

Safer Internet PT SIC: Safer internet centre with hotline and helpline

The Portuguese Safer Internet Center (PTSIC) has the objective of taking further the activities carried out since 2007, building upon the investments and work done by the consortium in the field of online safety.

The current project (2011-2012) aims to reinforce and increase its brand among all the target audiences, in particular among children, youngsters and parents, and will carry out a set of activities needed to strength up the partnerships in place with the existent networks working in ICT field.

The PTSIC has included for the first time the helpline service, in order to increase the action scope of the project among the users, being now possible to provide counselling and support to children and parents through telephone and e-mail.

In more detail:

1. Awareness Centre [www.internetsegura.pt (awareness for the general population) + www.seguranet.pt (awareness for the school community)]

In order to potentiate the awareness and the availability of information, the communication actions of the project will be enlarged and strengthened. Such actions will include:

To reach children and youngsters outside the school environment, by strengthening the cooperation with public libraries ;

To develop materials more children friendly;

To increase the collaboration and interaction with the youth panel in order to receive input about new trends on online behaviors and appreciation about awareness materials to be developed. Also, the inclusion of more younger children in the youth panel is being planned;

To organize a central platform for parents.

To launch a communication campaign with the objective of reaching specific target audiences separately: children, youngsters, parents with high and low education, population in general, including low incoming families with low education levels (mainly located in rural areas).

2. Hotline [www.linhaAlerta.internetsegura.pt]

The hotline will continue to provide to the public a service to report illegal content and, at an European and International level, the hotline service will continue to build its know how upon the experience of other hotlines, either by communicating to police force illegal content hosted in Portugal, or to inform other hotlines of illegal and harmful content hosted abroad.

The Portuguese hotline will also conduct systematic notice to the host service provider of content assessed as illegal child abuse material in accordance with its agreement with law enforcement.

3. Helpline [www.linhaAjuda.internetsegura.pt]

The helpline offers to children and parents a new service/ channel where they can obtain advice on how to deal with harmful contact (grooming), harmful conduct (cyberbullying) and uncomfortable or scary experiences of using online technologies.

Project ID card

- Funded under: [Safer Internet 2009-2013 Programme](#)
- Area: 1.1 + 2.1 + 2.3 - Safer Internet centre with hotline and helpline
- Total cost: €0.59m
- EU contribution: €0.44m
- Project reference: SI-2010-SIC-1231001
- Execution: From 01/01/2011 to 31/12/2012
- Project status: Closed
- Contract type: Safer Internet 2009-2013 Programme IN Integrated Network

Links

- www.seguranet.pt

Contact information

MOREIRA Nuno Miguel
Taguspark - Edificio Inovação I, Sala 124 - 2°
2740-122 Porto Salva
PT
Tel.
Fax.
E-mail: nuno.moreira@umic.pt

Participants

Coordinator: UMIC - AGENCIA PARA A SOCIEDADE DO CONHECIMENTO - UMIC - KNOWLEDGE SOCIETY AGENCY, PORTUGAL

Participating partners:

Organisation	Country
UMIC - AGENCIA PARA A SOCIEDADE DO CONHECIMENTO - UMIC - KNOWLEDGE SOCIETY AGENCY	PORTUGAL

MSFT - Software para Microcomputadores, LDA	PORTUGAL
MINISTERIO DA EDUCACAO	PORTUGAL
FUNDACAO PARA A DIVULGACAO DAS TECNOLOGIAS DE INFORMACAO	PORTUGAL
FUNDACAO PARA A COMPUTACAO CIENTIFICA NACIONAL - FCCN	PORTUGAL

Last update: 15/02/2012

See this factsheet online:

http://ec.europa.eu/information_society/apps/projects/factsheet/index.cfm?project_ref=SI-2010-SIC-1231001



European Commission - Information Society and Media

http://ec.europa.eu/information_society