, and Spotlight. Theoretically, it can also happen that the MY AI chatbot sends you some inappropriate answers.

In case this happens, we suggest you report them. Scan this code, it will take you to the instructions for submitting a report. Scan the QR code on this page https://help.snapchat.com/hc/en-us/articles/7012399221652-How-to-Report-Abuse-on-Snapchat

Snapchat claims that there are approximately four instances of violent content violating their terms found per 10,000 Snap and Story views, measured using VVR (Violative View Rate).

What is VVR? To measure the progress of removing rule-violating content, a metric called Violative View Rate (VVR) has been developed. This metric estimates the percentage of views on videos that violate the rules. Similar measures are used by other social networks; for example, Meta mentions its "prevalence", while YouTube uses VVR.

The vast majority of reported content on Snapchat is related to sexually explicit content, harassment, and bullying.

Individual data for Croatia is not listed in Snapchat's report.

Even the smallest numbers that appear are not negligible - almost 20 thousand reports of content involving self-harm and death were reported in the first half of 2022 on Snapchat.

In August 2023, MY AI published a story. Some Snapchat users wondered if MY AI's 'awareness' had become so advanced that it was autonomously posting stories, raising questions about who controls it all. It turned out to be a technical glitch, but we're confident that such questions will continue to arise in the future.

Fake news

AI chatbots like MY AI on Snapchat require information literacy.

The terms rumor (gossip) and fake news are closely related. Fake news or mis-information is intentionally created. Rumors, on the other hand, are unconfirmed and questionable information that is spread without the intent to mislead. On social media and the Internet in general, it is difficult to determine the intentions of the spreader. As a result, any false or inaccurate information is usually labeled as misinformation online.

Currently, AI chatbots such as ChatGPT or My AI often provide false or inaccurate information. Often the information is made up or the facts are mixed up to make the answer seem plausible. Therefore, it is important to familiarize yourself with how ChatGPT works and always critically question the information you are given and check it with other sources.

Chatbots can be useful as a source of inspiration or for simple questions. However, they are not a substitute for an independent source of information and critical thinking.

Interestingly, in the first half of 2022, there were over 400,000 reports of fake

news on Snapchat, and only 0.1% of them were defined as fake after checking Snapchat.

Online challenges

Participation in challenges and mutual competition among children and young people has always been intriguing for the public and adults, to younger generations as well. Social media challenges can be charitable, such as pouring a bucket of ice water on people to raise awareness about ALS. Unfortunately, social media also encourages participation in risky behavior that can ultimately result in tragic consequences.

In the eyes of children, online challenges do not look the same as in the eyes of

adults, who often detect possible dangers and threats more clearly. One of the goals of participating in online challenges may be to satisfy the need for acceptance by peers or significant others. For some, it contributes to self-esteem and a positive self-image, while for others it is a source of entertainment.
Before you get involved in a challenge – stop. Think! Can it harm you or others in some way? If the answer is yes - we suggest that you do not join such a challenge. Please report such content to prevent it from spreading.

Can the spread of dangerous challenges be prevented? Unfortunately, not completely. Just as in the offline world, some people behave undesirably and place dangerous and harmful content in the online world. Due to the significant changes that occur every day, it is almost impossible to control every published content quickly enough. However, such content can be detected and removed.

It is for these reasons that founders of online platforms are required to regularly review published content on their web platforms and remove content that could have harmful consequences for users.
**What can you do?**

The personal responsibility of each of us plays a significant role in creating a safer Internet. Whether you are a child, an older sibling, or a friend - the first step in the fight against harmful content is to report it. Each application offers the option to block and report harmful content in the settings. Our task is precisely that - to let the responsible people know that there is potentially dangerous and/or inappropriate content on their applications that needs to be analyzed and, if nec-

essary, removed. In this way, we are an extended hand to IT experts who further act to protect their users. Registration is possible for content, users, or groups. In addition, it's advisable to block anything that could potentially pose a threat to children and young individuals. How to make it? Read more in the section of the handbook on reporting violence!

I'm being blackmailed on Snap. What now?

Regrettably, incidents occur where young individuals, much like yourself, become targets of cyber violence and reach out to the helpline at the Center for a Safer Internet. These situations can arise not only on Snapchat but also on various other social media platforms. You might encounter hate speech, harassment, or even become a victim of extortion—where someone threatens to expose private photos you shared in confidence unless a specified sum of money is paid or further images/videos are sent, among other coercive actions. If this is happening to you, know that you are not alone. Violence must be reported, and you
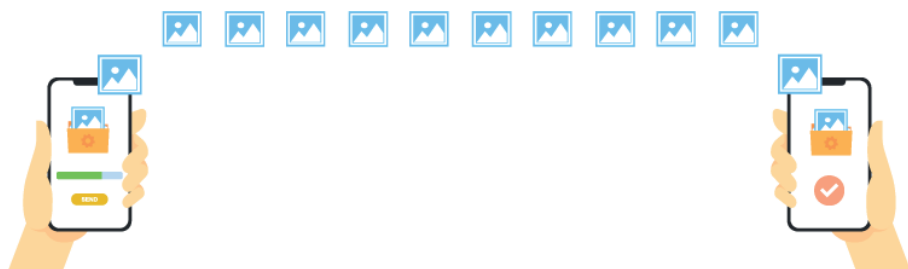
can always call the Center for a Safer Internet for help.
If a situation like the one mentioned above happens to you - that someone is blackmailing you into publishing your private intimate photos on social media, the Take it Down tool could help you.

Take it Down is designed for minors to be able to independently report their own photos and video materials that they know or suspect have been spread on social media, but the tool can also be used by adults who appeared on such material before the age of 18. Parents, guardians, and trusted seniors can also report content on behalf of a child. The special feature of this tool is that it is also available in Croatia.

Social media that have joined hands with this tool are Facebook, Instagram, Snapchat, TikTok, and others. Please note, that the tool is not available on all social media, so we suggest that you check the tool's official page; https://takeit-down.ncmec.org/participants/ , to see whether the platform you think is sharing your intimate photos is connected to this project.
The Take it Down tool employs a unique digital signature for the content you wish to delete from social media, utilizing image hashing or hash functions. This distinctive value is subsequently utilized to locate and eliminate the content. It's

essential to note that this approach mitigates the risk of further dissemination of such material, as only the "hashes" (distinctive digital signatures) of images and videos are used, not the actual content itself, thus ensuring that the material is not stored or archived.

Take it Down shares some similarities with StopNCII, a free tool specifically crafted to assist victims whose private photos have been distributed without their consent. StopNCII also uses "hash" to detect and remove explicit content on platforms like Facebook, Instagram, and Bumble.

Take it Down is an innovative approach that allows at least a slight reduction of the consequences that can lead to sextortion and gives victims control in terms of removing such material from social media that joined the project. In the case of dissemination of material of an intimate nature, we can never be completely sure that they have been deleted from the Internet. Either way, the undeniable fact remains that this is a significant step in the fight against the problem that a large number of children and young people, as well as adults, are facing.
We urge everyone who encounters a situation where they are victims of the involuntary dissemination of their intimate photos to promptly report the incident to the authorities.
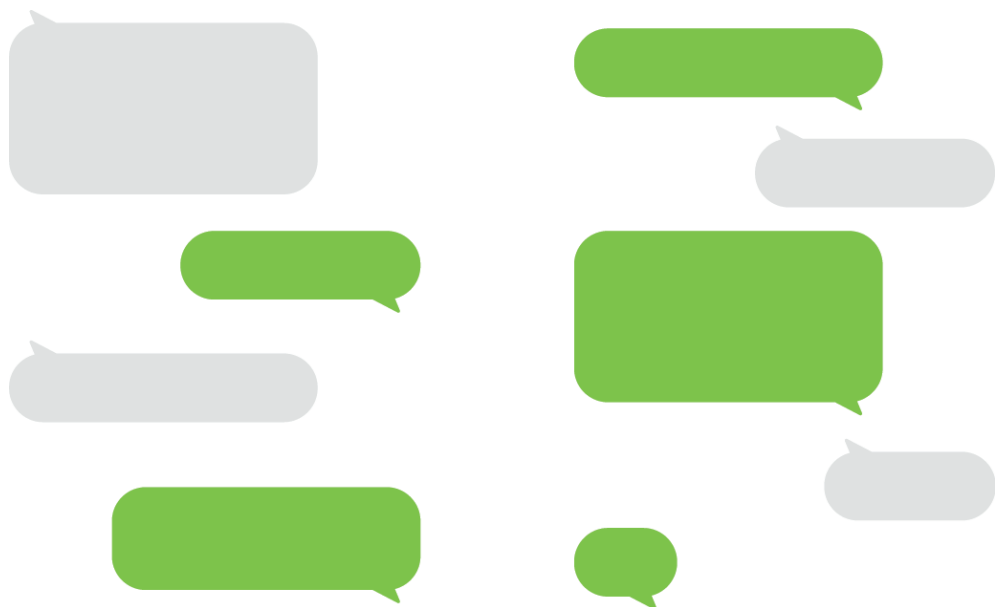
What is My AI on Snapchat?

My AI is the new AI chatbot on Snapchat, which was introduced in February 2023. Chatbot is based on ChatGPT and is used for chatting and simple research. It's a stripped-down version of ChatGPT that writes shorter texts and pretends to be a friend on Snapchat. Users can give the chatbot a name, add it to groups, edit the appearance of the avatar, and send it photos.

Some experts who deal with the issue of Internet security believe that in every-day school life, students will probably also use chatbots to write homework, get advice, or quick information.

With the integration of My AI into Snapchat, artificial intelligence is now available
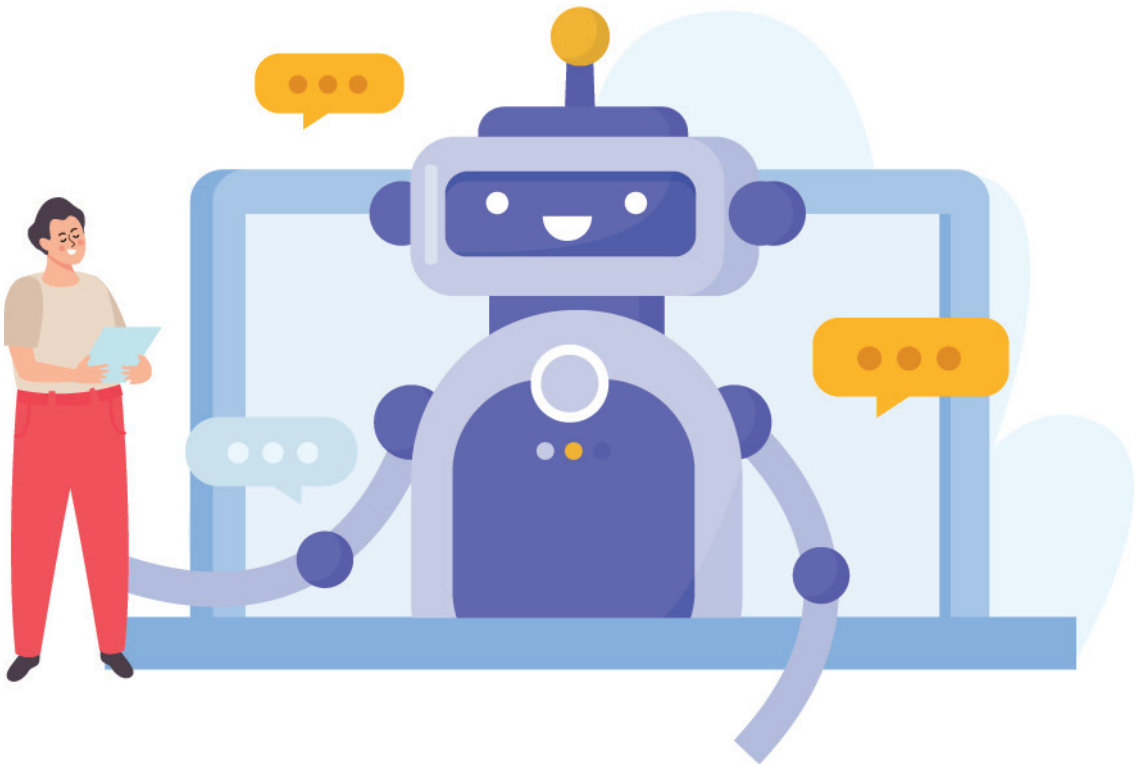
on a smartphone at all times (at least for Snapchat users). My AI appears at the top of the friend's list as a Snapchat contact, whether you're chatting with it or not, making it indispensable for users. If children and young individuals have not encountered artificial intelligence tools yet but are active Snapchat users, they will likely begin engaging with them soon.

What does ChatGPT say about My AI on Snap?

Unfortunately, I do not have access to the latest information on specific issues or challenges that may arise with the use of "MY AI" on Snapchat because my last known data is from September 2021, and until that time I had no information about such an application or service within Snapchat platforms.

If "MY AI" represents any new functionality or application on Snapchat that has been developed after that time, I recommend that you check the latest information on Snapchat's official website or through their official support to get the latest information about it and to know about possible challenges or problems with that service.

My AI - What does Snapchat say about how we use it?

In the first two months of My AI's launch (February to April 2023), more than 150 million people sent over ten billion messages to My AI, making My AI one of the largest chatbots available today.
Snapchat also showcased some of the most popular conversation topics, based on insights from their communities in the US, India, France, and the UK. From writing songs about your best friend to finding activities for the family, My AI always has a recommendation to share. Snapchat keeps statistics on what topics we correspond with My AI, and we bring you some of the searches that we found interesting.

- Approximately five million conversations are asking for recommendations

for top tourist destinations.

- Approximately five million conversations are asking for a restaurant recommendation.
- Nearly two million conversations are about healthy meal and snack inspiration, with more than one million conversations being about smoothies, smoothie bowls, or tea recommendations.
- More than 12 million conversations seek recommendations for skincare, makeup, nail care, fragrances, sun protection, and other cosmetics.
- Nearly five million conversations are seeking information about consumer electronics, an additional five+ million are asking about mobile apps, and nearly four million are asking about mobile phones.
- Over 25 million conversations are about pets.
- Over 46 million conversations with My AI are about football.
- More than five million conversations looking for information about colleges and universities.

Imagine you're a maker of smoothie bowls and you want to sell them to young people - Snapchat would be a good place to put an ad, would it not?
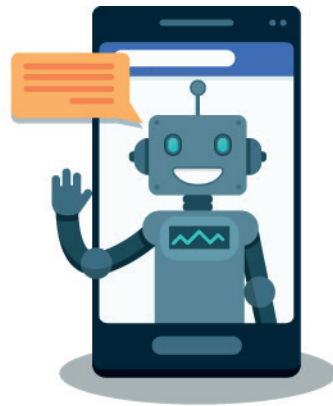
What do users say?

If you look at the integration reviews on the App Store, My AI is not particularly well received by users. Many people find it annoying that the AI contact is displayed at the top as the most important contact and cannot be deleted or placed elsewhere. Currently, My AI can only be removed using a paid Snapchat+ subscription or with this user-discovered workaround.

Please note that chats are not only used to improve Snapchat and its AI tools, but the data collected is also used to personalize your Snapchat experience, both in content and advertising. Therefore, it is essential to be aware that My AI is not your real friend, but an artificial intelligence that should not be trusted with confidential and personal information

My AI Snaps

From the end of May 2023, Snapchat+ subscribers could talk to My AI, by sending it photos of what they're doing and receive unique generative feedback that keeps the conversation going. This option allows My AI to respond with a video in reaction to what you're doing.

Meaning, that if you send Snap My AI your last grocery purchase it can recommend a recipe! Interesting, but also a little scary - if you ask us, and in case you did not notice this option is paid.

Family center

The Family Center is a tool developed within the Snapchat application, designed to assist parents in gaining insight into their children's activities on the platform. It allows parents to monitor their kids' interactions, view their friends list, and observe their messaging activity within Snapchat.

Parents can control their children's activities in the app, while at the same time respecting their privacy and autonomy, which is extremely important to children.

Similar to the offline world, the Family Center is designed to enable parents to actively engage in their children's lives and understand their activities, providing information about their whereabouts without intruding into their private conversations.

Although a practical tool for communication and content exchange, social media hides many dangers that young people should watch out for when using them. Snapchat gives, I would say, a false sense of security because the mutually exchanged content gets deleted when the message gets opened. However, this does not prevent the other person from saving, duplicating, and further sharing the content shared with them. Therefore, when using any social media, including Snapchat, everyone should look out for the potential risks of shared content reaching people for whom the content was not intended. My advice for young individuals is to not share any content on social media that might be embarrassing if viewed by unfamiliar individuals, including their parents, teachers, and peers. You should assume that all shared content is already accessible publicly, as it could potentially become available without difficulty!

Marta, volunteer

The Family Center offers parents or guardians over the age of 25 the opportunity to:

- Find out which friends their children have sent messages, photos, or videos on Snapchat in the last seven days without revealing the exact content of their conversation.
- They see the complete list of their friends.

- Easily and without hesitation report any profile that makes them feel concerned directly to Snapchat's Trust and the Safety team, which is available 24/7.
- Access instructions on how to use these tools, ways to start conversations with your kids, and additional tips on how to use Snapchat safely.

Children involved in the Family Center also have access to what their parents see with the help of a mirror display.

You can find more information about the Family Center itself at this link: https://values.snap.com/safety/family-center
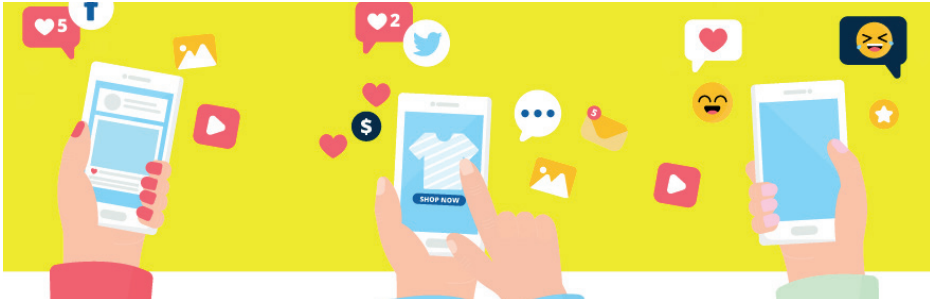
Positive online content - what do you create?

Every one of us is an influencer in some way or the other - we can influence other people who follow us with our posts. We recommend that you do this through the creation of positive online content. The goal and importance of positive online content lies in providing Internet users with access to high-quality content that can help and empower children and young people to become active and participatory citizens. Providing positive online content reinforces the focus on positive digital opportunities for all users, while at the same time minimizing their risks to young people. Such content, if appropriate for the children's age, offers positive and fun experiences for children and strengthens children's self-esteem.

Adding on the previous definition, positive online content allows young people to:

• learn and develop,
• have fun and enjoy themselves,

• acquire and retain life skills,

• stimulate the imagination,

• enhance and enable creativity,

• discover new possibilities and abilities,

• strengthen social/cultural understanding,

• develop a positive view of themselves and respect for their identity,

• build positive relationships

• with family and friends,

• encourage a sense of self, community, and place,

• increase participation in society,

• produce and distribute their positive online content.

Think about it! - What kind of content do you create? Can we call it positive online content?

Recommendations of our Representatives

The youth of the Center for a Safer Internet have a recommendation for you. If you have not already, we suggest you watch the documentary "The Social Dilemma" from 2020.

This documentary deals with the topic of why we can not stop scrolling. Why do we feel the need to constantly refresh the home page? Why does something have to happen all the time? Why do we expect news every second? Is that realistic?
The speakers in this documentary are former employees from Google, Facebook, Instagram, Twitter, and Pinterest, who now have an ethical problem with their past work. You can find the documentary on Netflix. It is marked PG 13, not suitable for children under the age of 13.

We recommend that you also watch "Catfish: The TV Show", a popular reality series based on the 2010 documentary of the same name. The series follows Nev Schulman and Max Joseph, who help people uncover the truth about their online relationships. The series is also available on Netflix and includes different

episodes in which they investigate suspicious online connections.

The basic premise of the series is to investigate cases of people who suspect they have been scammed or are in online relationships with people who may not be who they say they are. Nev and Max work with the people who contact them to investigate their suspicions. The series often includes dramatic twists, surprises, and emotional moments as they reveal the true identities and intentions of the people people have connected with online.

"Catfish: The TV Show" explores topics such as; online identities, fake profiles, fraudulent online relationships, cyberbullying, and the emotional impact of virtual relationships. In addition, the series emphasizes the importance of caution and identity verification when engaging in online communication.

The series has gained immense popularity due to its intriguing subject matter and the emotional stories it tells. If you are interested in topics such as online identity and relationships, "Catfish: The TV Show" may be an interesting watch.

Join the youth of the Center for a Safer Internet

Do you want to be one of the young people who talk to other peers about these and other important topics?

Contact us at info@csi.hrinfo@csi.hr or one of our social media - you can find us on Facebook, Instagram, and TikTok and join our youth team at the Center for

112	Single European Emergency number
0800 606 606	Helpline for Safer Internet Centre
116 006	Victim and Witness Support Service Croatia
01 4929 669	Ombudsman for Children
116 111	Brave phone for Children
01 4828 888	The Psychological Centre TESA

yourself and how to use the Internet safely. In addition, our experts can advise you on what to do and how to deal with inappropriate content or contact online.

Specijalizirane telephone services

https://www.csi.hr; info@csi.hr te putem društvenih mreža	Safe Internet Centre
https://redbutton.gov.hr	Ministry of Internat Affairs Croatia
info@dijete.hr	Ombudsman for Children
savjet@hrabritelefon.hr hrabrisa@hrabritelefon.hr, putem foruma te putem chata (svaki radni dan od 17 do 20 sati)	Brave Phone for Children
info@kakosi.hr, savjet@kakosi.hr; termin@kakosi.hr	Association kako si?

Specialized services in a virtual environment
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