

# Informational good practices Junior websites DPA

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# ENOC Network: Ombudsmen websites

18.05.2022

As part of the implementation of the <u>GPA Resolution on Children's Digital Rights</u> adopted in October 2021, it is recommended to raise awareness and promote procedures accessible to young people and/or their parents that create trust in order to encourage them to:

- Understand and exercise their privacy rights via online service platforms; and
- Refer to our data protection authorities directly in the process of complaints mechanisms or cooperation via mediation organisations, when platforms fail to respond to their requests or because the process for exercising their rights proves to be too complex and dissuasive.

#### **METHODOLOGICAL NOTE:**

To this end, the panel of DPA websites considered is based on both weblinks provided by DP authorities in the 2021 DEWG survey (relating to communication tools for children, young people and adults) and the exploration of some counterparts DPA in addition to institutional websites to which they are also liaising).

A specific panel selected from the **European Network of Ombudspersons for Children** (ENOC) proved also relevant to feed this overview with inspiring good practices to capture the attention of children and teenagers and likely to address them in an adapted and qualified way.

The approach takes into account a number of **criteria**, namely:

- The visuals, the vocabulary used and the general ergonomics of most attractive websites for minors.
- Specific sections dedicated to children with content adapted accordingly.
- Accessibility of downloadable educational resources and adapted formats.
- Ease of approaching the office of the ombudsperson via request or complaint mechanisms.
- Accessibility to FAQs or case studies that make sense to young people and make them feel at ease.
- Available format for disabled people (e.g., easier reading, listening to the website, etc.).
- Any other good practice that will achieve/serve the above objectives.

All of these criteria should provide favourable conditions for assessing the websites in a common and homogeneous manner - respecting their creative and cultural richness -. They are likely to guide and inspire the evolution of our respective websites through good information practices proposed in a comprehensible language and an iconography that is attractive to young people and/or their parents.

PANEL (24 DATA PROTECTION AUTHORITIES): ALBANIA / AUSTRALIA / AUSTRIA / BELGIUM / BURKINA-FASO / CANADA / QUEBEC / COLOMBIA / CATALONIA / FRANCE / GERMANY / GREECE / JERSEY / LITHUANIA / LUXEMBOURG / MEXICO / MOROCCO / NORWAY / SENEGAL / SPAIN / SWITZERLAND / UNITED KINGDOM / UNITED STATES / HONG KONG

ENOC NETWORK (PANEL OF 23 OMBUDSPERSONS SELECTED FOR THEIR INTERESTING PRACTICES TO SHARE): ALBANIA / BELGIUM / CYPRUS / DENMARK / ESTONIA / FINLAND / FRANCE / GREECE / HUNGARY / ICELAND / ITALY / IRELAND / LATVIA / LITHUANIA / LUXEMBOURG / MALTA / NORWAY / NETHERLANDS / POLAND / SLOVENIA / SPAIN / SWEDEN / UNITED KINGDOM / UNITED STATES.

#### **OVERALL FINDINGS:**

- **Differentiated tabs**: children (making sometimes a distinction between children and teenagers), parents, teachers.
- Massive use of videos, drawings, interactive resources (quizzes, etc.): some children's
  websites offer audio versions of informative texts indicated by markers (particularly for very
  young children).
- The **style used in a direct, oral, and relatively recognizable manner** which urges the minor to feel concerned by these issues, and be able to easily understand what is at stake and how to protect themselves.
- Using a pragmatic approach, listing information by tools or practice (video games, smartphones) and by social network: it helps create convergence with the actual digital uses of young people and to pass on tailored advice to the problems they may encounter.
- Links related to general youth advice websites, which centralize resources and information on various issues faced by young people with dedicated lines to be reached for assistance.

#### **PLEASE NOTE:**

- While many of the DPA websites viewed offer educational tools for juniors as a great asset, we
  do not automatically find age-appropriate or parent-friendly information on the procedure for
  exercising rights, nor delivering public mechanisms or assistance with requests or complaints
  for young audiences (these findings corroborate the results of the survey conducted by the
  DEWG in 2019-2020 on Legal Frameworks and Practices for the exercise of rights by DPAs).
- The selected Ombudspersons websites present more elaborate platforms of services and requests designed for children.

#### **FOLLOW-UP:**

#### THE AUTHORITIES ARE INVITED TO READ CAREFULLY THIS NON-EXHAUSTIVE OVERVIEW AND:

- 1. Complete the inventory with weblinks to good practice for children information, young people and parents based on your own gen  $\rightarrow$  to be uploaded on CIRCABC platform
- 2. Point out to infographic models, pathways, chart flows or any other easily accessible means for young people to make a request or file a complaint  $\rightarrow$  to be uploaded on CIRCABC platform
- 3. Share other good practices or developed applications, any route via mediation organisations, etc.
- 4. Share/upload on the CIRCABC platform¹ sample letters of explanation to respond to requests regarding the exercise of rights by young people and any other well-established guidance, monitoring, or procedural documents.

<sup>&</sup>lt;sup>1</sup> See CIRCABC folder tree under C. AWARENESS OF ONLINE RIGHTS

b. Procedure for requesting access, information for children.

c. Juvenile complaints procedure.

# Albania (DPA)

### https://www.idp.al/

A section for young people  $\rightarrow$  6 thematic tabs (Social networks, parents, ...).

Posts: series of awareness-raising videos "Guide for teachers of 9-year-old children on the protection of pupils' personal data" as a variation of the International Data Protection Standard accessible on the official YouTube channel of the Commissioner's Office.

→ For young people, it is at this address: <a href="https://www.idp.al/per-te-rinjte/">https://www.idp.al/per-te-rinjte/</a>

Content and infographics by theme:

**Brochures** 

https://www.idp.al/broshura-mbrojtja-e-te-dhenave-personale/:

Good practice with illustrated infographics and tips on 1 or 2 pages maximum:

- On rights.
- > To share pictures.
- On social networks.

Thematic educational videos:

https://www.idp.al/video/

https://www.youtube.com/channel/UCVNTGFtxO0RAVzYSXjb5wgA/videos

# Albania (ENOC)

https://www.avokatipopullit.gov.al/sq/

People's Advocate-Ombudsman of Albania

- A page dedicated to children, "Children's issues", contains a number of information for children: reminders of their rights under the Convention on the Rights of the Child, information on what a complaint is and how to make one.
- The visuals chosen to illustrate some of the sections like "What is a complaint" and "How to fill in a complaint form" are children's drawings.
- Highlighting of information: a dynamic table with the latest published articles, and numbered pages to scroll through the articles (MEDIA section). Availability of videos under this dynamic frame (MULTIMEDIA section).

# Australia (DPA)

The Australian DPA website offers:

 A section dedicated to <u>children and parents</u> on the law applicable in the education sector (health, school records):

https://www.oaic.gov.au/privacy/your-privacy-rights/children-and-young-people

• A section dedicated to parents:

https://www.oaic.gov.au/privacy/your-privacy-rights/children-and-young-people/privacy-tips-for-parents-and-carers

- → This page provides links to "Data protection and privacy tips for parents and guardians", by topic, in a pdf document.
- → There is mention of a set of government links for parents on topics such as cyberbullying, device safety, identity theft and other advice requests.

# Austria (DPA)

### https://www.dsb.gv.at/informationen-fur-teens-kids

The homepage of the website has a "Teens and kids" tab which:

1/ Briefly recalls the legal protections dedicated to minors, guaranteed by the RGPD.

### 2/ Provides a list of links towards specialized websites:

- ✓ The German Young Data website (see above).
- ✓ The Austrian version of Safer internet <a href="https://www.saferinternet.at/">https://www.saferinternet.at/</a>.
  - Separate sections: teachers, parents, children, animation, youth training, seniors.
  - In the children's section, there are different ways of accessing information:
    - Quiz to test the knowledge.
    - Short awareness raising comics.
    - Privacy tips: interesting approach per social network (nice graphic with Snapchat, Instagram, WhatsApp, Facebook, TikTok ... to click on).
- ✓ General governmental and non-governmental websites for advice to young people (family, love, friendship, sexuality, internet, health, etc.).

# Belgium (DPA)

### https://www.jedecide.be/

• **Highly visible footbridge** from the ODA website.

**Different tabs** "for young people" / "for parents and education" adapted to the style of the young and more adult audience.

- The *Sharenting* issue (in the parents' tab).
- Case studies / scenarios ("Theo's story").
- Access to simple definitions in a window on the screen by clicking on concepts (e.g.: privacy, account, social network, etc.).
- Practical / illustrated approach.
  - Entries by <u>concrete issues</u> (e.g., "photos and videos") and by context (private life at school/online) that correspond to the different spaces of the child's life.
  - Within these sections, entries are presented in a lively manner (e.g., "Help! Someone has shared a photo or video without my consent").
- Explanatory / summary videos.
- Small quizzes linked to the thematic pages that allow you to test your knowledge.
- Playful dimension of reading: "Did you know" / "Tips" inserts.

Tabs on personal data and associated rights + a verification guiz:

https://www.jedecide.be/les-jeunes/la-nouvelle-loi-vie-privee-de-z/tes-donnees-personnelles-tes-droits

https://www.jedecide.be/les-jeunes/rgpd/quels-sont-tes-droits

### Tab: Who should I contact if I have a problem?

https://www.jedecide.be/les-jeunes/rgpd/qui-peut-sadresser-en-cas-de-questions-ou-de-problemes

Refers to DPA.

# Belgium (ENOC)

### https://www.kinderrechten.be/

### Website of the General Delegate for Children's Rights

- 3 different entries depending on whether you are: a young person / a parent / a professional.
- Different photos with quotes such as "Why can't I go home?" and when you click on one of the photos you are taken to the story of Samir, Lukas, Esra... told in the 1<sup>st</sup> person singular and supposed to identify the young person who is facing the same problem. Section entitled "Children and Young people tell" (<a href="https://www.kinderrechten.be/jongeren/kinderen-en-jongeren-vertellen">https://www.kinderrechten.be/jongeren/kinderen-en-jongeren-vertellen</a>).
- A "Convention on the Rights of the Child" tab provides several versions of this text in a language adapted to the evolving capacities of minors: a version for children aged 5 and over is proposed (animation version and karaoke version):
   (https://www.youtube.com/watch?v=jv9QLyCTkv0&list=PLUFJXkdvvPoZiVv0Bkx0O4A5Mppc WgKix), one for children from 9 years old (12 videos between 3 and 6 min to embody the different principles of the Convention: https://www.youtube.com/playlist?list=PLiy9wYhTQVE9f xRhf6TygXK6UjYthNa), one for teenagers from 14 years old (text inserts, game of 7 differences, rebus, crosswords in a 4 pages PDF: https://www.kinderrechten.be/sites/kom/files/bestanden/katern 30jr ivrk lowres.pdf).
- A FAQ section centralizes advice, phone numbers and e-mail addresses (questions about school, home, harassment, sexual violence, divorce, anonymity, etc.)
   (<a href="https://www.kinderrechten.be/jongeren/vragen-antwoorden">https://www.kinderrechten.be/jongeren/vragen-antwoorden</a>).

### Burkina Faso (DPA)

### http://www.cil.bf/

- Youth and Digital tab on the homepage.
- Several poster-like resources for young people with advice for young people.
- Adaptation of the language and design for young people, with cartoons, emphasis on definitions, and available advice relating to internet browsing.
- Resources can be downloaded in pdf format.
- Link to a "Charter of good use of social networks" (textual and quite long) with a presentation of the different social networks and good practices.

# CANADA Federal (DPA) / CANADA Ontario (DPA)

https://www.priv.gc.ca/media/5578/gn\_02\_fra.pdf https://www.priv.gc.ca/en/privacy-topics/information-and-advice-for-individuals/privacy-and-kids/

Federal and provincial data protection authorities

- Most Canadian offices co-publish materials with the Office of the Privacy Commissioner of Canada, which has web pages dedicated to "Privacy and Children".
- Videos are shot by teenagers in a direct peer-to-peer style and introduce tips and tricks on the following topics: posting photos or videos on the internet, the friends list, account sharing settings, passwords, geolocation and tracking, online reputation.
- Links to the graphic novel "Social Smarts: Nothing Personal!" to help young people navigate the online world while being aware of the risks to their privacy (comic book for 8- to 10-year-olds).
- Pedagogical tools are made available by their Canadian Centre for digital and media literacy
   <u>Habilomedia/ Mediasmart</u> for teachers, parents, young people, as well as courses outlines on
   the themes of privacy, social networks and rights and their exercise (targeted at teenagers
   without specific graphics).

https://mediasmarts.ca/lessonplan/privacy-and-internet-life-lesson-plan-intermediate-classrooms https://mediasmarts.ca/teacher-resources/privacy-rights-children-teens

# CANADA Quebec (DPA)

https://www.cai.gouv.qc.ca/jeunes/

Differentiated tabs: parents / primary school children / secondary school children Accessible tools: Booklets, posters and bookmarks with advice and good practices.

**Course outline**: a proposed course for educators and animators on: Children's and young people's privacy rights ● School years: 9-12 (14-17 years).

- ➤ 1 Sheet on *Children's and Young People's Privacy Rights:*Learn about the different forms of appeal available to them if they feel that a company is not respecting their rights.
- Practical exercises "Your privacy, your rights":
  - Create a poster or brochure that will inform other students about one of the "Fair Information Principles". This poster or pamphlet should include the following information: everyone has privacy rights; these rights must be treated by online businesses according to the Fair Information Principles what a business must do to comply with the Fair Information Principle what an individual can do if they feel a business is not complying with the Fair Information Principle.
- "Stand up for your rights" activity:
  - In a direct style to students to explain the thinking behind making a complaint about a privacy practice, <u>ask yourself</u> the following questions: 1) Have I already complained to the organisation that has the practice I want to complain about?
  - 2) Before filing a complaint with the Office of the Privacy Commissioner, <u>you should</u> <u>try to solve the problem</u> with the organisation that has a practice you disagree with.
  - 3) If you are neither, you can still notify the Office of the Privacy Commissioner of Canada of a malpractice by visiting their website and clicking on: → "Report a problem". The OPC will not respond directly to your complaint but may decide to investigate based on the provided information.
- > The website links to complaints forms for all (adult) applicants:

 $\frac{https://www.priv.gc.ca/en/report-a-concern/file-a-formal-privacy-complaint/file-a-complaint-about-a-business/$ 

# Colombia (DPA)

#### https://www.sic.gov.co//recursos\_user/mundo\_sic/index.html

- An entry on the website dedicated to young people: having fun while learning, through entertaining activities, about rights and duties as a consumer.
- Several stories or tales feature many characters for children to help them enforce their rights.

### Cyprus (ENOC)

### http://www.childcom.org.cy/

### Commissioner for the Protection of Children's Rights

- Tab for children / one for parents.
- United Nations Convention on the Rights of the Child, with format and content suitable for minors.
- Educational resources for teachers (plays, playground games) to raise awareness of children's rights, equal opportunities and Human Rights.

# Denmark (ENOC)

http://www.boerneraadet.dk/ / https://boernekontoret.ombudsmanden.dk/ / https://www.boerneportalen.dk/forside/

#### Danish Council on the Rights of the Child

- Convention on the Rights of the Child: an abridged version that summarises each article in one
  or two sentences (see <a href="https://www.boerneraadet.dk/boernekonventionen/forkortet-udgave-af-fns-boernekonvention">https://www.boerneraadet.dk/boernekonventionen/forkortet-udgave-af-fns-boernekonvention</a>).
- The 'materials' tab refers to the Council's publications on children and young people.
- Illustrative video (YT) showing the minor what actions can be taken on the website (<a href="https://www.youtube.com/watch?v=2W2YhkfQ1GU&t=8s">https://www.youtube.com/watch?v=2W2YhkfQ1GU&t=8s</a>).
- Language adapted to the young person, starting with the problem the young person is facing and formulating it as a question (e.g. "How can I complain? Who can I call if I am worried, e.g. about something at home or at school, or if I need to talk to an adult?).
- We have stored information about you" tab, good information delivered to the minor in plain language:

"We have stored information about you in our computer system. We have done this so that we can write to you and send you a reply. We have also stored the information so that we can see who has contacted us, who we have written to and what we have written."

- See the Youth Access tab for filing a complaint, which provides for the form:
  - "Is there a particular way <u>or times when we should preferably contact you</u> if we want to talk to you (e.g. mobile phone)?

- We would like to be able to get in touch with you. We may need more information <u>or</u> <u>talk to you about your complaint.</u>"
- If you have written letters to others about what you are complaining about, we would love to see them. We would also like to see any replies you may have received. These are your supporting documents.
- If you don't know what documents we need or how to get them, call us on 33 13 25 12.
- These are your supporting documents. You can attach your supporting documents here or send them by post.
- Questions/FAQs tab to guide young people:

https://boernekontoret.ombudsmanden.dk/sporgsmal/

- What can I complain about?
- Can I be sure that the Children's Bureau takes my complaint seriously?
- How can I complain?
- How can the Children's Bureau help me?
- Who works at the Children's Bureau?
- Did you tell anyone that I called or wrote to you?
- Can I remain anonymous?
- Why can't you answer emails if I am under 15?
- Who can I call if I have a problem, e.g. about a problem at home or at school, or if I need to talk to an adult?

# Estonia (ENOC)

### http://www.oiguskantsler.ee/

#### Office of the Chancellor of Justice

- "Let's Talk Youth" tab in the 'Rights and obligations of children and young people' section, a project that aims to give children and young people the possibility to be heard on issues that affect them; in 2019, the focus has been on children's rights in the digital world (series of several videos); <a href="https://letstalkyoungee.wordpress.com/">https://letstalkyoungee.wordpress.com/</a>: the 1<sup>st</sup> video talks about meetings between young people and various digital experts; the 2<sup>nd</sup> video presents the recommendations of young people to ensure children's and young people's rights in the digital world; the 3<sup>rd</sup> video is a summary of these recommendations;
- Link to a page dedicated to school bullying, with a different entry on the website depending
  on whether you are a student, a teacher or a parent, with a series of adapted tips
  <a href="https://www.oiguskantsler.ee/kool-kiusamisest-vabaks/lapsevanemale.html">https://www.oiguskantsler.ee/kool-kiusamisest-vabaks/lapsevanemale.html</a>).

# Finland (ENOC)

http://www.lapsiasia.fi/

#### Ombudsman for children in Finland

- <u>3 main headings</u>:
  - ➤ Brochures and materials on children's rights: detailed explanation of children's rights in layman's language (e.g. "Parliament decides on State affairs. Every Finn lives in a municipality. It is the municipal council that decides on the affairs of the municipality of residence. Civil servants are adults who work for the state or a municipality") (link:

https://lapsiasia.fi/documents/25250457/41743419/Tunnetko+lapsen+oikeudet+suomi+2020.pdf/8bc29f15-3994-e832-3f74-

b2e12e3d22d5/Tunnetko+lapsen+oikeudet+suomi+2020.pdf?t=1603187411401 ); the Ombudsman's consultations with various groups of children (see https://lapsiasia.fi/lasten-kuulemiset);

- Services and legal protection for children and families include information and advice for situations involving a child or family, or a child protection handbook (link:
- https://lapsiasia.fi/documents/25250457/41743419/Tunnetko+lapsen+oikeudet+suo mi+2020.pdf/8bc29f15-3994-f832-3f74b2e12e3d22d5/Tunnetko+lapsen+oikeudet+suomi+2020.pdf?t=1603187411401);
- Pages specific to <u>primary school children</u>: adapted design, different children's profiles refer to resources (games, various links) with a detailed explanation of rights (e.g. https://www.lastensivut.fi/kaverit/ly-leikkija/); the colours chosen are bright and appealing, the design is adapted; to raise awareness among primary school children, an insert entitled "*Me and my stuff*" tells us about the problem encountered (right to be heard, awareness of plagiarism) thanks to storytelling.

# France (ENOC)

http://www.defenseurdesdroits.fr/

The Human Rights Defender

#### **Educadroit**:

- The "Learning path" tab: the law for 6–11-year-olds / the law for 12-year-olds and over.
- "Real life stories" with pictures of people, to raise awareness of the fight against discrimination and the defence of children's rights.
- The "tool" tab contains 136 documents (posters, flyers, fact sheets, guides and videos) that can be selected through a filter system (mainly on the themes of equality and anti-discrimination).
- A "Covid-19" tab deals specifically with children's rights in times of health crisis (with hotlines and email addresses).
- A tab dedicated to **the referral of cases to the Human Rights Defender**, with different modalities: e-mail, face-to-face meeting, postal mail.

**Another good practice to note**: the website can be read in sign language, user-friendly and easy to understand, using the FACIL'iti solution (adaptation of the display of a website according to visual, motor and cognitive comfort needs).

### France (DPA)

#### https://www.educnum.fr/

This website, which has been designed and managed by the CNIL for several years, is due to be discontinued in the summer 2022 and only relevant content will be redirected to the CNIL website in a section specifically dedicated to educational activities aimed at young people.

#### **EducNum**

#### Thematic homepage of the website:

- Home / Resources / Events / Collective.
- By keywords: social networks, e-reputation, smartphone, competition.

#### **Inputs Resources**

https://www.educnum.fr/fr/ressources-pedagogiques-vie-privee

A wide variety of resources and publications that specify in one line the content, the target and the age group concerned by the resource. Classified under 6 headings:

- Media and information literacy and digital literacy.
- Tracks, surveillance, profiling.
- Online games and connected objects.
- Human rights digital citizenship.
- Security privacy.
- Favourites.

One part of the website offers a range of publications relating to children and awareness-raising activities concerning them:

- Some publications link to resources addressed directly to them,
- Other news items are aimed at adults (parents and educators).

#### **CNIL**

https://www.cnil.fr/

https://www.cnil.fr/fr/accompagnez-votre-enfant-pour-un-usage-dinternet-plus-sur

Media library - YouTube channels CNIL, Daily Motion

<u>Video</u> "Personal data: you have rights!

Poster "More rights for your data!

# Germany (DPA)

### §1 Teenagers

https://www.youngdata.de/

- <u>Tabs</u>: concrete approach based on practices, difficulties that may be encountered in daily life
- ⇒ **by service**: Facebook / Google / WhatsApp/etc.

Allows you to explain concretely what good behaviour to adopt in order to set up your profile / leave less traces, etc.

- + to briefly explain current developments in the relationship between DPA and the platform.
  - ⇒ **By equipment**: consoles, smartphones.
  - ⇒ *By issue* (cyberbullying).
  - Short explanatory/in-depth videos (2-3 min)

<u>Example</u>: in the Google tab, short video = "How powerful is Google"?

#### §2 Children

Data-kids.de

https://data-kids.de//

#### Website published by the Berlin Data Protection Authority

- A glossary tab: presented as a card game (visible side: the word and a drawing / hidden side: the explanation = either only text or a video).
- Parent / Teacher tabs.
- Embodiment of protection concepts/tools/principles by characters.

For example, it is a family of robots. The daughter Kabeline is a "password machine" that provides recommendations on secure passwords, such as memorizing a sentence, and the password will only consist of the first few letters, numbers, and punctuation.

Internet-abc.de: https://www.internet-abc.de/kinder/hobby-freizeit/datenschutz/

This website has won numerous awards: UNESCO 2011 / Erasmus Euromedia Awards 2014 / Pädagogischer Medienpreis 2018:

- **Personalization of the contact**: "ask Michael a question".
- Possibility to comment/rate the offered articles and resources (only ask for a nickname, encourage not giving personal information in the comments such as address, school or phone number, which will not be published but deleted from the message if given).
- **Audio version of the articles:** suitable for children who do not yet read very well or do not like reading!
- Forum space for discussion/sharing between children.
- « Internet driving licence » quiz unit.

## Greece (DPA)

#### https://www.dpa.gr/en

It is mentioned that the information on the website is intended for both adults and minors.

• It is specified that the vocabulary on the website is intended to be "simple", so that a person of at least 15 years of age can understand the essential information.

### Ireland (ENOC)

#### http://www.oco.ie/

#### Children's Ombudsman

- Visual of the website adapted for children (choice of colours, layout of tabs), the tabs appeal directly to children, example of the "For young people" tab:
  - "I am unsafe", "I want to make a complaint", "My rights as a child".
  - > Information on how to file a complaint (contact details, links) is well highlighted.
  - "Rights Runner" game to test knowledge of children's rights.
- Numerous resources are available on the website (educational material, posters, videos, the
  "Museum of Rights" proposed by the OCO, the "It's your right" website dedicated to children,
  parents and educators and designed in consultation with young people).

# Iceland (ENOC)

### http://www.barn.is/

#### Children's Ombudsman

- The design of the website is attractive; the first thing you see when you visit the website is an
  invitation to participate in the work of the Children's Ombudsman Advisory Group if you are
  between 12 and 17 years old.
- Highlighting the latest questions asked by minors, on various issues such as sex, family, school; a rather incentive-based practice.
- Highlighting the content encourages the minor to approach the institution if he/she feels concerned by these issues (example of a response: "Hi and thanks for the email. It is cool for you to look for information, it is an important first step [...]").
- Children and teenagers" tab: 4 choices (FAQ, Consultations with children, covid-19 and Rights of children and teenagers), and for the latter, there is an explanation of the rights by age (from 6 years to 18 years, with details of the rights for each age), making it possible to find one's way around and to situate oneself instantaneously for a child/teenager.
- Several versions of the Convention on the Rights of the Child are also provided, with a particularly good illustration:
   https://www.barn.is/media/utgafur/Barnasattmalinn\_veggspjald.pdf); another version, in pictures, is available on the website.

### Italy (DPA)

#### https://www.garanteprivacy.it/home

 Clickable alphabetical list of topics and an image to announce a guide and a box on DPA releases and audio system to activate to describe the resource:

https://www.garanteprivacy.it/home/stampa-comunicazione/vademecum-e-campagne-informative Tab: Media campaigns of the Authority.

• Page with all the Vademecum on social networks, smart toys and their risks for minors.

#### https://www.garanteprivacy.it/temi/minori

- 1 specific section devoted to the themes of minors:
  - Many pictures and drawings to introduce the documents.
  - - +Consigli+ai+%C2%ABGRANDI%C2%BB+per+un+utilizzo+sicuro+da+parte+dei+%C2% ABPICCOLI%C2%BB.pdf/bea17fd1-3e37-981b-b4e1-de46ad37e8ad?version=3.0
  - o Campaigns, online quizzes <a href="https://www.garanteprivacy.it/connettilatesta/risultato-questionario">https://www.garanteprivacy.it/connettilatesta/risultato-questionario</a>.

- YouTube channel: <a href="https://www.youtube.com/watch?v=BqtnYcfgLbM&list=UUR9I1m-5FivpCVtBdir9TCQ">https://www.youtube.com/watch?v=BqtnYcfgLbM&list=UUR9I1m-5FivpCVtBdir9TCQ</a>
- 1 box contains DPA press releases and interviews on minors, new technologies and data protection.
- Social networks tab: <a href="https://www.garanteprivacy.it/temi/social-network">https://www.garanteprivacy.it/temi/social-network</a>.
- Online photos and videos tab.

# Jersey (DPA)

### https://jerseyoic.org/

Website split between organisations and individuals → opens on 1 information tab for young people <a href="https://jerseyoic.org/resource-room/young-people?audience=everything">https://jerseyoic.org/resource-room/young-people?audience=everything</a>
<a href="https://jerseyoic.org/resource-room/information-rights/?audience=everything">https://jerseyoic.org/resource-room/information-rights/?audience=everything</a>

Special mention for minors: recommendations:

https://jerseyoic.org/resource-room/young-people?audience=everything https://jerseyoic.org/resource-room/toptips/?audience=everything

- 2 posted topics: Tips for staying safe online / Beware of data provided when downloading, shopping online.
- 1 Blog: a → theme on children's rights in a digital world and advice for parents.
- Education section: tips/guide → taking pictures in schools.

<u>Personal rights</u>: numerous sheets with simplified diagrams and infographics, interesting but not specifically adapted for young people <a href="https://jerseyoic.org/media/3q3nzvfn/joic-03a-rights-of-data-subjects">https://jerseyoic.org/media/3q3nzvfn/joic-03a-rights-of-data-subjects</a> 3.pdf

# Lithuania (DPA)

### https://vdai.lrv.lt/lt/naudinga-informacija/vaikams-ir-jaunimui

Tab for children and young people with short videos by theme:

- Put a filter on Facebook.
- Playful video with Mantas Katler.
- Agnė Kulitaitė changes jobs.
- This could be your job interview.
- Presentation of the Youth Survey.
- Rights on the Internet.
- Which websites would be better off not capturing your data?
- Learn to be on social networks.
- Abuse on the Internet.
- What are cookies?

# Luxembourg (DPA)

https://www.bee-secure.lu

- → Educational website mainly aimed at parents/teachers looking for resources to raise awareness about digital issues among young people.
- → It links to <a href="https://www.bee.lu">https://www.bee.lu</a>, an educational website for children aged 3 and over.

It contains various short stories to read or listen to (audio version available) to raise awareness among children taking their first steps on the Internet.

- <u>Activity report:</u> BEE SECURE will continue to develop new educational materials and promote
  its advisory and support services. Efforts will focus on raising awareness among emerging
  target groups, namely: young children, carers (teachers, educators...), parents, seniors and
  people with special needs.
- Thematic posts: <u>Age & Social Networks</u>

E.g.: "Today, many children are already registered on WhatsApp, Instagram & Co from primary school. But, from what age can they officially use them? We took a look at the minimum age of the most popular social networks.

Many parents ask themselves this question: at what age can my child officially register on the main social networks? Do I risk sanctions if I allow my child to access them when they are underage?

- Why is there a minimum age for WhatsApp, Facebook & Co?
- What do the terms and conditions of use of social networks say?
- How do online service providers verify the age of their users?
- What happens if children under the age of 13 sign up to a social network?
- Are there any legal consequences for parents?
- Should I allow my child to use WhatsApp, Facebook & Co?
- Diversified *helpline* contacts.
- Wide range of publications in 3 languages <a href="https://www.bee-secure.lu/fr/publications/">https://www.bee-secure.lu/fr/publications/</a>
- Short tabs to be opened: Questions and answers for the general public / states the potential risks related to https://www.bee-secure.lu/fr/sujets/mes-donnees-et-moi/

https://www.bee-secure.lu/fr/sujets/jeux-numeriques/

 Related topics with Q&A All public/ Parents/: "Excessive use", "Digital devices": explanatory, brief and refers to related topics.

# Luxembourg (ENOC)

http://www.okaju.lu/index.php/fr/

#### Ombudsman for the Rights of the Child

- As soon as you arrive on the website, you will notice the "Children's area" tab at the top of the website.
- The visuals chosen for the website (children's images, bright colours, cartoons) indicate that it is a website aimed at children.
- Bubbles depicting different situations of the child, wallpaper of the page depicting children, large incentive boxes (big buttons for children's rights, contact, etc. (link: https://ork-kids.wixsite.com/website-7).
- When you click on the rights of the child, a short text (in adapted vocabulary) explains the principle, and then offers a reference at the end of the paragraph to a simplified version of the Convention on the Rights of the Child (link:
  - http://docs.wixstatic.com/ugd/659255 f728e3d5a9d74038b4591ea8262563e8.pdf)

- mostly textual but detailed article by article + reference to other useful websites and links concerning children's rights.
- Concrete tab, based on real stories (Tayo's story, Sébastien's story etc.) which embody articles
  of the Convention on the Rights of the Child. (Link: <a href="https://ork-kids.wixsite.com/website-7/l-histoire-de-sebastien">https://ork-kids.wixsite.com/website-7/l-histoire-de-sebastien</a>).

### Malta (ENOC)

### http://www.tfal.org.mt/

### Office of the Children's Commissioner

- My rights / "Your rights": links to several PDF documents:
  - Explanation with drawings and in adapted language on children's rights (e.g., simplified textual content).
  - The Passport of the Rights of the Child (Council of Europe document) in the form of a real-fake illustrated passport.
  - The UN Convention on the Rights of the Child illustrated, on one page.
- The "Children and teenagers" tab refers to the resources mentioned above but also provides a range of useful links to youth protection organisations such as:
  - BeSmartOnline Website (www.besmartonline.org.mt).
  - Eurochild website (<u>www.kellimni.com</u>).
  - Report Online Abuse (<u>www.childwebalert.gov.mt</u>).
- There is an insert for contacting the Commissioner's office:
  - By mail / telephone or post.
  - > The child does not have the possibility to refer to the Commissioner or to address him/her directly from the office's website.
- There is also a parents' section with thematic tabs (education, sport, justice, health) each with its own set of explanatory documents.
- Both the office of the Children's Commissioner and the Commissioner herself have a Twitter account on which they regularly address minors.

### Morocco (DPA)

### www.cndp.ma

- <u>Tab to a comic book:</u> internet situation https://www.cndp.ma/images/documents/BD-CNDP-fr.pdf
- Tab to <a href="mailto:the-cndp-">the CNDP's annual competition aimed at young internet users to</a> raise awareness of the importance of protecting their privacy on the web: participants are invited to produce a short video, in which they will be asked to raise awareness of the Moroccan public about privacy and personal data protection: <a href="https://privacyawards.koun3labal.cndp.ma/fr">https://privacyawards.koun3labal.cndp.ma/fr</a>
- Useful links tab refers to the National Observatory for Children's Rights.

# Mauritius (DPA)

https://dataprotection.govmu.org

https://dataprotection.govmu.org/Pages/Teens/Teens-Corner.aspx#en

- Tab: Youth section, short text presenting the issues of personal data protection.
- Advice for young people.
- FAQ dedicated to young people.

# Mexico (DPA)

Two websites for Mexico: INAI and INFOEM

https://home.inai.org.mx/ (INAI – website of the Mexican Federal Data Protection Authority). https://micrositios.inai.org.mx/clic/?page\_id=450

• Microsite with child-oriented iconography, sequenced for boys and girls, children and teenagers, parents and educators:

#### Tabs:

- Resources (Guides, tutorials, parental control tools).
- Videos.
- Applications (tests, vulnerability meter, data values).
- <u>Games, Consoles</u> with recommendations (parents, teachers).
- <u>Competitions</u> (TV, radio spots, youth comics on data protection and transparency of information).
- My Rights.
- Presence of the authority on all social networks (IG, FB, Twitter, YouTube):
  - The YouTube channel features the "Monstruos in Red" video series, content dedicated to young children.
  - The Twitter account has a large following (232k followers) and is very active, featuring visual content that encourages young people to understand digital issues.
  - The Instagram account highlights the events relayed by the DPA with a neat and youth-friendly design.
  - The Facebook account contains the same type of information as on Instagram and Twitter, number of followers (179k).

https://www.infoem.org.mx/ (INFOEM -DPA of the State of Mexico and the Municipalities).

#### Tabs in a very playful style aimed at young people:

- Children's and young people's competition:
   <a href="https://www.infoem.org.mx/es/contenido/eventos/concurso-para-ser-comisionado-o-comisionada-y-formar-parte-del-pleno-infantil-y">https://www.infoem.org.mx/es/contenido/eventos/concurso-para-ser-comisionado-o-comisionada-y-formar-parte-del-pleno-infantil-y</a>
- Course outlines.
- Transparency and data protection monitor training: https://www.infoem.org.mx/es/contenido/iniciativas/monitor-de-transparencia
- Access, public information and data protection rights.

# Norway (DPA)

http://www.dubestemmer.no/en ("You decide")

• 1 adult entry: sub-distinctions then = teachers / head teachers / parents.

- 2 children's entries: 9-13 / 13-18 years → allows for common themes to be addressed differently (social networks, privacy, unwanted events) but also special themes for each age group:
  - 9-13 years old: a critical look at information.
  - 13-18 years: digital traces.
- Possibility to click on complicated words to get a definition (definitions are the same for 9-13 and 13-18 years old).
- Possibility to increase the font size for easier reading on the screen.
- Adapted design.
- For each theme, it is possible to download PDF and PowerPoint for further use in a class, for example
- Each theme is deployed on several levels
  - A brief and general presentation of the theme.
  - A "did you know" section with the possibility to click on targeted articles ("secure password", "who should be allowed to see what") and practical examples (testimonials, news, etc.).
  - Exercises: collective, as subjects for discussion (e.g. anonymity on the Internet) but also individual, as subjects for reflection (e.g. to understand the notion of editorial responsibility: "Have you ever regretted publishing content about yourself or someone else online?"/"Why did you regret it?"/"Did you behave in the same way anonymously online as if your identity were known, or did you overstep the mark?").
  - Videos.
  - Glossary.
  - Legislation.

# Norway (ENOC)

#### https://www.barneombudet.no/

#### Children's Ombudsman

- Modern, brightly coloured visual that opens with the message "We are a team with children and young people".
- Presence of a "For children and young people" tab linking to a dedicated page, the change of page is manifested by a change of colour from royal blue to pastel orange and by the message "We care about your rights!" (<a href="https://www.barneombudet.no/for-barn-og-unge">https://www.barneombudet.no/for-barn-og-unge</a>) This injunction challenges and invites to discover the rights in more detail from the child's point of view, it conveys confidence.
- At the bottom of the page, the rights are broken down by theme to ensure a better understanding for the child (health, money and work, school, violence and abuse...) and if the child has any questions and cannot find the information he or she is looking for: a chat box is open and allows the child to formulate an open question (see image).
- Each theme groups together a set of questions that are supposed to cover the child's questions.
  - (See image n° \_ for the theme "Family and home") See image n° \_ for the theme "Web, social media and leisure").
- A contact form is available on the website under the heading "Contact us", which consists of fields to be filled in. Alternatively, it is possible to contact the office via social networks (Instagram, Facebook, YouTube, Twitter).

# Philippines (DPA)

### https://www.privacy.gov.ph/kd/

Kabataang Digital (KD) campaign, with the theme of promoting a safe online environment for young people: "PSST! Privacy Safety, Security, and Trust Online".

### https://www.privacy.gov.ph/psst/

• Videos, online games, puzzles, scenarios on data protection topics.

# Poland (ENOC)

#### www.brpd.gov.pl

#### Ombudsman for children

- Colourful and dynamic website, differentiated entry for adults and children:
  - The adult section (<a href="https://brpd.gov.pl/strefa-doroslego/">https://brpd.gov.pl/strefa-doroslego/</a>) contains advice, references (publications, books, guides) which are freely available and reusable for all child protection agencies. It also includes United Nations documents.
  - ➤ The Child section (<a href="https://brpd.gov.pl/strefa-dziecka/">https://brpd.gov.pl/strefa-dziecka/</a>) offers a centralization of information gathered by themes (see image n°\_):
    - "Your stuff" section contains testimonies and letters from children.
    - "Your Rights" section: an effort is made at the vocabulary stage (https://brpd.gov.pl/2019/10/22/prawa-dziecka-po-ludzku/).

A chatbot is available on the website and emits a sound alert to warn us of its existence.

# Slovenia (ENOC)

### http://www.varuh-rs.si/

#### Human Rights Ombudsman of the Republic of Slovenia

- Children's entry on the homepage by clicking on the "For children" tab (see <a href="https://www.varuh-rs.si/za-otroke/">https://www.varuh-rs.si/za-otroke/</a>).
- Children's rights: the rights are set out in tables, illustrated by children's drawings and containing a few points of explanation for each right (see <a href="https://www.varuh-rs.si/za-otroke/levi-meni/pravice-otrok/?categories=127%2C33">https://www.varuh-rs.si/za-otroke/levi-meni/pravice-otrok/?categories=127%2C33</a>).
- Also, in the same section, there are several videos to raise awareness about children's rights, child refugees, how to react to injustice, etc. (see <a href="https://www.varuh-rs.si/za-otroke/levi-meni/video/?categories="https://www.varuh-rs.si/za-otroke/levi-meni/vide
- "I want help": section providing information on the scope of the Ombudsman's work and on how to contact him/her + provision of a downloadable online form.

# Spain (DPA)

### <u>https://www.tudecideseninternet.es/aepd/</u> ("You decide on the Internet")

Adaptation of the design on the homepage: there is not only text, but the interface is also dynamic. there is a large box with a direct line to the authority's youth service: phone number and WhatsApp number + email address.

#### All the resources that can be found on the website:

Very rich content with children's sections, and a home page that alternates between online content. *Children's writing style*:

- You decide/you want to play (role-play with characters of your choice) /
- Stories/ test/ games/ pictures/
- You know ... with glossaries (phishing, harassment, ...) / emergency numbers
- Don't be led astray on the internet  $\rightarrow$  8 colourful, illustrated theme cards, tips.

#### Parents and teachers:

- Workshops, guides, repository, parental control, internet decalogue.
- Downloadable educational sheets: chat, image, shopping, identity theft.
- Thematic videos by age group  $\rightarrow$  8-14 years and + 14 years: social networks.
- Thematic workshops → for families, minors and the cyber world.

### List of Guides for educators, parents: youth themes on social networks, cloud.

 A list of channels with educational videos in video tutorial format that explain, step by step, how to set up privacy options in popular browsers, social networks and mobile operating systems.

### Read more: resolutions & reports on minors.

- There is a video tab with "you control the internet" scenarios and different entries for different ages:
  - For 8–14-year-olds: "sitcom" type videos with different themes.
  - For the 14+ age group: a short film of about 8 minutes, in English with Spanish subtitles, which seems to be suitable for a teenage audience.

#### Other tabs include:

- A "parents/teachers" section with a wide range of resources: practical guides, a platform to
  provide information and raise awareness, a "complaints" section (national police),
  recommendations on parental control, educational sheets with a compendium of information
  grouped by theme (instant messaging, advertising, etc.), a digital skills reference framework.
- A "youth" entry, for 8–14-year-olds: list of definitions with vocabulary adapted to a young audience/reader; serious game type resources ("pandijuegos").

### https://www.aepd.es/es/preguntas-frecuentes/10-menores-y-educacion

- An FAQ tab, especially for parents/teachers;
   FAQ: legal clarification on the exercise of rights, consent, data collection:
- Can a minor under 14 years of age exercise his or her rights?

  In the case of minors under the age of 14, the exercise of these rights shall always be carried out by the person having parental authority or by his or her guardians. Persons over the age of 14 are entitled to exercise their rights.
- At what age can minors give their consent to the processing of their personal data?
- Can minors' personal data be collected and processed?

- A "Further information" section containing a centralized overview of the relevant legislation as well as reports on education and minors, and the main resolutions on minors.
- A dynamic box with a link to the website:

https://www.selfieseguro.com/decalogo-10-consejos-selfie-seguro-sin-riesgos/ (10 situations to avoid for a risk-free snapshot):

- Animations (these are cartoonized scenarios of risky situations).
- Posters (they include the visuals of the different situations mentioned above).

#### https://www.aepd.es/canalprioritario/

- → Priority channel: emergency needs of minors/alerts/tabs:
  - "Can you stop it".
  - "If you are under 18 and you know that photographs, videos or audio of sexual or violent content are being published on the Internet without the permission of the person concerned (whether you are yourself or another person in Spain or who is in Spain) remember that #YouCanStopIt.
  - Don't be afraid and contact us.

# SPAIN / Catalonia (DPA)

### https://apdcat.gencat.cat/en/inici/

#### **Catalan Data Protection Authority**

- 3 sections: Videos / Guides / PDP School Guidelines.
- Minors tab:

https://apdcat.gencat.cat/ca/menors i joves/

Educational resources by level for schools in Catalonia to help young people build a culture of data protection on the Internet:

9-11 years / 12-14 years / 15-17 years.

# SPAIN / Catalonia (ENOC)

#### http://www.sindic.cat/infants

#### Office of the Catalan Ombudsman

- Your rights: the link goes to a general page on children's rights, to explain and popularise how children have rights (see <a href="https://www.sindic.cat/ca/page.asp?id=116">https://www.sindic.cat/ca/page.asp?id=116</a>);
- The Catalan Ombudsman includes young people aged 14 to 15 in a "Youth Advisory Council" with the aim of guiding the actions of the institution (see <a href="https://www.sindic.cat/ca/page.asp?id=405">https://www.sindic.cat/ca/page.asp?id=405</a>);
- Online complaint: possibility to fill in fields in order to file a complaint directly online + information on what happens to the complaint (purpose, recipient, rights).

<u>Contact</u>: website, e-mail, toll-free phone number, in person or by post.

## Sweden (ENOC)

http://www.barnombudsmannen.se/

#### Swedish Children's Ombudsman

- Colourful website, rather suitable for young people: clear, concise.
- As soon as you access the website, you will notice different resources explaining the rights of the child:
  - ➤ Children's rights in practice (see <a href="https://www.barnombudsmannen.se/barnratt-i-praktiken/">https://www.barnombudsmannen.se/barnratt-i-praktiken/</a>).
  - The Children's Rights Journey, a page dedicated to authorities or municipalities and regions that contribute to children's rights, which details a step-by-step pathway to achieve this goal (see <a href="https://barnrattsresan.barnombudsmannen.se/">https://barnrattsresan.barnombudsmannen.se/</a>)
  - "My Rights" website on the human rights of children and young people:
    - An entry for young people (cf. <a href="https://minarattigheter.se/">https://minarattigheter.se/</a>) with referrals to appropriate resources according to the age entered (2-5/6-9/10-13/14-18).
    - An entry for teachers, pedagogical (see <a href="https://minarattigheter.se/pedagog">https://minarattigheter.se/pedagog</a>).
    - A rather well-made chatbot (see <a href="https://minarattigheter.se/bobbot/">https://minarattigheter.se/bobbot/</a>).
- Very educational and advice-oriented website for minors.
- Possibility to read the text displayed on the screen, to offer the textual content in "minority" languages or in sign language (information in video).

"If you are in trouble" tab: advice and numerous links for minors who are subjected to violence at home or at school --> reference to numerous links and organisations that can provide a response in each possible situation (see <a href="https://www.barnombudsmannen.se/for-dig-under-18/om-du-har-det-jobbigt/">https://www.barnombudsmannen.se/for-dig-under-18/om-du-har-det-jobbigt/</a>).

# Switzerland (DPA)

### https://www.edoeb.admin.ch/edoeb/fr/home.html

In view of the revision of the Swiss Data Protection Act, which is expected to come into force by the end of 2022, the teaching material should also be revised, subject to dedicated budgets.

From the home page of the website, you need to pull down the data protection ribbon and then go to the "Internet and computer" section and then "Children and teenagers".

The design of the website is very textual.

There are three main strands:

- A "Children and teenagers" section: It contains a link to general advice and information for parents.
- A "Teaching Materials" component.

This category contains educational tools for teachers to raise awareness of the responsible use of personal data.

A distinction is made according to age group, so there are teaching materials for 13–15-year-olds and for 16–19-year-olds.

- A "Links" section.

Several links to Swiss websites, and another part to foreign websites (EU links, Council of Europe Serious Game).

### Netherlands (ENOC)

http://www.dekinderombudsman.nl/

#### Ombudsman for children

- The visual of the website is rather kid-friendly without being infantilizing (teenager).
- What are my rights?:
  - Each right is inserted in a drop-down box.
  - Provision of an age scale, allowing the user to find out his or her rights according to the age entered.
  - Ombudsman's Office available on all social networks (YouTube, Facebook, Instagram, LinkedIn, Twitter).
- Provision of a "toolbox" for professionals concerned with respecting the best interests of the child (box for children and for professionals) (see link: https://www.dekinderombudsman.nl/toolkit-beste-besluit).
- Contact: e-mail, online contact form, by post or by phone.

### United Kingdom (DPA)

https://ico.org.uk/for-organisations/guide-to-data-protection/key-dp-themes/children/

One section is addressed to companies: it provides a list of measures to be respected applicable to children's data and rights and the conditions for exercising their rights:

- The provisions + Checklist of points of attention.

An ICO Children's Code Design Guide, to help designers comply with the Code when designing new interfaces: <a href="https://ico.org.uk/for-organisations/childrens-code-hub/childrens-code-design-guidance/">https://ico.org.uk/for-organisations/childrens-code-hub/childrens-code-design-guidance/</a>

One section deals with the provisions of the GDPR on children's rights: <a href="https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/children-and-the-uk-gdpr/">https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/children-and-the-uk-gdpr/</a>

Resources tab: <a href="https://ico.org.uk/for-organisations/posters-stickers-and-e-learning/school-resources/">https://ico.org.uk/for-organisations/posters-stickers-and-e-learning/school-resources/</a> (Updated teaching tools and lesson plans for primary and secondary school teachers).

# United Kingdom (ENOC)

http://www.childrenscommissioner.gov.uk/

### Children's Commissioner for England

- "The Big Ask page" is dedicated to children (Link: https://www.childrenscommissioner.gov.uk/thebigask/).
- When we enter it, we are asked our age in order to adapt the content which is then proposed to us, rather well done on the content and the form (Link: https://www.childrenscommissioner.gov.uk/thebigask/survey-9-12/).
- Easy-to-read versions are available for the 6-8 and 9-17 age groups, and there is a study for adults.
- "The Big Ask resources" is a dedicated area for downloading resources:
  - Activity packs and lesson plans.
  - Videos.

- Posters.
- A guide for children and parents to maintain a healthy and balanced digital diet (using the 5 fruits and vegetables a day model) with tips, practical guides and an influencer-style YouTube video (Link: <a href="https://www.youtube.com/watch?v=MsUGmyjgw2w">https://www.youtube.com/watch?v=MsUGmyjgw2w</a>).

### http://www.niccy.org/

#### Commissioner for Children and Young People Scotland

#### Children and young people" tab:

➤ How can we help you?

This section details the work of the office and its scope of action, particularly with regard to the difficulties encountered by young people.

There are many references to resources, links and reports that have been popularised specifically for children (e.g. <a href="https://www.niccy.org/media/3340/niccy-legal-complaints-leaflet-young-persons-2017.pdf">https://www.niccy.org/media/3340/niccy-legal-complaints-leaflet-young-persons-2017.pdf</a>)

### Problems that concern you?

Links to other resources according to the themes addressed (elections, digital, etc.) (Link: <a href="https://www.niccy.org/children-and-young-people/issues-that-affect-you/">https://www.niccy.org/children-and-young-people/issues-that-affect-you/</a>).

#### > Your rights:

Explanation of rights under the Convention on the Rights of the Child, poster (Link: <a href="https://www.niccy.org/media/2642/niccy-uncrc-a2-poster-2016.pdf">https://www.niccy.org/media/2642/niccy-uncrc-a2-poster-2016.pdf</a>)

Know your rights / Useful links: many links and resources on this tab

#### Being involved:

Page mainly dedicated to the recruitment of young people who wish to join the office.

#### Videos:

Link to the NICCY YouTube channel (Link: <a href="https://www.youtube.com/channel/UCMtBUqsZsZJl4r2QW-pp3hA">https://www.youtube.com/channel/UCMtBUqsZsZJl4r2QW-pp3hA</a>)

• There is also an entry for parents (parent's guide):

Presentation of the work carried out by the Bureau and its legal framework.

### http://www.childcom.org.uk/

### **Children's Commissioner for Wales**

- The "resources" tab is immediately visible, depending on whether the children are in primary or secondary school, but also documents for universities, professionals and colleges or training resources for teachers.
- The colours and fonts chosen for the website are bright without being too childish.
- Student ambassadors or super ambassadors (depending on the school level of the children) (Link: <a href="https://www.youtube.com/watch?v=hMVP8ZEymFE">https://www.youtube.com/watch?v=hMVP8ZEymFE</a>) who are paired and chosen at the beginning of the year, they:
  - Inform other pupils in the school about the work of the Commissioner.

- Ensure that other students are aware of the rights of young people under the UNCRC.
- Carry out special missions for the Commissioner in their school.
- "Rights of the child" tab: in this section, there is a guide for parents, rights explained in symbols, a badge system for scouts, the "rights challenge booklet".

### United States (FTC)

#### https://www.consumer.ftc.gov/features/kids-online

- A "Heads Up" guide written and designed for children aged 8 to 12. It covers the basics of helping children protect themselves, their information and their devices online.
- The Admongo website offers children aged 8 to 12 years old:
  - Online games and course outlines: to develop critical thinking skills to help them be more informed consumers of advertising: <a href="https://www.consumer.ftc.gov/Admongo/lesson-plans.html">https://www.consumer.ftc.gov/Admongo/lesson-plans.html</a>
- A Parent's Guide to engaging in discussions with their children about online interaction https://www.consumer.ftc.gov/sites/www.consumer.ftc.gov/files/netcetera\_2018.pdf

   https://www.bulkorder.ftc.gov/publications/net-cetera-chatting-kids-about-being-online
- FTC video "think before you post" / stop think click
   <a href="https://www.youtube.com/results?search\_query=FTC+stop+think+click%5D">https://www.youtube.com/results?search\_query=FTC+stop+think+click%5D</a>
- FTC video on cyberbullying https://www.youtube.com/watch?v=IN2fuKPDzHA

# Hong Kong (DPA)

Publications: Warning notes and information brochures:
 <a href="https://www.pcpd.org.hk//english/resources\_centre/publications/files/guidance\_children\_e.pdf">https://www.pcpd.org.hk//english/resources\_centre/publications/files/guidance\_children\_e.pdf</a>

For the attention of actors who interact with children under 18 via the Internet, and who may collect their personal data operating online platforms, including websites, forums, mobile applications, etc. aimed at children or popular with them.

- Website dedicated to children, parents, and students with online resources "YOUth Privacy":
  - Data protection campaign for primary school.
- Mobile game application design program and contest for secondary school students https://www.pcpd.org.hk/childrenprivacy/en/index.html
- Other Educational Resources for Children
   <a href="https://www.pcpd.org.hk//english/resources\_centre/publications/files/leaflet\_childrenonlineprivacy\_e.pdf">https://www.pcpd.org.hk//english/resources\_centre/publications/files/leaflet\_childrenonlineprivacy\_e.pdf</a>