

IN@CH

bringing the online in line with human rights

Action against hate speech and incitement to hate and violence.

The work of the International Network Against Cyberhate (INACH)

**Presentation by Ronald Eissens, Board member
and co-founder of INACH**



The International Network Against Cyber Hate (INACH)

uniting 20 organisations in 19 countries,
countering online hate by semi-voluntary
removal, legal action, education and other
counter-measures:



BRINGING THE ONLINE IN LINE WITH HUMAN RIGHTS

NETWORK MEMBERS



INTERNATIONAL
SIMON WIESENTHAL CENTRE EUROPE

CANADA
CAERS

UNITED STATES
ADL

UNITED KINGDOM
CST

BELGIUM - CEOOR

DENMARK
DCR - DACORD

NETHERLANDS
MDI

GERMANY
JUGENDSCHUTZ

FRANCE
LICRA

SPAIN
MCI

SWEDEN
DU

LATVIA
LCHR

POLAND
NEVER AGAIN

CZECH REPUBLIC
CHC

SLOVAKIA
PAR

SERBIA
RCM

ROMANIA
MMA/ACTIVEMWATCH

RUSSIAN FEDERATION
SOVA CENTER

UKRAINE
IHRPEX



Mission and vision

- The International Network Against Cyber Hate unites organizations around the world that want to counter Cyber Hate.
- Our vision is to Achieve the implementation of Human Rights on the Internet.



Why did we start the Network?

Because Cyber Hate is a problem that is huge, growing and a danger to our societies.

Because we are passionate about trying to create a better Internet and a better world with less hate.



History

2002 Founding of the INACH Network by
Magenta Foundation & Jugendschutz.NET



Objectives of the Network:

- unite organisations fighting against cyber hate
- exchange information to enhance effectivity of such organisations
- support groups and institutions who want to set up a complaints bureau for hate on the Net or who want to counter Internet Hate
- create awareness and promote attitude change about discrimination on the internet by giving information, education
- Enter into dialogue with the Internet Industry and other stakeholders
- Organize annual conferences on topical subjects

Aim of the Network:

- less hate on the Net, or as our slogan goes: bringing the online in line with Human Rights



The stakeholders we work with:

Industry

- Internet Service and Hosting Providers – (Notice and Take down, codes of conduct)
- Social Media providers (Google/Youtube, Facebook, **Twitter**) – **flagging, direct contact with legal counsel.**

Authorities

- Public Prosecutors – **filing of cases when necessary**
- Police and other law enforcement – **consult and forwarding of incitement to violence, calls for murder, terrorist activities.**

Politicians, International bodies

- CoE, EU, EC, OSCE, UN – **advocacy, joint projects**



Network activities to counter hate

- Complaints handling – **removal of hate**
- Education at schools
- Educational Tools (CDs, booklets, online resources)
- Training & workshops (what is hate speech? How to recognize it?)
- Training of moderators
- Lobbying, advocacy
- Online campaigns
- Outreach & engaging stakeholders
- And the latest: Counterspeech, countering racist and discriminatory content by discussion, giving facts, busting myths.

NETWORKING



INACH EVENTS

Recurrent events are a central part of INACH's networking and internal communication.



CONFERENCE:

During the annual conference, members, law enforcement, Internet industry and public come together for lectures and debate, focusing on special topics related to hate and the implementation of Human Rights on the Internet.



MEMBERS MEETING:

Every year INACH hosts a members meeting, giving the partners the possibility to improve strategies and strengthen network activities.



WORKSHOP:

Additionally to the members meeting, INACH organizes workshops that specifically aid new members to improve their daily work regarding technical and methodical aspects. This meeting is traditionally held in Mainz.



Simone Rafael
'Netz gegen Nazis', Germany

Dr. Ralf-René Weingärtner
Council of Europe
Director of the Directorate of
Human Rights and Anti-Discrimination

Jonathan Vick
Moderator

Patricia Cartes
Facebook Europe

INACH

bringing human rights

www.inach.net



Right now, the top 5 of problematic Internet areas are:

1. Twitter
2. Facebook
3. Google/Youtube
4. The Blogosphere
5. Web Forums

Hate is no longer only on 'hate-sites', it has gone viral and mainstream and is everywhere. Especially the social media are afflicted.



Our core business: removal of hate

- **Collecting and identifying hate content**

Our members collect hate content through:

- complaints sent to them
- their own research

- **Taking action on complaints**

- Assessment of legality
- Semi-voluntary removal by author or owner
- Removal by hosting provider, webforum owner or moderator, social media provider
- If necessary, prosecution



Complaints handling – examples

We get in a complaint about a text on a Facebook page:

“All Muslims are dirty scum that should be shipped back to their own countries, we don’t need them here with their backwards and violent desert religion”

- 1. Assessment: illegal**
- 2. We report the content online with Facebook. If nothing happens, request for removal goes to our Facebook contact**
- 3. FB removes – but not always**
- 4. Case closed, or...**



Complaints handling – examples

Text on a web forum:

"I would rather suffer from cancer, aids or tuberculosis than being gay or lesbian. These people need to be exterminated."

(assessment: illegal, incitement to murder & genocide)



Complaints handling – examples – memes

What is a meme?

An Internet meme is a concept that spreads via the Internet. It can be an image, a hyperlink, a video, a website, or a hashtag. Memes tend to spread from person to person via social networks, blogs, direct email or news sources.

Complaints handling – examples – Overview of Internet memes

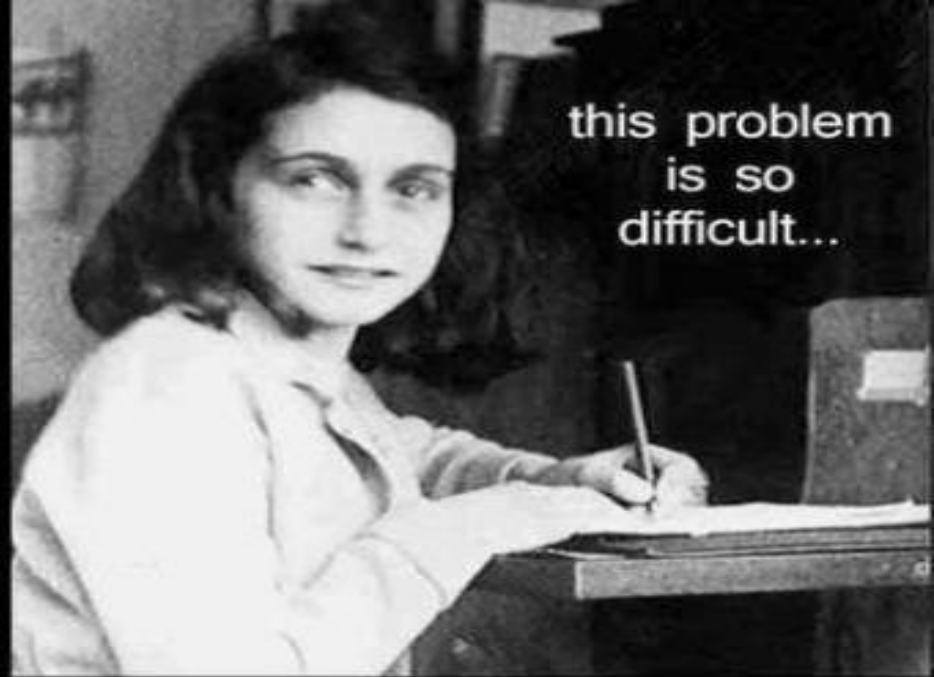
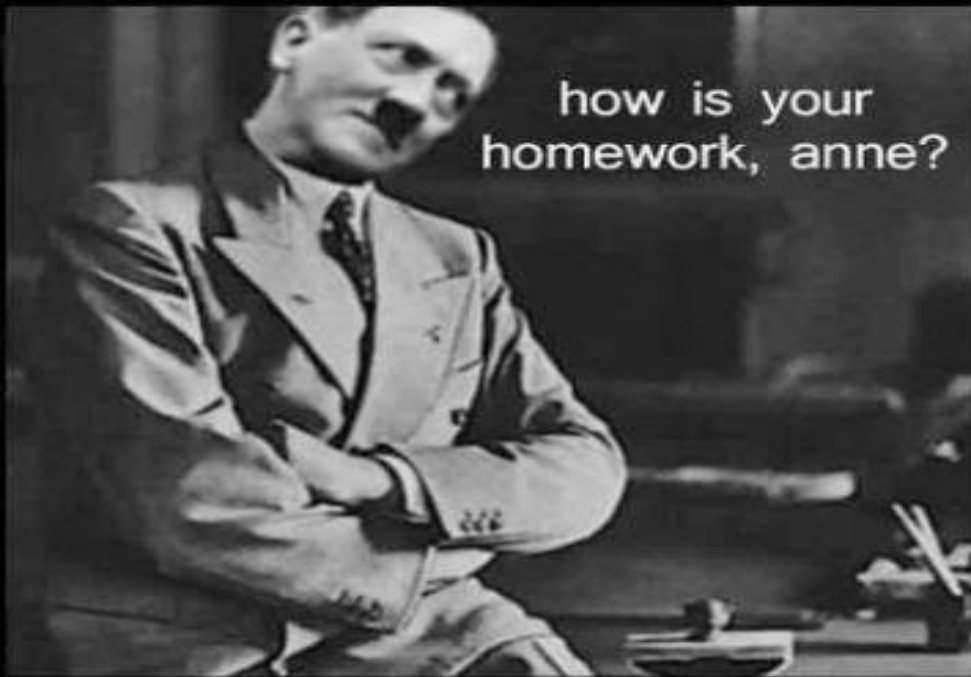


More memes

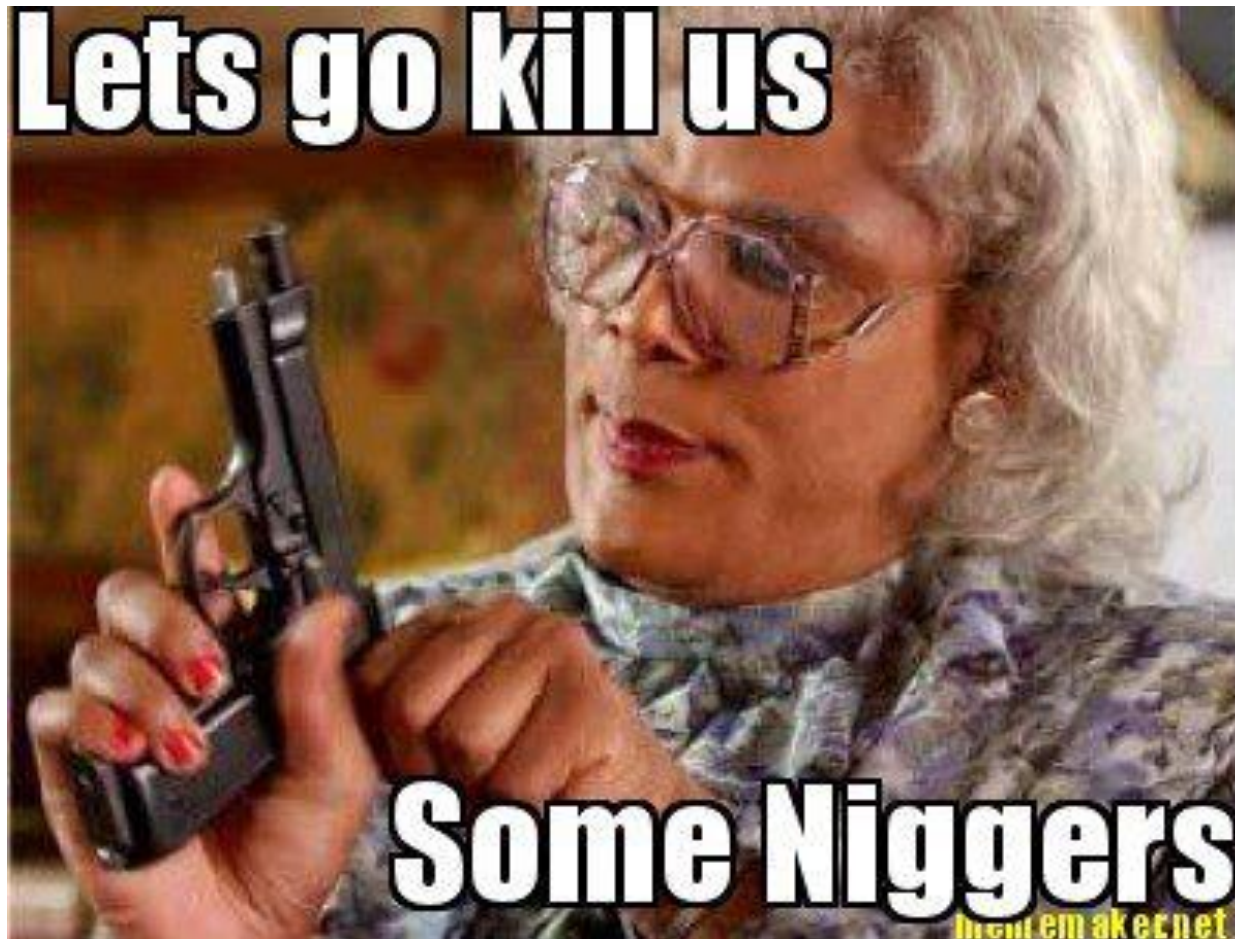


Complaints handling – examples – memes





Complaints handling – examples – memes



Complaints handling – examples - Facebook

facebook Search for people, places and things Ronald

The "Six Million" Myth

Six Million Human Beings Are Suffering the Tortures of Disease, Hunger and Death

Six million Jews are the stepchildren of fate

he caused 6,000,000 Jewish families to be expelled from Russia

the coming world war would be the annihilation of the six million Jews in six million Jews who are the helpless victims of the German T...

Holohoax - Exposing the Holocaust

40 likes · 6 talking about this

Like Message

Website
www.holohoax.com

About

Photos Likes Invite Your Friends!

Complaints handling – examples – cont.



A screenshot of a Facebook post. The top navigation bar is blue with the 'facebook' logo, a search bar containing 'Search for people, places and things', and a user profile icon for 'Ronald'. The main content area features a large black and white image of Adolf Hitler with his right arm raised in a salute. To the left of this image is a smaller, square inset image of the same Hitler image. Below the main image, the text reads '[Controversial Humor] R.I.P Adolf Hitler.' followed by '1,746 likes · 262 talking about this'. To the right of the text are buttons for 'Like', 'Message', and a dropdown menu. Below the text, there is a section for the artist, which includes a small profile picture and the text 'Artist' and 'Hitler was bullied by the Russians and his gas company to the point of suicide, please help stop bullying :\'c'. To the right of this section is a 'REMEMBER KIDS.' banner featuring a small image of a man and a 'Like' button with the number '1,746'. At the bottom of the post area, there are links for 'About', 'Photos', and 'Likes'. A 'Highlights' dropdown menu is visible at the very bottom of the page.



Results and outcomes of 10 years of INACH

Within the last 10 years,

20 organizations out of **19 countries** received over **100.000 complaints** about cyber

hate, succeeded in having more than

15.000 hateful sites, comments or postings

removed, hosted

24 international events gathering more than **1.000 people** from NGOs, politics, industry and science, working together towards

1 goal: Bringing the Online in Line with **Human Rights.**



Additionally, we monitored more than **55.000** websites, got **63** disseminators of hate speech convicted, did **78** trainings with moderators, police, public prosecutors and teachers, had to watch millions of **nasty texts, videos, photos, cartoons and pages**.



So, does it work?

Removal does work. Look at our figures.

The big drawbacks

1. Internet is the great recycler. Nothing can be removed forever. Things re-appear all the time.
2. Increasingly, there is resistance against removing material – especially coming from the social media

So why do it?

1. Most of the INACH members focus on removal as our first tool because it is in the short term a good way to clean-up. Policing always stays necessary.
2. to help victims to feel less victimized. Also sends a message: there is freedom of speech but some speech is bad for society and/or leads to violence in the short or long term.
3. Removal is also relatively easy compared to the other ways.



Challenges

- Money – an ongoing one. The Networks runs on air and this works, since we all want it to work.
- Lack of political will on National levels to support the work
- Lack of will to prosecute some cases
- Shifting of political climates leading to erosion of anti-hate and anti-hate speech legislation.
- Lack of willingness on the side of the Social Media to set ethical policies.



The Future

Counter-speech initiatives:

- Council of Europe Youth Dept & EEA Norway Grants
- National Union of Israeli Students
- INACH



Yes, counter-speech works!

Counter-speech through several methods:

- Direct countering (debate, good speech versus bad speech, debunking myths, giving correct information)
- Positive Campaigns
- Building databases/repositories of online educational resources.
- Combination therapy: removal, counter-speech, positive campaigns, education



Risks

- Too many unconnected initiatives.

Solution: cooperation between existing initiatives = synergy

- Activists not connected to mainstream of Human Rights work, sustainability not guaranteed.

Solution: embedding of activists in NGOs.

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**INTERNATIONAL NETWORK
AGAINST CYBER HATE**

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