



DG CNECT G.3 – Elwira NAVARRE
May 2025

#DigitalEuropeProgramme



Safer Internet – Network of SICs

- **Safer Internet Centres (SICs)** provide online safety information, educational resources, public awareness tools and counselling and reporting services for children and youth, parents/carers, teachers and educators, and other professionals working with children;
- They support the implementation of the Better Internet for Kids (**BIK+**) strategy (COM(2022)212);
- This includes providing support for EC priorities, such as the implementation of the Digital Services Act (DSA).



Network of SICs - BIK+

BIK+ Better Internet for Kids strategy (COM(2022)212)

Age-appropriate digital services, with **no one left behind** and with **every child** in Europe **protected, empowered & respected** online



- Safe digital experiences
- Supporting a secure EU-wide proof of age system
- Support to the implementation of the legislative framework, in particular the DSA



Safer Internet Centres (SICs)

- National awareness centres
- Helplines
- Hotlines
- Youth Panels

betterinternetforkids.eu Portal

- EU-wide coordination
- Public awareness hub (children, teachers, **parents**, carers)



- Support children in developing and practising citizens skills
- Get children's view on policies that affect their (online) lives
- Involve children in the development of digital programmes and services
- Support peer-to-peer training and child-to-adult teaching



Network of SICs – Scope

The three main strands of a Safer Internet Centre

- **Raise awareness** about online opportunities and risks for those under 18
- Provide a **helpline** offering advice and support on issues related to children's use of digital technologies and services
- Operate a **hotline** for tackling Child Sexual Abuse Material (CSAM) according to the national legal environment



Awareness raising in national & relevant language(s)

- Devise informative and innovative awareness campaigns and resources to equip children to avoid and cope with online risks;
- Promote positive online experiences;
- Engage with children, including those in situations of vulnerability;
- Organise relevant training on children's rights online;
- Promote relevant online training modules for teachers;
- Organise training and awareness raising activities for parents;
- Evaluate the impact of the awareness campaigns;
- Promote dialogue and exchange of information with key players.



Network of SICs – Helplines

- Offer one-to-one conversations via telephone, email and online chat services, with trained helpers to give advice and support to children, young people and their parents on online related issues;
- Develop/launch an ambitious national communication strategy;
- Draw up or update the operating guidelines;
- Provide qualitative and quantitative feedback at European level to identify emerging trends.



Network of SICs – Hotlines

- Receive information from the public relating to potential CSAM;
- Cooperate with INHOPE and connect to the secure platform ICCAM (I see child abuse material);
- Notice and take down CSAM / Child Sexual Exploitation Material (CSEM) where legally possible;
- Monitoring of take down;
- Provide statistics and an ambitious national communication strategy;
- Notice and take down of CSAM for countries without a national hotline.



SIC support to DSA implementation (1 /2)

EU Safer Internet Centres will support the Commission in the enforcement of the DSA based on the evidence they gather in regards children and young people's experiences and concerns.

- **Early warning mechanism** on online trends and harms occurring in the EU (e.g. Helpline and Awareness Early Warning Groups which take place every six weeks)
- **Reporting framework** (e.g. periodic helpline and hotlines reports submitted via the BIK platform to the European Commission)
- **Surveys and consultations, if planned,** (e.g. with questions on use of VLOPs services, social media use and screen time, parental controls, experience of viewing and/or reporting harmful content)



SIC support to DSA implementation (2 /2)

- **A mandatory annual survey** on children's and young people's experience regarding measures taken by platforms in response to the Guidelines under article 28 of the DSA.
- **Youth panels** (at least one youth panel per year to consult young people about their views and experience on matters such as (but not limited to) emerging risks to privacy, safety and security, online platforms (including VLOPs/VLOSEs designated under the DSA), and the impact of social media on their wellbeing etc.)



Network of SICs – Key actors

Participation is open to all eligible entities as established by Article 18 of the Digital Europe programme, in particular public sector as well as private sector organisations, including SMEs, NGOs and international organisations.



Network of SICs

Background documents

- [Compendium of relevant BIK+ legislation and policy](#)
- [European Strategy for a Better Internet for Kids COM/2022/212 final](#)
- [Digital Services Act](#)
- [European Digital Rights and Principles](#)



Thank you – Questions?



© European Union 2025

Unless otherwise noted the reuse of this presentation is authorised under the [CC BY 4.0](https://creativecommons.org/licenses/by/4.0/) license.