

## Alliance to Better Protect Minors Online

### Individual company statement

Members of the Alliance agreed to submit a list of specific commitments and timeline for implementation to the European Commission within three months of endorsing the Alliance Statement of Purpose (7<sup>th</sup> February 2017). This template is intended to help formulate your actions and transmit them to the European Commission in a harmonised format.

#### THE COMPANY INFORMATION

<b>Name of the company:</b>
Liberty Global
<b>Please provide a brief description of services/products your company offers to minors.</b>
Liberty Global B.V. is the world’s largest international TV and broadband company with operations in more than 30 countries across Europe, Latin America and the Caribbean.  Liberty Global is the world’s largest international TV and broadband company, with operations in more than 30 countries across Europe, Latin America and the Caribbean. We invest in the infrastructure that empowers our customers to make the most of the digital revolution. Our scale and commitment to innovation enable us to develop market-leading products delivered through next-generation networks that connect our customers who subscribe to over 59 million television, broadband internet and telephony services. We also serve over ten million mobile subscribers and offer Wi-Fi service across six million access points.  The Liberty Global Group operates in 12 European countries under the consumer brands Virgin Media, Ziggo, Unitymedia, Telenet and UPC. The LiLAC Group operates in over 20 countries in Latin America and the Caribbean under the consumer brands VTR, Flow, Liberty, Mas Móvil and BTC. In addition, the LiLAC Group operates a submarine fiber network throughout the region in over 30 markets.  For more information, please visit <a href="http://www.libertyglobal.com">www.libertyglobal.com</a>
<b>Countries where products/services targeting (used by) minors are offered by your company.</b>
<ul style="list-style-type: none"><li>• <b>Europe:</b> Ireland, UK, Belgium, Switzerland, Austria, Germany, Hungary, Romania, Slovakia, Poland, Czech Republic.</li><li>• <b>The Americas:</b> Puerto Rico, Chile, Panama, Bahamas, Jamaica, Caribbean.</li></ul>

## SECTION 1. USER-EMPOWERMENT

1. Identifying and promoting best practice for the communication of data privacy practices.		
Measures		Timeline for future actions
Current	Future	
<p>Liberty Global is strongly committed to the privacy of our customers.</p> <ul style="list-style-type: none"> <li>• We adhere to all applicable laws on the use of personal data;</li> <li>• Our Global Privacy Policy has been issued to all our employees, prescribing the principles, values, standards and rules of behaviour to be used when handling personal customer information;</li> <li>• Our Consumer Privacy Policy is publicly available on our various country websites.</li> </ul> <p>We are also designing privacy into the foundation of every new technology product: our 'Privacy by Design' process includes stringent vulnerability checks and built-in prevention for threats such as hacking.</p>	<p>We will continue to make our customers aware of the available privacy settings and the policies we have in place to protect their data.</p> <p>Continue to invest in our network, deliver outstanding service and protect our customers' privacy and personal information, and reinforce trust in the digital economy.</p>	<p>Ongoing action as a core component of the business</p>

2. Providing accessible and robust tools that are easy to use and to provide feedback and notification as appropriate.		
Measures		Timeline for future actions
Current	Future	

**3. Promoting users' awareness and use of information and tools to help keep themselves safer online and of their responsibility and duty to behave responsibly and respectfully towards others and foster trust, at the same time promoting minor's digital empowerment.**

Measures		Timeline for future actions
Current	Future	
<p>Since 2007 we have worked together with European Schoolnet and produced toolkits for families, educators and a broad age range of children:</p> <ul style="list-style-type: none"> <li>• 'Play and Learn: Being Online' (4-8 year old) contains fun games to help kids understand the impact of modern technology and introduce them to being safe in a digital society.</li> <li>• 'Family eSafety Kit' (6-12 years old) explores online safety topics such as security, communication and cyberbullying while offering advice for parents, teachers and young people.</li> <li>• 'The Web We Want' (13-16 years old) aims to help teens make the most of online technologies and social media and become reflective and responsible citizens.</li> <li>• In collaboration with teachers, we also launched the Web We Want Handbook for Educators, containing lesson ideas and activities that encourage young people to develop the creative and critical thinking skills essential for a positive digital future. We are further supporting schools through the eSafety Label, an accreditation and support service for schools developed by leading technology companies and European Education Ministries in conjunction with European Schoolnet</li> </ul>	<ul style="list-style-type: none"> <li>• Continue disseminating educational materials that teach different stakeholders how to stay safe online.</li> <li>• Update the content of the Liberty Global website and make the materials more prominent for our customers</li> <li>• Disseminate the materials to our operations and encourage them to use the content with their customers.</li> <li>• Share good practices between our operations to further develop initiatives such as <u>Switched on Families</u> in UK</li> </ul>	<p>January – December 2017</p> <p>June 2017</p> <p>November 2017</p> <p>January – December 2017</p>

4. Promoting the use of content classification when and where appropriate.		
Measures		Timeline for future actions
Current	Future	
<p>Control of Adult TV content : the companies in our footprint offer the ability for customers to restrict access to certain programmes or on demand content or interactive services, based on established content classification systems and PIN protection</p> <p>Liberty Global does not currently operate a User Generated Content (UGC) platform and therefore UGC specific recommendations are not applicable.</p>	<ul style="list-style-type: none"> <li>We will continue to make our customers aware of the tools they have at their disposal to control the more sensitive content available on TV.</li> </ul>	Ongoing action as a core component of the business
5. Promoting the awareness and use of parental control tools.		
Measures		Timeline for future actions
Current	Future	
<p>At Liberty Global we recognize the importance of protecting children when our customers use our services and therefore we ensure that protective features are embedded into the technologies we design.</p> <p>All of our operations have in place parental control tools for the products they offer which can be activated by customers when needed.</p>	<ul style="list-style-type: none"> <li>Map out a strategy to communicate parental control tools to customers to ease their access to the information available.</li> <li>Ensure parental controls are available for our new products with different areas of the business and improve the tools where needed.</li> </ul>	<p>April – September 2017</p> <p>On-going 2017</p>

## SECTION 2. ENHANCED COLLABORATION

6. Intensifying cooperation between ourselves and with other parties such as Child Safety Organisations Governments, education services and law enforcement to enhance best practice-sharing.		
Measures		Timeline for future actions
Current	Future	

Market based collaboration with Insafe, a European network of Awareness Centres promoting safe, responsible use of the Internet and mobile devices to young people	<ul style="list-style-type: none"> <li>Encourage and facilitate the connection between Insafe and our operations</li> </ul>	Ongoing
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**7. Identifying emerging developments in technology such as connected devices and with the support of the Commission, engage with other parties who also have a role to play in supporting child safety online.**

Measures		Timeline for future actions
Current	Future	
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### SECTION 3. AWARENESS RAISING

**8. Supporting the development of awareness-raising campaigns about online safety, digital empowerment, and media literacy through both ad hoc and ongoing initiatives.**

Measures		Timeline for future actions
Current	Future	
<p><b>Awareness-raising campaigns</b> Liberty Global has been a supporter of Safer Internet Day (SID) since 2007, an annual campaign to promote safe and responsible use of online and mobile technologies in 100 countries worldwide. In 2017, 12 of our operations supported the campaign through different activities locally.</p> <p><b>Digital empowerment</b> Our new flagship program, Digital Imagination aims to encourage and challenge people to harness the power of technology to solve some of society's most pressing issues. Through our diverse array of programs we encourage young people and entrepreneurs not only promote digital empowerment but also challenge people to use technology to better their communities.</p>	<ul style="list-style-type: none"> <li>Continue to support campaigns like Safer Internet Day, bringing the message closer to our customers by offering materials to keep their families safe online and educate them on the available safety tools on our products and services.</li> <li>Continue to roll out different programs under the Digital Imagination umbrella like: the Digital Imagination Challenge for entrepreneurs and Future Makers Awards for young people.</li> </ul>	<p>October 2017</p> <p>April – November 2017</p>

**9. Promoting children's access to diversified online content, opinions, information and knowledge.**

Measures		Timeline for future actions
Current	Future	
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**SECTION 4. OTHER TYPES OF ACTIVITIES**

<b>10. Other types of activities concerning online safety for minors.</b>		
<b>Measures</b>		<b>Timeline for future actions</b>
<b>Current</b>	<b>Future</b>	
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