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Monitoring and Detecting Online Hate Speech

D1.3: Final Dissemination Report

Abstract: This document describes the dissemination activities carried out throughout the project (October 2015 - September 2017).

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The *MANDOLA* consortium consists of:

FORTH	Coordinator	Greece
ACONITE	Principal Contractor	Ireland
ICITA	Principal Contractor	Bulgaria
INTHEMIS	Principal Contractor	France
UAM	Principal Contractor	Spain
UCY	Principal Contractor	Cyprus
UMO	Principal Contractor	France

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v.2	28/09/2017	Meltini Christodoulaki (FORTH)	Comments from FORTH
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1. EXECUTIVE SUMMARY

This report describes the dissemination activities carried out by the MANDOLA project (October 2015 - September 2017). It is based on and follows the structure of the Dissemination Plan (Deliverable D1.1) and the Midterm Dissemination Report (D1.2).

The Final Dissemination Report (D1.3) is prepared under the management of the International Cyber Investigation Training Academy (ICITA) and with the involvement of all project partners.

2. COMMUNICATION AND DISSEMINATION STRATEGY

2.1 Goals and Objectives

The overall goal of MANDOLA project dissemination strategy is to ensure wide reaching impact, uptake and use of project deliverables among identified stakeholders. It must therefore be guaranteed that the project activities and materials are extensively disseminated and promoted within the communities, widely announced via appropriate channels, and fully grasped by the targeted stakeholders.

The objectives of the dissemination strategy are:

- To effectively disseminate project goals, activities and findings, promoting networking and wide impact creation.

- To disseminate techniques and results of the project to the public and interested stakeholders.

- To identify relevant stakeholders and initiatives to share knowledge, experiences and best practices.

- To perform communication activities, to promote the project to Internet industry, users, NGO, victim support services, academia and law enforcement.

- To deliver presentations and write publications at policy and scientific levels.

- To support user community and raise awareness in the broader European area of the relevance of the issues.

- To promote widespread adoption of the technology developments and support the reporting structures developed by the project.

2.2 Dissemination Plan

To put the whole dissemination work in perspective, in March 2016 we presented the Dissemination Plan (Deliverable D1.1). It served as a guideline for the implementation of the dissemination activities and as a benchmark for the evaluation of their success. In October 2016 we released the Midterm Dissemination Report (D1.2) presenting the dissemination activities carried out during the first year of the project implementation. The Dissemination Plan and the Midterm Dissemination Report have been used as a basis for the development of the current Final Dissemination Report (D1.3).

Dissemination activities were part of Workstream 1 "Awareness and Dissemination" and prolonged throughout the whole project duration. Partner organizations shared communication and dissemination tasks and actively participated in all activities. ICITA, being the leading partner of Workstream 1, coordinated all communication activities. ICITA also led the task "Dissemination in Traditional Media" (WS 1.1). The project coordinator FORTH led the tasks "Dissemination in On-line Media" (WS 1.2) and "Advisory Board" (WS 1.3).

2.3 Partners' Roles

All project members contributed to the diary of dissemination activities by recording information about individual contributions to events, conferences, workshops, media activities, etc. where the objectives of MANDOLA project have been publicized and presented. Consortium members also actively participated in discussions of the initial dissemination activities such as the identification of dissemination opportunities in their countries / domains of expertise.

2.4 Internal and External Communication

The MANDOLA dissemination strategy covers both internal and external communication and dissemination.

Internal communication was conducted via email, video-conferencing, periodic face-to-face meetings. Shared documents (including administrative project documents, reports and publications) were stored in OwnCloud, giving all partners access at all times. The project website has both internal and external audiences in mind.

External communication was implemented by a set of tools: project website, media communications - targeting printed, electronic and Internet media, dissemination of press releases, online social media, and participation in different events - conferences, forums, workshops, etc.

Any dissemination activities and publications in the project acknowledge the Rights, Equality and Citizenship (REC) Programme of the European Commission funding.

3. TARGET GROUPS

Based on the MANDOLA project goals and target groups, we defined a list of stakeholders to be reached via the defined below communication tools and channels.

Stakeholders	Why to be reached
Policy makers	- To inform them about the policy issues addressed by the project. - To engage them in a dialogue about the on-line hate speech. - To invite them to consider recommendations made by the project.
ICT industry, i.e. Internet Service Providers	- To inform them about the findings made by the project. - To invite them to consider recommendations made by the project. - To engage them in mitigating on-line hate speech activities and updating corporate policies.
Law enforcement agencies, magistrates	- To inform them about the latest updates in on-line hate speech policies and legal frameworks. - To equip them with knowledge to recognize illegal material of online hate speech
Academic and research organizations	- To encourage them to conduct further research in regard to on-line hate speech.
NGOs	- To encourage them to lobby policy-makers to consider the findings, made by the project.
Ordinary citizens	- To raise awareness of what on-line hate speech is and how it evolves. - To equip them with knowledge to recognize illegal material of online hate speech - To make them known how to encounter illegal online hate speech.
Witnesses of on-line hate speech incidents	- To inform them how to report online hate speech anonymously.

Stakeholders	Why to be reached
Media	- To inform them about the project goals and results. - To make them aware of on-line hate speech related issues. - To encourage them to be more engaged in disseminating and raising public awareness of on-line hate speech.
Project partners	- To be up-to-date with the project progress.

4. MAPPING OF TOOLS TO STAKEHOLDERS

The following table outlines the main dissemination and communication tools that were used to reach the already defined stakeholders. Therefore, as project deliverables became available or as events were undertaken, the project partners considered which stakeholder groups the deliverable or event was most applicable to and publicized the activity using those means.

Stakeholder	Dissemination and Communication Tools
Policy makers	- Project events - Presentations at external events - Media communications - Publications in popular press - Project website - Project partners' websites - Online social media - External Advisory Board
ICT industry, i.e. Internet Service Providers	- Project events - Presentations at external events - Media communications - Publications in popular press - Direct marketing - Project website - Project partners' websites - Online social media - External Advisory Board
Law enforcement agencies, magistrates	- Project events - Presentations at external events - Media communications - Publications in popular press - Direct marketing - Project website - Project partners' websites - Online social media - External Advisory Board
Academic and research organizations	- Project events - Presentations at external events - Media communications - Publications in popular press - Publications in scientific journals - Direct marketing - Project website - Project partners' websites - Online social media - External Advisory Board

Stakeholder	Dissemination and Communication Tools
NGOs	- Presentations at external events - Media communications - Publications in popular press - Direct marketing - Project website - Project partners' websites - Online social media - External Advisory Board
Ordinary citizens	- Media communications - Publications in popular press - Project website - Project partners' websites - Online social media - Smartphone App
Witnesses of on-line hate speech incidents	- Media communications - Publications in popular press - Project website - Project partners' websites - Online social media - Smartphone App
Media	- Presentations at external events - Media communications - Press releases - Direct marketing - Project website - Project partners' websites - Online social media - Smartphone App
Project partners	- Project events - Press releases - Direct marketing - Project website - Online social media

5. DISSEMINATION APPROACH

In order to reach maximum effectiveness of the dissemination strategy a three-pillar approach based on traditional dissemination, on-line dissemination and External Advisory Board setting up was used and multiple communication channels were considered.

5.1 Traditional Dissemination Approach

5.1.1. Project Logo

During the first month of the project implementation phase the project graphics were developed - the MANDOLA logo and the documents templates. Since then they were used for every dissemination activity and ensured uniformity of the MANDOLA appearance to third parties.

5.1.2. Project Events

Project events are meant to be a tool for internal dissemination. Consortium partners used these events to discuss, present and deliberate project related matters and findings to different stakeholders.

During the reported period were conducted the following project events:

- Periodic project meetings (Plenary meetings), held every 4 months, 6 meetings as total.
  - First plenary meeting (Kick off meeting)

    The first meeting was held on October 12, 2015 in Heraklion, Crete, Greece. 15 representatives of the project partners participated in it. During the meeting were discussed issues regarding the different workstreams and the duties of each partner. An Action Points List was created and accepted by the Consortium.
  - Second plenary meeting

    The second meeting was held on February 11, 2016 in Cyprus. 11 representatives of the project partners participated in it. During the meeting

were discussed issues regarding the different workstreams and the forthcoming deliverables.

- o Third plenary meeting

  The third meeting was held on June 9, 2016 in Brussels. 10 representatives of the project partners participated in it. During the meeting were discussed issues regarding the different workstreams and the forthcoming deliverables.

- o Fourth plenary meeting

  The fourth meeting was held on the October 6, 2016 in Brussels. 11 representatives of the project partners participated in it. During the meeting were discussed issues regarding the different workstreams and the forthcoming deliverables.

- o Fifth plenary meeting

  The fifth plenary meeting was conducted on February 9, 2017 in Montpellier, France. 9 representatives of the project partners participated in it. During the meeting were discussed issues regarding the different workstreams and the forthcoming deliverables.

- o Sixth plenary meeting

  The sixth plenary meeting was conducted on June 6, 2017 in Brussels. 8 representatives of the project partners participated in it. During the meeting were discussed issues regarding the different workstreams and the forthcoming deliverables.

- Ethics Committee meetings (2 meetings planned and conducted).
  - o First Ethics Committee meeting

    The first Ethics Committee meeting was held on February 11, 2016 in Cyprus. 5 legal experts and representatives of the project partners participated in it. The Committee analyzed the project's ethical issues and recommended the relevant Ethics Approvals that need to be obtained.

  - o Second Ethics Committee meeting

    The second Ethics Committee meeting was held on September 8, 2017 in Brussels. 5 legal experts and representatives of the project partners participated in it.

- Advisory Board meetings (2 meetings planned and conducted).
  - o First External Advisory Board meeting

    The event was held on October 5, 2016 in Brussels, Belgium. 14 legal experts, researchers, academia, industry and NGO representatives participated in it.

  - o Second External Advisory Board meeting

The 2nd Advisory Board meeting of the MANDOLA project took place in Brussels on 7 September 2017. The meeting was attended by 14 members, of which 9 were external members.

- Workshop for Industry, LEA and Civil Society

    o The MANDOLA project hosted a Workshop about Challenges and Responses to Online Hate Speech on 15 December 2016 in Brussels. In the workshop people from key organizations working in the area of online hate speech participated as well as, participation from Law Enforcement, Internet Industry and Civil Society was encouraged. There was active participation from the participant countries of MANDOLA project, including Bulgaria, Cyprus, Ireland, France and Greece and from European countries outside this group. 25 persons from a range of stakeholders were invited to participate and contribute to the discussions by sharing their knowledge, expertise and experiences in this complex area.

- NLOs meeting for sharing best practices for combating online hate speech.

    o The MANDOLA project hosted the NLOs meeting for sharing and exchanging best practices for combating online hate speech. The meeting took place in Brussels on 19th of September 2017. Representatives of national hotlines against illegal internet content from 7 different countries (Greece, Slovakia, Germany, France, Russia, Romania and Bosnia and Herzegovina) participated in the meeting by sharing their experience with the online hate speech reports they receive as hotlines, the cooperation with their key national stakeholders and the procedure they follow for processing such kind of reports.

Evaluation: The evaluation of the outcomes is performed based on the number of events conducted, number of participants, range of stakeholders represented and participant feedback.

All the scheduled events were held. During the events all the project partners were represented.

5.1.3. Presentations at External Events

External events are part of the key project dissemination and communication tools, used as means of developing national, European and international connections with different stakeholders and engaging in a direct, face-to-face communications and discourse. The consortium partners prepared and delivered papers, slide show presentations and lectures and organized booths at relevant events and selected European and international conferences in order to give high visibility to the project. A list of conferences to be targeted was developed at the beginning of the project implementation phase as part of the Dissemination Plan and was periodically updated.

During the project implementation period the project partners conducted/participated in the following external events:

- On November 6, 2015, the MANDOLA project was presented by Ioannis Inglezakis, Associate Professor, Law School of Aristotle University of Thessaloniki, during the two-days conference REDA 2015: Regulation and Enforcement in the Digital Era. Challenges of data protection, copyright law, e-commerce and consumer law, held in Cyprus. The topic of the presentation was: Hate and Xenophobic speech in the Internet and it was presented during the Developments and New Initiatives in Media Law session. The event was organised by the School of Law of European University Cyprus and the Law Department of the University of Cyprus. Over 200 legal experts, researchers, policy makers and end users participated in the event.

    o Link: http://reda2015.blogspot.bg

    o Project partner, participating in the activity: FORTH

- On January 25 and 26, 2016, the MANDOLA project was presented by Adel Jomni from the University of Montpellier during the 8th International Cybersecurity Forum, held in Lille, France. Over 50 cybersecurity and cybercrime prevention experts from different countries participated in the session. The presentation was focused on European cooperation projects on cybersecurity.

    o Link: https://www.fic2016.com/site/GB

    o Project partner, participating in the event: University of Montpellier

- On January 26, 2016 the MANDOLA project was presented by prof. Tatiana Synodinou and prof. George Pallis during the Trustworthy Cloud Computing - Security, Privacy and Trust Data in Cloud Computing interdisciplinary event, held in Cyprus. Over 80 researchers, industry representatives and end users participated in the discussion, organised by the University of Cyprus and the Office of the Commissioner for Personal Data Protection. The goal of the event was to discuss the personal data security in cloud infrastructures.

    o Project partner participating in the activity: University of Cyprus (UCY)

- In March 2016 the MANDOLA project was presented by the FORTH representatives during a SAFELINE seminar, held in Heraklion, Greece. 15 participants in other projects and national law enforcement agencies from Greece and Cyprus participated in the event. The goal of the event was to identify potential synergies.

    o Project partner participating in the activity: FORTH

- In April 2016 the International Cyber Investigation Training Academy conducted a public lecture for students from Sofia Vocational High School John Atanasoff. Representatives of the Academy presented to over 100 students the threats on the

Internet, such as cyber bullying, sexual exploitation of children online, harmful and illegal content online, hate speech, etc.

- o Project partner participating in the activity: ICITA

- In April and May 2016, the International Cyber Investigation Training Academy conducted two training camps for judges, prosecutors and law enforcement representatives from Bulgaria. The topic of the events was: Cybercrime investigation and prosecution techniques. Over 80 participants discussed how to combat illegal hate speech online and learned more about personal data protection cases, crypto currencies and virtual money, etc.

  - o Project partner participating in the activity: ICITA

- On May 12, 2016 the MANDOLA project was presented by Albena Spasova, President of the Management Board of the International Cyber Investigation Training Academy during the Open Cyber Security Day, held in Shumen, Bulgaria. Over 450 students and end users participated in the event.

  - o Project partner participating in the activity: ICITA

- In June 2016 representatives of the University of Montpellier attended a training on cybercrime for French judges (organised annually by the National School for Judiciary), held in Paris, France. Over 30 magistrates participated in the event. The focus of the event was on the problems of cybercrime and the various forms of hatred, xenophobia and cyberterrorism on the Internet. Special attention was devoted to hate speech on the Internet and MANDOLA project was presented.

  - o Project partner participating in the activity: University of Montpellier

- In June and October 2016 the International Cyber Investigation Training Academy conducted two trainings for Heads of Departments from the Bulgarian National Revenue Agency. Over 100 participants were registered. They were introduced to the latest trends and risks related to information security, crypto currencies and virtual money, illegal content and online hate speech. The MANDOLA project was presented also.

  - o Project partner participating in the activity: ICITA

- On November 24, 2016 the International Cyber Investigation Training Academy and the Cybercrime Unit within the General Directorate Combating Organised Crime in Bulgaria conducted a class for online safety under the I'm Cyber Secure initiative. Over 100 students from 5th, 7th, 8th and 9th grades of 93 School "Alexander Teodorov - Balan" participated in the event and learned from inspector Lubomir Tulev, whatthe latest online threats are and how to stay safe online. Online hate speech was also one

of the topics, discussed during the event. Maya Boycheva-Manolcheva from the International Cyber Investigation Training Academy presented the MANDOLA project.

- o Project partner participating in the activity: ICITA

- On February 6, 2017 Demetris Paschalides and Dimosthenes Stefanidis from the University of Cyprus gave a presentation "Technologies to detect, analyze and report online hate speech" to 70 students in journalism from the university. The goal of the event was to improve the project visibility and to raise the awareness on the hate speech impact.

  - o Project partner participating in the activity: University of Cyprus (UCY)

- On February 8, 2017 an international workshop "From Online Hate Speech to cyberterrorism: Freedom of expression VS Security: what regulations are possible?" was conducted in Montpellier, France. Over 60 lawmakers, law students and law enforcement authorities participated in the event. The workshop was officially opened by Philippe Augé, President of the University, Marie-Elisabeth André, Dean of the Faculty of Law and Political science, University of Montpellier, Adel Jomni, Lecturer and Researcher, University of Montpellier, Evangelos Markatos, Laboratory Director at FORTH, MANDOLA project Manager and Pierre Valleix, Attorney General to the Montpellier Court of Appeal. The agenda of the event was divided in four sessions:

  1. Is there a common definition of Hate Speech? Sociological, historical and linguistic approach.

  2. The incrimination of Online Hate Speech: Freedom of expression vs Security.

  3. Prevention, investigation and public/private cooperation to fight Hate Speech.

  4. Challenges and strategies: What are the desirable developments in the combat against online hate speech.

On behalf of the MANDOLA consortium, presentations gave:

- ➢ Evangelos Markatos, Laboratory Director at FORTH: *MANDOLA: Monitoring and Detecting on-line Hate Speech.*

- ➢ Estelle De Marco, Founder of the centre of research Inthemis, Expert for the Council of Europe: *The criminalisation of Hate Speech: limits and comparative study of the laws from 10 European Union's member states.*

- ➢ Demetris Paschalides, Research assistant, University of Cyprus: *Technologies to detect, analyse and report online hate speech: the MANDOLA experience.*

- ➢ Ioannis Inglezakis, Associate Professor, Aristotle University of Thessaloniki: *The criminalisation of the criticism of religion.*

Alvaro Ortigosa, Professor at Autonomous University of Madrid, Adel Jomni, Lecturer and researcher at University of Montpellier and Expert for the Council of Europe and Cormac Callanan, Expert for the Council of Europe and CEO of Aconite Internet Solutions were chairpersons to the three of the sessions.

- o Project partners participating in the activity: UCY, AIS, FORTH, UAM, University of Montpellier, Inthemis

- On March 30, 2017 George Pallis from the University of Cyprus spoke at a Seminar on Machine Learning – AI detecting hate speech from Twitter. 15 academia and research representatives (postdocs, undergraduate students, master students, faculty representatives) participated in the event. The topic of the seminar was: Machine Learning/Artificial Intelligence and it was delivered as part of the seminar series of the Computer Science graduate course COMP-500 Research Seminars and Methodology. The talk was relevant to AI specialists and to specialists from various disciplines such as social sciences, communication, law, etc.

  George Pallis presented the multi-lingual monitoring dashboard, which has been developed within the MANDOLA project, in order to offer reliable information about online hate speech enabling users to focus on their geographic region ranging from their city to their country to the entire European Union. The dashboard uses Twitter and Web sites as sources of possible hate-related online content.

  - o Link: https://www.unic.ac.cy/events/cs-seminar-machine-learning-ai-detecting-hate-speech-twitter
  - o Project partner participating in the activity: University of Cyprus (UCY)

- On May 23, 2017 the International Cyber Investigation Training Academy started one-week campaign combating hate speech and targeting students and end users. Do you know what to do if encounter hate speech online? Do you know whom to report? Do you know what hate speech is legal and what is illegal? Do you know your rights? These were some of the questions raised by the President of the Management Board of ICITA Albena Spasova during the event held in the Faculty of Mathematics and Informatics of the Sofia University "St. Kliment Ohridski". The MANDOLA project was presented to over 200 students, academic and research representatives.

  - o Link: http://e-crimeacademy.com/news_info.php?id=647&lang=en
  - o Project partner participating in the activity: ICITA

- On June 12, 2017, Demetris Paschalides, Andreas Andreou and Demosthenis Stefanides gave a presentation entitled "MANDOLA In General" at the University of Cyprus during the Induction under the Internship Program 2017.

  - o Link: http://linc.ucy.ac.cy/index.php/9-linc/events/210-linc-induction-interns
  - o Project partner participating in the activity: University of Cyprus (UCY)

- On September 26, 2017, University of Cyprus representatives had a teleconference with the Deputy Head of Unit, European Commission Directorate-General for Communication Networks, Content and Technology eCommerce and Platforms, to

present and discuss the Monitoring Dashboard, Smartphone app and MANDOLA portal, developed under the MANDOLA project.

- o Project partner participating in the activity: University of Cyprus (UCY)

- In September 2017, Inthemis conducted several personal discussions with 10 legal and security specialists with the goal to present the privacy impact assessment (PIA) methodology developed under the MANDOLA Project.

   - o Project partner participating in the activity: Inthemis

- One week campaign on hate speech crime targeting law enforcement officers and judiciary representatives was held in Sofia during the period of 19 - 26 of September, 2017. During the campaign the participants (over 120) were introduced to the MANDOLA project and its outcomes. Several meetings were organised with the target group reps in order to discuss the problems they face in the process of investigation and prosecution of cybercrime and hate speech crime in particular.

   - o Link: http://e-crimeacademy.com/news_info.php?id=651&lang=en
   - o Project partner participating in the activity: ICITA

- On September 28, 2017, Estelle De Marco from Inthemis participated in luncheon on compliance with the GDPR in Montpellier, France and presented the privacy impact assessment (PIA) methodology developed under the MANDOLA project to 30 industry representatives (CEOs and staff), digital security officers and lawyers.

   - o Project partner participating in the activity: Inthemis

Scheduled events after the project's end:

- In October 2017, representatives of Inthemis will participate in several workshops on compliance with the GDPR in Montpellier and Beziers, France and will present the privacy impact assessment (PIA) methodology developed under the MANDOLA project to industry CEOs, security officers, chambers of commerce, Agence nationale de la sécurité des sytèmes d'information (ANSSI) regional representatives, MEDEF (the French Employers' Association).

   - o Project partner participating in the activity: Inthemis

- On October 30 – 31, 2017 in Sofia will be held the Fourth South East European Regional Forum on Cybersecurity and Cybercrime. Over 300 public and private sector representatives, NGOs, academia and Law Enforcement Officers from over 20 countries are expected to come. The International Cyber Investigation Training Academy, as one of the organisers, will present the MANDOLA project and its outcomes.

- Project partner participating in the activity: ICITA

- On November 15 – 16, 2017, Estelle De Marco from Inthemis will participate in Master II courses on data protection issues in Troyes and Nice (France) and will present the privacy impact assessment (PIA) methodology developed under the MANDOLA project to over 40 students.
  - Project partner participating in the activity: Inthemis

- In June 2017 Célie Zamora (Inthemis researcher) started a three-year Ph. D. thesis on the compliance of public polices aiming to prevent and prosecute speeches and other acts motivated by hatred to fundamental rights protection requirements, under agreement with the National Association for Research and Technology (ANRT) and in cooperation with the European Law of Human Rights Institute (Institut de droit européen des droits de l'Homme - IDEDH) and a CNRS (National Center for Scientific Research (CNRS)' research unit (UMR 5815 - Dynamiques du droit). Inthemis and more exactly Estelle De Marco ensures the scientific and technical support of this Ph.D. thesis. Expected audience: about ten people within the framework of the decision to authorise the performance of and financially support the Ph.D thesis and readers of the thesis after its completion and participants to events where the thesis will be announced.
  - Project partner participating in the activity: Inthemis

Evaluation: The evaluation of the outcomes is performed based on the number of conference papers and presentations, number of events, type and size of events, event attendance.

The MANDOLA project was presented on over 20 events (trainings, conferences, discussions, meetings, campaigns) to over 1700 target group representatives - prosecutors, judges, representatives of law enforcement, industry, public sector, academia, researchers, policy makers, cybersecurity experts, legal experts, students, children and end users.

5.1.4. Media Communications

Media communications were key factor to elicit participation and generate interest in MANDOLA project. Project dissemination activities targeted all kind of media in all project partners' countries:

- **Printed** - newspapers, magazines, journals, etc.
- **Electronic** - radio and TV
- **Internet** - news websites, news agencies, etc.

Media was reached by direct communication and by periodically developed and disseminated press releases.

- **Press Releases**

Press releases were developed and disseminated for the key stages of the project implementation: project start, project end, on completion of specific project milestones and deliverables. They were issued in English and translated in partners' national languages and distributed to key national and European media and other stakeholders.

- o Press release announcing the project start

The first press release, announcing the project start was disseminated on December 16, 2015. The press release was developed in English by ICITA and with the support of all project partners and translated in Bulgarian. The goal of the first press release was: to present the project to the general public, to increase the awareness on the illegal hate speech on the Internet, to inspire media interest in the project and on the topic.

- o Press release announcing the release of: "Definition of illegal hatred and implications", Frequently Asked Questions Manual on "Responding to on-line hate speech" and the workshop for Industry, LEA and Civil Society

The second press release was developed and disseminated on November 28, 2016. It was developed in English by ICITA and with the support of all project partners and translated in Bulgarian. Its goal was to present: "Definition of illegal hatred and implications", Frequently Asked Questions Manual on "Responding to on-line hate speech" and the workshop for Industry, LEA and Civil Society.

- o Press release announcing the release of: "Landscape and Gaps Analysis"

The third press release was developed and disseminated on September 19, 2017. It was developed in English by ICITA and with the support of all project partners and translated in Bulgarian. Its goal was to present the Landscape and Gaps Analysis.

- o Press release announcing the release of: "Smartphone App, Monitoring Dashboard and MANDOLA Portal and presenting all the project outcomes".

The fourth press release (the final) was developed and disseminated on September 26, 2017. It was developed in English by ICITA and with the support of all project partners and translated in Bulgarian. Its goal was to present: "Smartphone App, Monitoring Dashboard and MANDOLA Portal and the rest project outcomes".

Press clipping after the first press release dissemination:

<u>Electronic media:</u>

- "A Dashboard Will Show the Spread of Hate Speech Online" - interview with Albena Spasova, President of the Management Board of ICITA, on Radio Sofia, Bulgarian National Radio, December 18, 2015 (in Bulgarian). Audience: general public.

    o Link: http://bnr.bg/sofia/post/100639157/karta-shte-pokazva-onlain-geografskite-tochki-s-ezik-na-omrazata

    o Project partner participating in the activity: ICITA

- "What Is Hate Speech? Is It Possible to Control Hate Speech On the Internet?" - interview with Albena Spasova, President of the Management Board of ICITA on BulgariaOnAir television, December 31, 2015 (in Bulgarian). Audience: general public.

    o Link: http://www.bgonair.bg/temida/2015-12-31/kakvo-e-rech-na-omrazata

    o Project partner participating in the activity: ICITA

Internet media:

- "A Project Facing Hate Speech Online Has Been Launched" - publication on Technews.bg, December 16, 2015 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 721.

    o Link: https://technews.bg/article-87480.html

    o Project partner participating in the activity: ICITA

- ICITA Involved in Project Consortium Facing Hate Speech Online - publication on Klassa.bg, December 16, 2015 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 3412. Article hits till September 30, 2017: 4614.

    o Link:
      http://www.klassa.bg/news/Read/article/261832_Международната+академия+за+обучение+по+киберразследвания+в+консорциум++срещу+езика+на+омразата+онлайн

    o Project partner participating in the activity: ICITA

- "A Dashboard Will Show the Spread of Hate Speech Online" - news, based on the interview with Albena Spasova, President of the Management Board of ICITA on Radio Sofia, Bulgarian National Radio, December, 18, 2015 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 311. Visitors from Bulgaria – 65.2%, USA – 4.1%, Greece – 3.7%, UK – 3.5%, Germany – 2.3%. Article hits till October 10, 2016: 150.

    o Link: http://bnr.bg/sofia/post/100639157/karta-shte-pokazva-onlain-geografskite-tochki-s-ezik-na-omrazata

- o Project partner participating in the activity: ICITA

- "What Is Hate Speech? Is It Possible to Control Hate Speech On the Internet?" **-** news, based on the interview with Albena Spasova, President of the Management Board of ICITA on BulgariaOnAir television, December 31, 2015 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 535. Visitors from Bulgaria – 77.5%, Austria – 16.5%, USA – 1.9%.
    - o Link: http://www.bgonair.bg/temida/2015-12-31/kakvo-e-rech-na-omrazata
    - o Project partner participating in the activity: ICITA

Press clipping after the second press release dissemination:

Electronic media:

- EC Managed to Convince Web Giants Like Facebook and Google to Restrict Hate Speech – interview with Ilona Krastenyakova, Prosecutor within Bulgarian Prosecutor's Office of Cassation and Expert to ICITA, on Bulgarian National Radio, Euranet Plus Radio Show, December 14, 2016 (in Bulgarian). Audience: general public
    - o Link: http://bnr.bg/euranetplus/post/100772920/ek-uspa-da-ubedi-uebgiganti-kato-feisbuk-i-gugal-da-ogranichat-ezika-na-omrazata
    - o Project partner participating in the activity: ICITA

Internet media:
- Experts: Bulgarian Legal Framework in the Field of Online Hate Speech Needs to Be Revised – publication on Cross.bg, November 28, 2016 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 899. Visitors from Bulgaria – 89%.
    - o Link: http://www.cross.bg/durzhavi-omraza-nezakonno-1526955.html#.WcePMdE3FPZ
    - o Project partner participating in the activity: ICITA

- Experts: Bulgarian Legal Framework in the Field of Online Hate Speech Needs to Be Revised – publication on Rep.bg, November 28, 2016 (in Bulgarian). Audience: general public.
    - o Link: http://bulgaria.rep.bg/eksperti-neobhodim-pregled-balgarskoto-533555.html
    - o Project partner participating in the activity: ICITA

- "There Is a Difference Among the European Countries' Legal Frameworks in the Field of Online Hate Speech" – publication on Actualno.com, November 28, 2016 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 110. Visitors from Bulgaria – 88.2%, UK – 1.8%, USA – 1.7%, Germany – 1.6%, Cyprus – 1.1%. Views (till September 30, 2017): 1217

    o Link: https://www.actualno.com/europe/evropejskite-dyrjavi-se-razminavat-v-zakonodatelstvata-si-za-ezika-na-omrazata-news_578271.html

    o Project partner participating in the activity: ICITA

- "Illegal Hatred – Subject of Analysis in 10 EU countries" – publication on Computerworld.bg, November 28, 2016 (in Bulgarian). Audience: general public, ICT specialists. Website rank in country (September 25, 2017, Alexa.com): 110. Visitors from Bulgaria – 72.6%. Views (till September 20, 2017): 2360

    o Link: http://computerworld.bg/50295_nezakonnite_proyavi_na_omraza_v_10_darzhavi_ot_es__obekt_na_analiz/

        o Project partner participating in the activity: ICITA

- "What about a Law against Hostile SMS or Violent Video?" – publication on Dnes.bg, November 28, 2016 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 45. Visitors from Bulgaria – 74%, USA – 5.9%, UK – 5.1%, Germany – 3.4%, Austria – 2.2%.

    o Link: http://www.dnes.bg/obshtestvo/2016/11/28/a-zakon-sreshtu-vrajdeben-sms-ili-klip-s-nasilie.323767

    o Project partner participating in the activity: ICITA

- "The EU Laws Handle in a Different Way Online Hate" – publication on Technews.bg, November 28, 2016 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 721.

    o Link: https://technews.bg/article-95357.html

    o Project partner participating in the activity: ICITA

- EC Managed to Convince Web Giants Like Facebook and Google to Restrict Hate Speech – news, based on the interview with Ilona Krastenyakova, Prosecutor within Bulgarian Prosecutor's Office of Cassation and Expert to ICITA, Bulgarian National Radio, Euranet Plus Radio Show, December 14, 2016 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 311. Visitors from Bulgaria – 65.2%, USA – 4.1%, Greece – 3.7%, UK – 3.5%, Germany – 2.3%.

    o Link: http://bnr.bg/euranetplus/post/100772920/ek-uspa-da-ubedi-uebgiganti-kato-feisbuk-i-gugal-da-ogranichat-ezika-na-omrazata

o Project partner participating in the activity: ICITA

Press clipping after the third press release dissemination:

Electronic media:

- "Haters and Hate Speech. Who Writes Posts on Social Media" – interview with Ilona Krastenyakova, Prosecutor within the Bulgarian Prosecutor's Office of Cassation and Expert to ICITA, on BulgariaOnAir television, TV show Direktno, September 20, 2017 (in Bulgarian). Audience: general public.
  - Link: https://www.bgonair.bg/l/2017-09-20/za-heytarite-i-ezika-na-omrazata
  - Project partner participating in the activity: ICITA

- The MANDOLA Project - interview view with Maya Boycheva-Manolcheva from ICITA on Bulgarian National Radio, Hristo Botev Radio Station, Radio show Mrejata, September 23, 2017 (in Bulgarian). Audience: general public, ICT specialists.
  - Link: http://bnr.bg/hristobotev/mrezhata/broadcast
  - Project partner participating in the activity: ICITA

Internet media:

- Online Hate Speech Remains a Serious Problem - publication on Technews.bg, September 19, 2017 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 721.
  - Link: https://technews.bg/article-102024.html
  - Project partner participating in the activity: ICITA

- The Authorities in Bulgaria Are Not Enough Active against Hate Speech Online. Publication on Actualno.com, September 20, 2017 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 535. Views (September 25, 2017): 110.
  - Link: https://www.actualno.com/society/vlastite-u-nas-ne-dejstvat-dostatychno-sreshtu-ezika-na-omrazata-onlajn-news_633995.html
  - Project partner participating in the activity: ICITA.

- "Haters and Hate Speech. Who Writes Posts on Social Media" – news, based on the interview with Ilona Krastenyakova, Prosecutor within the Bulgarian Prosecutor's

Office of Cassation and expert to ICITA, on BulgariaOnAir television, TV show Direktno, September 20, 2017 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 535. Visitors from Bulgaria – 77.5%, Austria – 16.5%, USA – 1.9%.

- o Link: https://www.bgonair.bg/l/2017-09-20/za-heytarite-i-ezika-na-omrazata

- o Project partner participating in the activity: ICITA

- The MANDOLA Project - news, based on the interview view with Maya Boycheva-Manolcheva on Bulgarian National Radio, Hristo Botev Radio Station, Radio show Mrejata, September 23, 2017 (in Bulgarian). Audience: general public, ICT specialists. Website rank in country (September 25, 2017, Alexa.com): 311. Visitors from Bulgaria – 65.2%, USA – 4.1%, Greece – 3.7%, UK – 3.5%, Germany – 2.3%.

- o Link: http://bnr.bg/hristobotev/mrezhata/broadcast

- o Project partner participating in the activity: ICITA

Press clipping after the fourth press release dissemination:

Internet media:

- "Smartphone App Will Detect Hate Speech". Publication on BNR.bg, September 26, 2017 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 311. Visitors from Bulgaria – 65.2%, USA – 4.1%, Greece – 3.7%, UK – 3.5%, Germany – 2.3%.

- o Link: http://bnr.bg/varna/post/100877144/smartfon-prilojenie-zasicha-ezika-na-omrazata

- o Project partner participating in the activity: ICITA

- "A Mobile App Reports Hate Speech". Publication on Technews.bg, September 27, 2017 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 721.

- o Link: https://technews.bg/article-102250.html

- o Project partner participating in the activity: ICITA

Evaluation: The evaluation of the outcomes is performed based on the number of press releases circulated, number of media communications issued, number published, media interviews, geographical scope and range of publication, media used, size of distribution list.

During the project implementation phase were developed and disseminated four press releases, announcing the project start and end and key deliverables (in English). The press releases were translated in Bulgarian and disseminated by the project partner ICITA to

printed, electronic and Internet media each. As a result the project was presented in different publications, TV and radio shows.

- **Publications in Scientific Journals**

Scientific journal articles are a resilient and broad-based dissemination tool. They are the main target for publication as they attract numerous scientists and practitioners in the field. The project aims to have journal publications after the project's end to reach a broader audience. These ensure that MANDOLA has a long-lasting impact beyond the project duration, particularly in relation to academic discourse in the area.

MANDOLA project in Scientific Journals:

Printed and Internet media:

- MANDOLA: Monitoring and Detecting Online Hate Speech. Publication on ECRIM News Magazine, Special theme: Machine Learning, Research and Innovation Section, Issue 107, October 2016, page 49. Audience: research and technological communities, policy makers, general public. Hits till September 30, 2017: 3175.
    - Links: http://www.ercim.eu/temp/EN107-draft.pdf

      http://ercim-news.ercim.eu/en107/r-i/mandola-monitoring-and-detecting-online-hate-speech
    - Project partner participating in the activity: University of Cyprus and FORTH

- The Legal Regulation of Hate Speech on the Internet and its conflict with freedom of Expression, Ioannis Inglezakis, publication at SSRN, December 27, 2016. Audience: research and technological communities, policy makers, general public. Downloads till September 30: 154, Abstract views: 623
    - Link: https://papers.ssrn.com/sol3/papers.cfm?abstract_id=2890337
    - Project partner participating in the activity: FORTH

    Scheduled publications after the project's end:

- The criminalisation of Hate Speech: limits and comparative study of the laws from 10 European Union's member states, Estelle De Marco, publication at French legal review Dalloz.fr (in French).
    - Project partner participating in the activity: Inthemis

- Publication of Adel Jomni, presenting the project at French legal review Dalloz.fr (in French).
  - o Project partner participating in the activity: University of Montpellier

Evaluation: The evaluation of the outcomes is performed based on the number of journal reports and scientific articles submitted and published, type of journal (industry, academic), journal impact factor (although these vary considerably by field) and circulation.

During the project implementation phase the MANDOLA project was presented in two scientific journals.

- **Articles in the Popular Press**

The project partners published articles in popular magazines and newspapers to help promotion of the project. This is in addition to all the articles submitted, and published, to scientific journals, and the goal is to reach a broader audience.

MANDOLA project in Media (including the publications following the press releases dissemination, already mentioned in section Press Releases):

Electronic media:

- "A Dashboard Will Show the Spread of Hate Speech Online" - interview with Albena Spasova, President of the Management Board of ICITA, on Radio Sofia, Bulgarian National Radio, December 18, 2015 (in Bulgarian). Audience: general public.
  - o Link: http://bnr.bg/sofia/post/100639157/karta-shte-pokazva-onlain-geografskite-tochki-s-ezik-na-omrazata
  - o Project partner participating in the activity: ICITA

- "What Is Hate Speech? Is It Possible to Control Hate Speech On the Internet?" - interview with Albena Spasova, President of the Management Board of ICITA on BulgariaOnAir television, December 31, 2015 (in Bulgarian). Audience: general public.
  - o Link: http://www.bgonair.bg/temida/2015-12-31/kakvo-e-rech-na-omrazata
  - o Project partner participating in the activity: ICITA

- "EC Has Reached an Agreement with the Leading Social Media to Combat Online Hate Speech" - an interview with Albena Spasova, President of the Management Board of ICITA on Bulgarian National Radio, Euranet Plus Radio Show, June 3, 2016 (in Bulgarian). Audience: general public. Article hits till October 10, 2016: 150.

- o Link: http://bnr.bg/euranetplus/post/100699317/ek-se-sporazuma-s-nai-golemite-socialni-medii-za-borba-s-razprostranenieto-na-ezika-na-omrazata-v-internet
  - o Project partner participating in the activity: ICITA

- Interview with Boris Goncharov, expert within International Cyber Investigation Training Academy on TV Europa, July 24, 2016 (in Bulgarian). The MANDOLA project was mentioned during the interview. Audience: general public.
  - o Link: http://www.tvevropa.com/bg/news/entertainment/view/117077
  - o Project partner participating in the activity: ICITA

- "What Are the Risks on the Internet" - interview with Albena Spasova, President of the Management Board of ICITA on BulgariaOnAir, July 28, 2016 (in Bulgarian). The MANDOLA project was mentioned during the interview. Audience: general public.
  - o Link: http://www.bgonair.bg/direktno/2016-06-28/kakvi-riskove-ima-v-internet
  - o Project partner participating in the activity: ICITA

- Interview with Albena Spasova, President of the Management Board of ICITA on BiT television, August 17, 2016 (in Bulgarian). Topic: Risks on the Internet. The MANDOLA project was mentioned during the interview. Audience: general public.
  - o Link: http://www.bitelevision.com/bi-aj-ti-tragna-po-sledite-na-nova-izmama-vav-fejsbuk/
  - o Project partner participating in the activity: ICITA

- "EC Managed to Convince Web Giants Like Facebook and Google to Restrict Hate Speech" – interview with Ilona Krastenyakova, Prosecutor within Bulgarian Prosecutor's Office of Cassation and Expert to ICITA, on Bulgarian National Radio, Euranet Plus Radio Show, December 14, 2016 (in Bulgarian). Audience: general public
  - o Link: http://bnr.bg/euranetplus/post/100772920/ek-uspa-da-ubedi-uebgiganti-kato-feisbuk-i-gugal-da-ogranichat-ezika-na-omrazata
  - o Project partner participating in the activity: ICITA

- "Haters and Hate Speech. Who Writes Posts on Social Media" – interview with Ilona Krastenyakova, Prosecutor with Bulgarian Prosecutor's Office of Cassation and Expert to ICITA, on BulgariaOnAir television, TV show Direktno, September 20, 2017 (in Bulgarian). Audience: general public.
  - o Link: https://www.bgonair.bg/l/2017-09-20/za-heytarite-i-ezika-na-omrazata
  - o Project partner participating in the activity: ICITA

- The MANDOLA Project - interview view with Maya Boycheva-Manolcheva from ICITA on Bulgarian National Radio, Hristo Botev Radio Station, Radio show Mrejata, September 23, 2017 (in Bulgarian). Audience: general public, ICT specialists.

  o Link: http://bnr.bg/hristobotev/mrezhata/broadcast

  o Project partner participating in the activity: ICITA

Internet media:

- "A Project Facing Hate Speech Online Has Been Launched" - publication on Technews.bg, December 16, 2015 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 721.

  o Link: https://technews.bg/article-87480.html

  o Project partner participating in the activity: ICITA

- ICITA Involved in Project Consortium Facing Hate Speech Online - publication on Klassa.bg, December 16, 2015 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 3412. Article hits till September 30, 2017: 4614.

  o Link: http://www.klassa.bg/news/Read/article/261832_Международната+академия+за+обучение+по+киберразследвания+в+консорциум++срещу+езика+на+омразата+онлайн

  o Project partner participating in the activity: ICITA

- A Dashboard Will Show the Spread of Hate Speech Online - news, based on the interview with Albena Spasova, President of the Management Board of ICITA on Radio Sofia, Bulgarian National Radio, December, 18, 2015 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 311. Visitors from Bulgaria – 65.2%, USA – 4.1%, Greece – 3.7%, UK – 3.5%, Germany – 2.3%. Article hits till October 10, 2016: 150.

  o Link: http://bnr.bg/sofia/post/100639157/karta-shte-pokazva-onlain-geografskite-tochki-s-ezik-na-omrazata

  o Project partner participating in the activity: ICITA

- What Is Hate Speech? Is It Possible to Control Hate Speech On the Internet? **- n**ews, based on the interview with Albena Spasova, President of the Management Board of ICITA on BulgariaOnAir television, December 31, 2015 (in Bulgarian). Audience: general

public. Website rank in country (September 25, 2017, Alexa.com): 535. Visitors from Bulgaria – 77.5%, Austria – 16.5%, USA – 1.9%.

- o Link: http://www.bgonair.bg/temida/2015-12-31/kakvo-e-rech-na-omrazata
- o Project partner participating in the activity: ICITA

- EC Has Reached an Agreement with the Leading Social Media to Combat Online Hate Speech **–** news based on an interview with Albena Spasova, President of the Management Board of ICITA on Bulgarian National Radio, Euranet Plus Radio Show, June 3, 2016 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 311. Visitors from Bulgaria – 65.2%, USA – 4.1%, Greece – 3.7%, UK – 3.5%, Germany – 2.3%. Article hits till October 10, 2016: 150.

  - o Link: http://bnr.bg/euranetplus/post/100699317/ek-se-sporazuma-s-nai-golemite-socialni-medii-za-borba-s-razprostranenieto-na-ezika-na-omrazata-v-internet
  - o Project partner participating in the activity: ICITA

- News, based on the interview with Boris Goncharov, expert within International Cyber Investigation Training Academy on TV Europa, July 24, 2016 (in Bulgarian). The MANDOLA project was mentioned during the interview. Audience: general public. Website rank in country (October, 10, 2016, Alexa.com): 8286. Visitors from Bulgaria 51.6 %.

  - o Link: http://www.tvevropa.com/bg/news/entertainment/view/117077
  - o Project partner participating in the activity: ICITA

- What Are the Risks on the Internet - news, based on the interview with Albena Spasova, President of the Management Board of ICITA on BulgariaOnAir, July 28, 2016 (in Bulgarian). The MANDOLA project was mentioned during the interview. Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 535. Visitors from Bulgaria – 77.5%, Austria – 16.5%, USA – 1.9%.

  - o Link: http://www.bgonair.bg/direktno/2016-06-28/kakvi-riskove-ima-v-internet
  - o Project partner participating in the activity: ICITA

- News, based on the interview with Albena Spasova, President of the Management Board of ICITA for BiT television (in Bulgarian), August 17, 2016. Topic: Risks on the Internet. The MANDOLA project was mentioned during the interview. Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 481. Visitors from Bulgaria – 65.5%, Austria – 12.1%, USA – 6.1%, Germany – 4.7%, UK – 4.4%. Article hits till September 25, 2017: 2469.

  - o Link: http://www.bitelevision.com/bi-aj-ti-tragna-po-sledite-na-nova-izmama-vav-fejsbuk/

o Project partner participating in the activity: ICITA

- Experts: Bulgarian Legal Framework in the Field of Online Hate Speech Needs to Be Revised – publication on Cross.bg, November 28, 2016 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 899. Visitors from Bulgaria – 89%.

    o Link: http://www.cross.bg/durzhavi-omraza-nezakonno-1526955.html#.WcePMdE3FPZ

    o Project partner participating in the activity: ICITA

- Experts: Bulgarian Legal Framework in the Field of Online Hate Speech Needs to Be Revised – publication on Rep.bg, November 28, 2016 (in Bulgarian). Audience: general public.

    o Link: http://bulgaria.rep.bg/eksperti-neobhodim-pregled-balgarskoto-533555.html

    o Project partner participating in the activity: ICITA

- "There Is a Difference Among the European Countries' Legal Frameworks in the Field of Online Hate Speech" – publication on Actualno.com, November 28, 2016 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 110. Visitors from Bulgaria – 88.2%, UK – 1.8%, USA – 1.7%, Germany – 1.6%, Cyprus – 1.1%. Views (till Spetember 30, 2017): 1228

    o Link: https://www.actualno.com/europe/evropejskite-dyrjavi-se-razminavat-v-zakonodatelstvata-si-za-ezika-na-omrazata-news_578271.html

    o Project partner participating in the activity: ICITA

- "Illegal Hatred – Subject of Analysis in 10 EU countries" – publication on Computerworld.bg, November 28, 2016 (in Bulgarian). Audience: general public, ICT specialists. Website rank in country (September 25, 2017, Alexa.com): 110. Visitors from Bulgaria – 72.6%. Views (till September 20, 2017): 2360

    o Link: http://computerworld.bg/50295_nezakonnite_proyavi_na_omraza_v_10_darzhavi_ot_es__obekt_na_analiz/

    o Project partner participating in the activity: ICITA

- "What about a Law against Hostile SMS or Violent Video?" – publication on Dnes.bg, November 28, 2016 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 45. Visitors from Bulgaria – 74%, USA – 5.9%, UK – 5.1%, Germany – 3.4%, Austria – 2.2%.

- o Link: http://www.dnes.bg/obshtestvo/2016/11/28/a-zakon-sreshtu-vrajdeben-sms-ili-klip-s-nasilie.323767
- o Project partner participating in the activity: ICITA

- "The EU Laws Handle in a Different Way Online Hate" – publication on Technews.bg, November 28, 2016 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 721.

  - o Link: https://technews.bg/article-95357.html
  - o Project partner participating in the activity: ICITA

- EC Managed to Convince Web Giants Like Facebook and Google to Restrict Hate Speech – news, based on the interview with Ilona Krastenyakova, Prosecutor within Bulgarian Prosecutor's Office of Cassation and Expert to ICITA, Bulgarian National Radio, Euranet Plus Radio Show, December 14, 2016 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 311. Visitors from Bulgaria – 65.2%, USA – 4.1%, Greece – 3.7%, UK – 3.5%, Germany – 2.3%.

  - o Link: http://bnr.bg/euranetplus/post/100772920/ek-uspa-da-ubedi-uebgiganti-kato-feisbuk-i-gugal-da-ogranichat-ezika-na-omrazata
  - o Project partner participating in the activity: ICITA

- Online Hate Speech Remains a Serious Problem - publication on Technews.bg, September 19, 2017 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 721.

  - o Link: https://technews.bg/article-102024.html
  - o Project partner participating in the activity: ICITA

- The Authorities in Bulgaria Are Not Enough Active against Hate Speech Online - publication on Actualno.com, September 20, 2017 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 535. Views (September 25, 2017): 110

  - o Link: https://www.actualno.com/society/vlastite-u-nas-ne-dejstvat-dostatychno-sreshtu-ezika-na-omrazata-onlajn-news_633995.html
  - o Project partner participating in the activity: ICITA.

- Haters and Hate Speech. Who Writes Posts on Social Media – news, based on the interview with Ilona Krastenyakova, Prosecutor within Bulgarian Prosecutor's Office of Cassation and Expert to ICITA on Bulgaria On Air television, TV show Direktno, September 20, 2017 (in Bulgarian). Audience: general public. Website rank in country

(September 25, 2017, Alexa.com): 535. Visitors from Bulgaria – 77.5%, Austria – 16.5%, USA – 1.9%.

- o Link: https://www.bgonair.bg/l/2017-09-20/za-heytarite-i-ezika-na-omrazata
- o Project partner participating in the activity: ICITA

- • The MANDOLA Project - news, based on the interview view with Maya Boycheva-Manolcheva from ICITA on Bulgarian National Radio, Hristo Botev Radio Station, Radio show Mrejata, September 23, 2017 (in Bulgarian). Audience: general public, ICT specialists. Website rank in country (September 25, 2017, Alexa.com): 311. Visitors from Bulgaria – 65.2%, USA – 4.1%, Greece – 3.7%, UK – 3.5%, Germany – 2.3%.
  - o Link: http://bnr.bg/hristobotev/mrezhata/broadcast
  - o Project partner participating in the activity: ICITA

- • "Smartphone App Will Detect Hate Speech" - ppublication on BNR.bg, September 26, 2017 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 311. Visitors from Bulgaria – 65.2%, USA – 4.1%, Greece – 3.7%, UK – 3.5%, Germany – 2.3%.
  - o Link: http://bnr.bg/varna/post/100877144/smartfon-prilojenie-zasicha-ezika-na-omrazata
  - o Project partner participating in the activity: ICITA

- • "A Mobile App Reports Hate Speech" - publication on Technews.bg, September 27, 2017 (in Bulgarian). Audience: general public. Website rank in country (September 25, 2017, Alexa.com): 721.
  - o Link: https://technews.bg/article-102250.html
  - o Project partner participating in the activity: ICITA

- • On September 10, University of Cyprus representative contacted EURONEWS journalist to incite coverage of the outcomes of the project. He was introduced to the MANDOLA project, the Applications developed and results. Reference to the published documents, project website and Applications URLs were provided to the contact.
  - o Project partner participating in the activity: University of Cyprus (UCY)

Evaluation: The evaluation of the outcomes is performed based on the number of articles submitted and published, type of press, press impact factor and circulation.

During the project implementation phase the project was presented in over 30 Internet publications, TV and Radio shows in popular electronic and Internet media. As media relations are an ongoing process, we are continuing to contact media in order to present the project. During the period of the current deliverable development representatives of the University of

Cyprus contacted Euronews "Right On program" editors and they expressed great interest to cover the topic.

5.1.5. Direct Marketing

One of the primary means of stakeholder outreach in MANDOLA was via e-mail to inform interested parties about events and activities.

Direct marketing was used to contact the target groups on key deliverables. It was also used as a tool of some of the other workstream' s activities', i.e. MANDOLA survey dissemination.
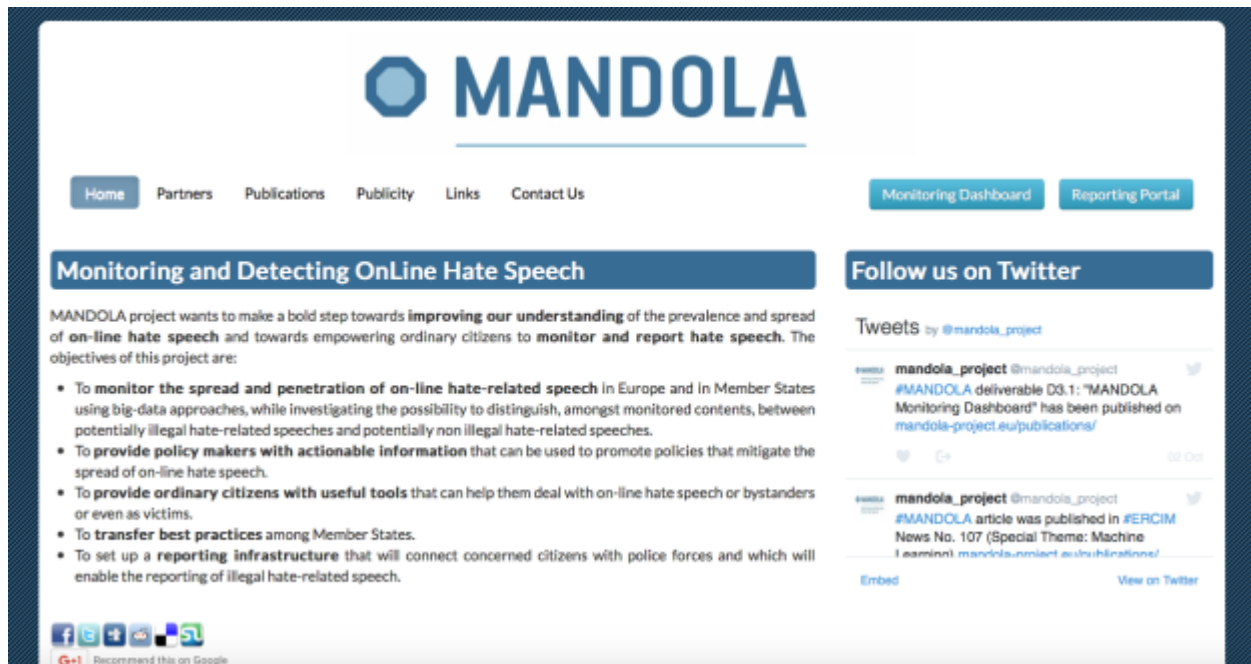
Evaluation: The evaluation of the outcomes is performed based on numbers of outgoing and incoming e-mails, expansion of network of contacts, requests for information received.

During the project duration direct marketing was used to reach all the target groups during each of the activities.

5.2 Online Dissemination Approach

5.2.1   MANDOLA Project Website

The project website is meant to be an effective tool for making project results and the latest developments available to interested third parties, as well as creating a place for project partners to share information and news and help interested parties to get in touch with the

MANDOLA consortium.

The project website was created during the first month of the project implementation and is available at http://mandola-project.eu. It includes information about the project, the project partners, gives access to all project deliverables, publications, articles, presentations, conducted events and is linked to Facebook, Twitter, Digg it!, Reddit, Delicious and StumbleUpon. Besides this, the website provides information about other initiatives, projects and documents in the field. The website is constantly updated in order to reflect the project evolution.
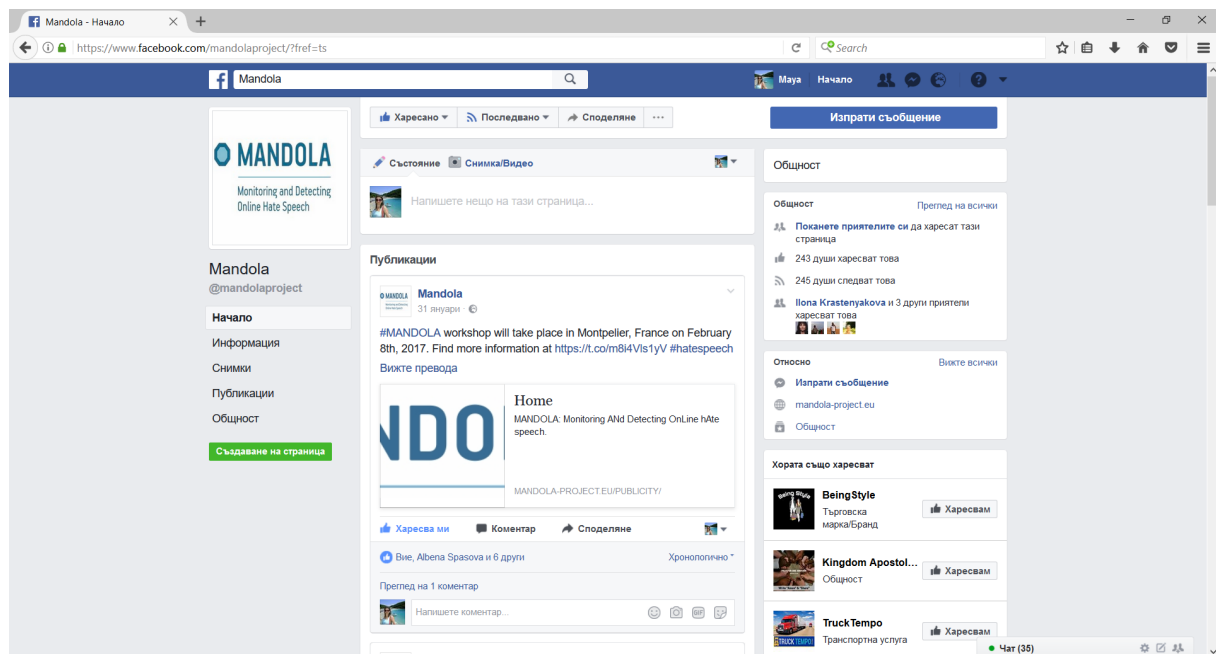
The website has a link to the Monitoring Dashboard http://mandola.grid.ucy.ac.cy:3000 and to the Reporting Portal http://mandola-project.eu/portal/, where can be found information about the Legal Framework in each EU country, Frequently Asked Questions and a map with all the European organisations where hate speech could be reported.

Evaluation: The evaluation of the outcomes is performed based on the website hits, page views, deliverable/document downloads, comments received, requests for information received.
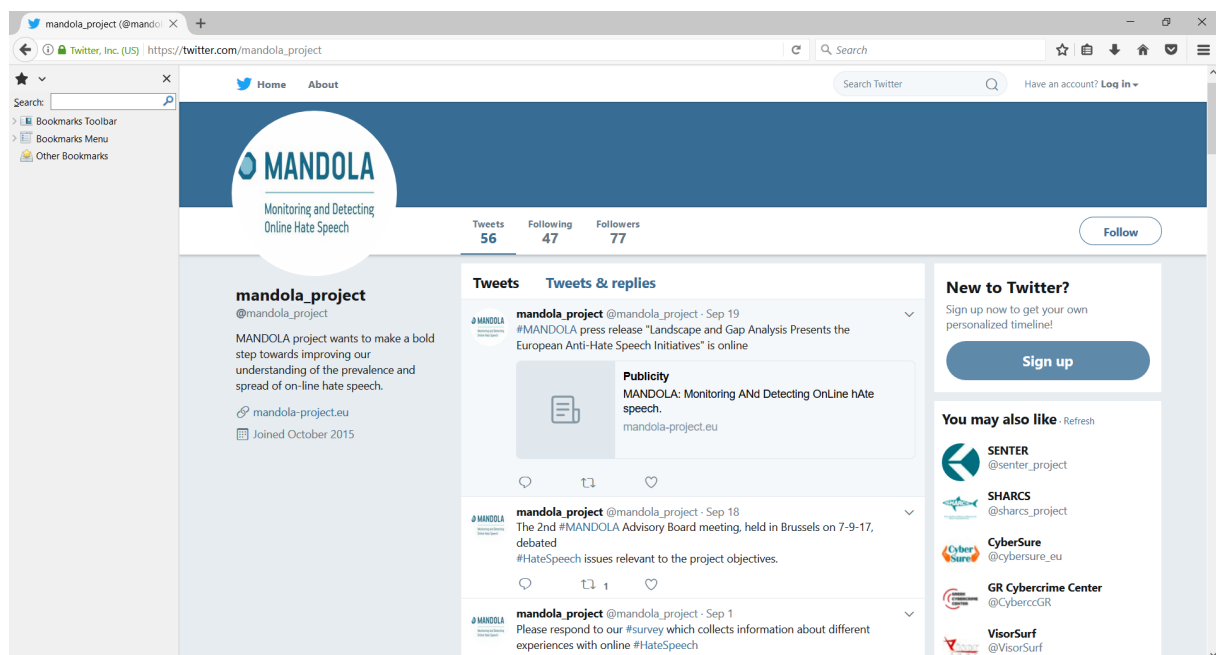
During the project implementation were registered 3297 non-spam sessions, 1812 users, 7886 page views.

5.2.2   Social Media

Online social networks are another potentially useful dissemination tool and channel. We have created online presence on social networking sites such as Facebook, Twitter and LinkedIn, and are using them to disseminate news, research papers, project' s events and promote the results of the project to our community.

Facebook: https://www.facebook.com/mandolaproject/

Twitter: https://twitter.com/mandola_project

- On October 10, 2015, representatives of University of Cyprus retweeted MANDOLA_Project website. Audience: researchers, industry representatives, technological communities, end users.
    o Project partner participating in the activity: University of Cyprus (UCY)

- In November 2015 representatives of Inthemis announced the project on their personal LinkedIn pages. Since then Inthemis is periodically using LinkedIn to raise awareness about MANDOLA project and its outcomes. Audience: general, more than 700 representatives of all target groups.
    - ○ Project partner participating in the activity: Inthemis

- On December 15, 2015, the International Cyber Investigation Training Academy announced the MANDOLA project on its Facebook page. Audience: researchers, industry representatives, technological communities, end users.
    - ○ Project partner participating in the activity: ICITA

- On January 4, 2016, the International Cyber Investigation Training Academy shared the interview of Albena Spasova about hate speech and MANDOLA project on Bulgaria On Air TV, on its Facebook page. Audience: researchers, industry representatives, technological communities, end users.
    - ○ Project partner participating in the activity: ICITA

- On November 28, 2016, the International Cyber Investigation Training Academy shared the news about MANDOLA, published on www.e-crimeacademy.com, on its Facebook page. Audience: researchers, industry representatives, technological communities, end users.
    - ○ Project partner participating in the activity: ICITA

- On November 29, 2016, the International Cyber Investigation Training Academy shared the news, published on Dnes .bg, on its Facebook page. Audience: researchers, industry representatives, technological communities, end users.
    - ○ Project partner participating in the activity: ICITA

- On December 26, 2016, the International Cyber Investigation Training Academy shared the interview of prosecutor Ilona Krastenyakova on Bulgarian National Radio on its Facebook page. Audience: researchers, industry representatives, technological communities, end users.
    - ○ Project partner participating in the activity: ICITA

- On July 25, 2017, representatives of University of Cyprus retweeted MANDOLA's publications "Intermediate Report - Definition of Illegal Hatred and Implications". Audience: researchers, industry representatives, technological communities, end users.
    - ○ Project partner participating in the activity: University of Cyprus (UCY)

- On September 1, 2017, representatives of University of Cyprus retweeted MANDOLA's survey. Audience: researchers, industry representatives, technological communities, end users.

  o Project partner participating in the activity: University of Cyprus (UCY)

- On September 5, 2017, the International Cyber Investigation Training Academy shared the MANDOLA Survey, on its Facebook page. Audience: researchers, industry representatives, technological communities, end users.

  o Project partner participating in the activity: ICITA

- On September 19, 2017, the International Cyber Investigation Training Academy shared the news about MANDOLA project, published on www.e-crimeacademy.com, on its Facebook page. Audience: researchers, industry representatives, technological communities, end users.

  o Project partner participating in the activity: ICITA

- On September 26, 2017, the International Cyber Investigation Training Academy shared the news about MANDOLA project, published on www.e-crimeacademy.com, on its Facebook page. Audience: researchers, industry representatives, technological communities, end users.

  o Project partner participating in the activity: ICITA

Evaluation: The evaluation of the outcomes is performed based on the number of members/followers, network page views, page comments, mentions, shares, re-tweets.

On September 24, 2017 the MANDOLA Facebook page has 243 likes and 245 followers and the MANDOLA Twitter account: 77 followers, 47 following and 56 tweets.

All the news, published on social media are periodically shared by the project partners in their personal accounts.

5.2.3   Project Partners' Websites

Project partners upload periodically information about key project stages, milestones and deliverables on their websites.

- In December 2015, the International Cyber Investigation Training Academy announced the start of the MANDOLA project. Audience: law enforcement, prosecutors, judges, industry and public sector representatives, end users.

  o Link: http://www.e-crimeacademy.com/news_info.php?id=532

o Project partner participating in the activity: ICITA

- Information about the MANDOLA project is also available in the project section of ICITA website. Audience: law enforcement, prosecutors, judges, industry and public sector representatives, end users.

o Link: http://www.e-crimeacademy.com/projects.php

Link: http://www.e-crimeacademy.com/project_info.php?id=513

o Project partner participating in the activity: ICITA

- On November 28, 2016, the International Cyber Investigation Training Academy published the news "MANDOLA Study: E.U. Member States' Legislations Relating to Illegal Hatred Show Huge Disparities". Audience: law enforcement, prosecutors, judges, industry and public sector representatives, end users.

  o Link: http://e-crimeacademy.com/news_info.php?id=637&lang=en

  o Project partner participating in the activity: ICITA

- On May 24, 2017, the International Cyber Investigation Training Academy published the news "Do You Know Your Rights?" Audience: law enforcement, prosecutors, judges, industry and public sector representatives, end users.

  o Link: http://e-crimeacademy.com/news_info.php?id=647&lang=en

  o Project partner participating in the activity: ICITA

- On September 19, 2017, the International Cyber Investigation Training Academy published the news "Landscape and Gap Analysis Presents the European Anti-Hate Speech Initiatives". Audience: law enforcement, prosecutors, judges, industry and public sector representatives, end users.

  o Link: http://e-crimeacademy.com/news_info.php?id=649&lang=en

  o Project partner participating in the activity: ICITA

- On September 26, 2017, the International Cyber Investigation Training Academy published the news "An Innovative Smartphone App for Online Hate Speech Reporting Has Been Developed under the MANDOLA Project". Audience: law enforcement, prosecutors, judges, industry and public sector representatives, end users.

  o Link: http://e-crimeacademy.com/news_info.php?id=650&lang=en

  o Project partner participating in the activity: ICITA

- On September 27, 2017, the International Cyber Investigation Training Academy published the news "Anti-Hate Speech Campaign In Sofia". Audience: law enforcement, prosecutors, judges, industry and public sector representatives, end users.

  o Link: http://e-crimeacademy.com/news_info.php?id=651&lang=en

  o Project partner participating in the activity: ICITA

- On October 10, 2015, the University of Cyprus published news, announcing the project start. Audience: researchers, industry representatives, technological communities, end users.

o Link: http://linc.ucy.ac.cy/index.php/news-11/8-linc/news/175-mandola-project-new

o Project partner participating in the activity: University of Cyprus (UCY)

- On February 12, 2016, the University of Cyprus published news, announcing the MANDOLA plenary meeting in Cyprus. Audience: researchers, industry representatives, technological communities, end users.

    o Link: http://linc.ucy.ac.cy/index.php/8-linc/news/185-mandola-plenary-ii-cyprus

    o Project partner participating in the activity: University of Cyprus (UCY)

- Information about the MANDOLA project is also available in the project section of University of Cyprus website. Audience: researchers, industry representatives, technological communities, end users.

    o Link: http://linc.ucy.ac.cy/index.php/projects
    http://linc.ucy.ac.cy/index.php/projects/2-linc/current-projects/174-mandola-project

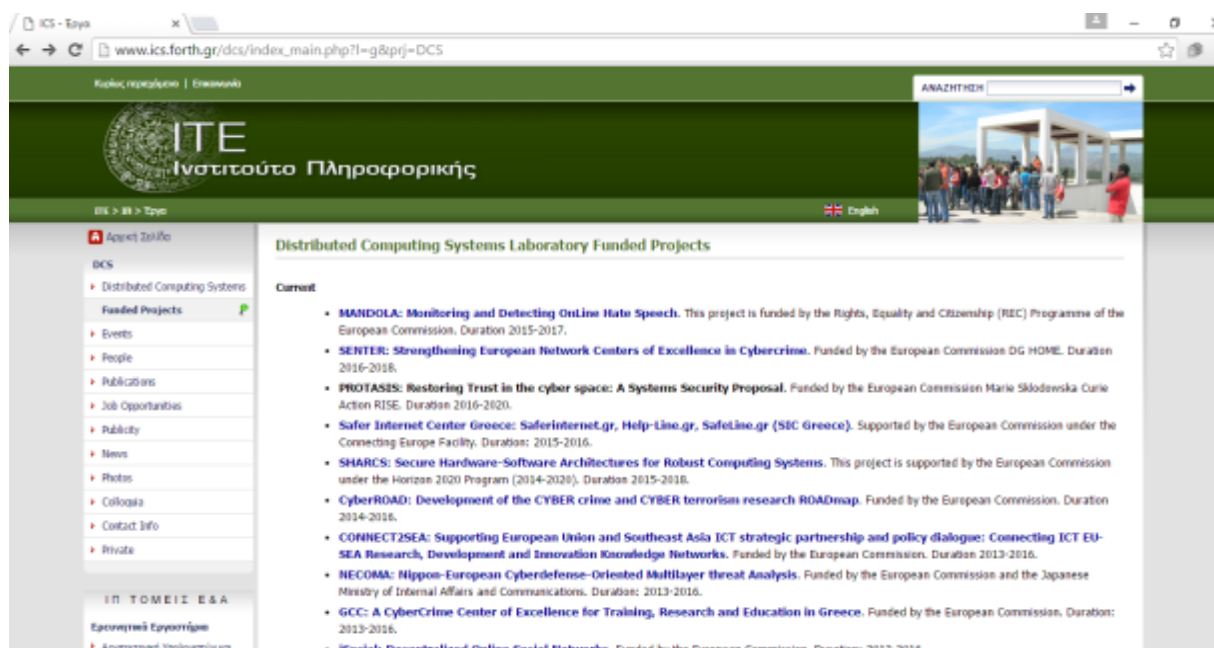   o Project partner participating in the activity: University of Cyprus (UCY)

- On September 19, 2017, University of Cyprus published news, following the press release about the Landscape and Gaps Analysis.

    o Link: http://grid.ucy.ac.cy/index.php/8-linc/news/212-mandola-landscape-gap-analisys-eu

o Project partner participating in the activity: University of Cyprus (UCY)

• Information about the MANDOLA project is available in the project section of FORTH website. Audience: researchers, industry representatives, technological communities, end users.

o Link: http://www.ics.forth.gr/dcs/index_main.php?l=g&prj=DCS

o Project partner participating in the activity: FORTH

- Information about the MANDOLA project is available on Inthemis website. Audience: all target groups.

  - Link: http://www.inthemis.fr/
  - Project partner participating in the activity: Inthemis

Evaluation: The evaluation of the outcomes is performed based on the website hits, page views, requests for information received.

The project partners are updating their websites periodically and including information regarding MANDOLA project.

5.2.4   Smartphone App

Under the MANDOLA project was developed a prototype of awareness raising and reporting app for smartphones and tablets to be used by citizens to report hate-related on-line speech. The same app will be used as an awareness vehicle to push hate-speech-related awareness information to users. Indeed, users will periodically receive (push-based) updates and information about on-line hate-related speech in their countries. Such updates will consist of small easy-to-digest information that will keep users in the loop. As the Smartphone App is an outcome of the Workstream 3, we will not describe it here. More information is available at: http://mandola-project.eu/publications/

Outcome measure: number of downloads, number of information updates.

The app is still in prototype phase, so number of downloads and information updates could not be used as an outcome measure. The only outcome measure could be that the app has been developed according to the preliminary defined plan.

5.3 External Advisory Board

To further enhance the impact and the dissemination of the project's ideas as well as to foster dialogue and debate, the project formed an External Advisory Board (EAB). The progress and the results of the project as well as new ideas were discussed on EAB meetings in order to receive valuable feedback and market guidelines. The EAB played an important role in the promotion of the developed technologies and tools. It also served as a source of expertise that could be summoned in a short notice. Two EAB meetings were envisaged to be conducted during the project implementation.

During the reported period were conducted the following EAB meetings:

- **First External Advisory Board meeting**

The event was held on October 5, 2016 in Brussels, Belgium. 14 legal experts, researchers, academia, industry and NGO representatives participated in it. They discussed over the

definition of hate speech and legal framework, current status of hate speech and future threats, the available reporting mechanisms, the difficulties for industry to respond to illegal hate speech, best practices and useful working models in the field.

- **Second External Advisory Board meeting**

The 2nd (and final) Advisory Board meeting of the MANDOLA project took place in Brussels on 7 September 2017, 23 days before the end of the project. It was appropriate then that it focused on the findings of the last two deliverables, on an assessment of the project as a whole and on possible further work.

The meeting was attended by 14 members, of which 9 were external members. The programme started with short presentations by the external members, on their work on hate speech. Thereafter, MANDOLA's Dashboard and Mobile Applications were presented by Prof. Marios Dikaiakos from the University of Cyprus (UCY). The two main events of the meeting were the introduction and discussion of the deliverables "Privacy Impact Assessment of the MANDOLA outcomes" and "Landscape analysis and introduction to MANDOLA Stakeholder Survey". Discussion on these was coordinated by Estelle De Marco and Cormac Callanan, respectively.

In conclusion, the last Advisory Board meeting focused on the debate of current and future important issues on hate speech. To facilitate and sustain a debate, participation was kept deliberately at a maximum of fifteen.

The meeting was very successful and met all its objectives.

Evaluation: The evaluation of the outcomes is performed based on the number of events conducted, number of participants, range of stakeholders represented.

During the project implementation phase the two scheduled EAB meetings took place. All the targeted groups were represented.

6. CONCLUSIONS

The dissemination activities implemented during the project implementation phase (October 2015 - September 2017) fully correspond to the Dissemination Plan, issued in March 2016. Based on the defined three-pillar approach the project partners managed to reach all target groups and get them aware with the MANDOLA project.

The first pillar - traditional dissemination approach

During the first month of the project implementation phase were developed the project graphics - the MANDOLA logo and the documents templates. Since then they are used for every dissemination activity and ensure uniformity of the MANDOLA appearance to third parties.

All the scheduled project events were held according to the project timeline and all the project partners participated in the events, demonstrating deep involvement in the project implementation and dissemination.

During the reported period MANDOLA project was presented on over 20 external events (trainings, conferences, discussions, meetings, campaigns) to over 1700 representatives of all target groups from different countries - prosecutors, judges, representatives of law enforcement, industry, public sector, academia, policy makers, cybersecurity experts, legal experts, students, end users.

In terms of media communications – four press releases announcing the project start and end and key deliverables were developed and disseminated. The project was presented in over 30 electronic, printed and Internet media, both scientific and popular.

Direct marketing tools were used to reach all the target groups during each of the activities.

The second pillar - online dissemination approach

The project website was created during the first month of the project period in order to disseminate information to all target groups about the project and its partners, to give access to all project deliverables, publications, articles, presentations and conducted events. Now, the website is a priceless source of information in the field of online hate speech, where you can find contact points for reporting online hate speech, links to different initiatives, etc. Project partners are also periodically updating their websites and including information about the project.

The MANDOLA project is on Twitter and Facebook with constantly increasing number of followers.

The third pillar - the External Advisory Board

An External Advisory Board, consisting of legal experts, researchers, academia, industry and NGO representatives was established in order to further enhance the impact and the

dissemination of the project's ideas as well as to foster dialogue and debate. Two meetings of the External Board were conducted.

ANNEX 1: PRESS RELEASES

PRESS RELEASE

MANDOLA: The Latest Transnational Innovative Approach on

Monitoring ANd Detecting OnLine hAte speech

December 16, 2015 - A consortium of seven partners from six countries: FORTH (Foundation for Research and Technology – Hellas), Aconite Internet Solutions (Ireland), the International Cyber Investigation Training Academy (Bulgaria), Inthemis (France), the Autonomous University of Madrid (Spain), the University of Cyprus (Cyprus), and the University of Montpellier (France) announced the launch of the two-year project MANDOLA. MANDOLA is about Monitoring ANd Detecting OnLine hAte speech and is co-funded by the Rights, Equality and Citizenship (REC) Programme of the European Commission. The project is led by FORTH.

MANDOLA aims at improving the public understanding of how on-line hate speech prevails and spreads. The project also aims at empowering ordinary citizens to monitor and report hate speech. MANDOLA's objectives are:

> ➢ to monitor the spread and penetration of on-line hate-related speech in EU member states using a big-data approach, while investigating the possibility to distinguish between the potentially illegal hate-related speech and non-illegal hate-related speech;
>
> ➢ to provide policy makers with information that can be used to promote policies for mitigating the spread of on-line hate speech;
>
> ➢ to provide ordinary citizens with useful tools that can help them deal with on-line hate speech irrespective of whether they are bystanders or victims;
>
> ➢ to transfer best practices among member states.

The project is serving: (i) policy makers - who will have up-to-date on-line hate speech-related information that can be used to create enlightened policy in the field; (ii) ordinary citizens - who will have a better understanding of what on-line hate speech is and how it evolves, will be provided with information for recognising legal and illegal on-line hate-speech and will

know what to do when they encounter illegal on-line hate; and (iii) witnesses of on-line hate speech incidents - who will have the possibility to report hate speech anonymously.

In order to achieve the set up objectives the project envisages several activities:

➢ An analysis of the legislation of illegal hate-speech at national, European, and international level will be conducted.

➢ The legal and ethical framework on privacy, personal data and protection of other fundamental rights will be identified and analysed in order to implement adequate safeguards during research and in the system to be developed.

➢ A monitoring dashboard will be developed. It will identify and visualise cases of on-line hate-related speech via social media (such as Twitter) and the Web (such as Google).

➢ A multi-lingual corpus of hate-related speech will be created based on the collected data. It will be used to define queries in order to identify Web pages that may contain hate-related speech and to filter the tweets during the pre-processing phase. The vocabulary will be developed with the support of social scientists and enhanced by the Hatebase (http://www.hatebase.org/).

➢ A reporting portal will be developed. It will allow Internet users to report potentially illegal hate-related speech material and criminal activities they have noticed on the Internet.

➢ A smart phone application will be developed. It will allow anonymous reporting of potentially hate-related speech materials noticed on the Web and in social media.

➢ A Frequently Asked Questions document will be created and disseminated. The FAQ document will answer questions like: What is on-line hate speech? Which forms are legal and which - potentially illegal? What can Internet Service Providers do? What can users do if they encounter a hateful video, blog, group in Facebook or similar networking site, receive a hate e-mail or come across a hate-related web site? What can they do if they become target of hate-related comments on-line? How to protect themselves and their children in social networks? The FAQ document will be disseminated via the project portal and the smartphone app.

➢ A network of National Liaison Officers (NLOs) of the participating member states will be created. They will act as contact persons for their country and will exchange best practices and information. They will also support the project and its activities with legal and technical expertise when needed.

➢ Landscape and gap analysis. Some countries still do not have sufficient methods or structures to handle complaints or reports about hate speech. That is why a landscape of current responses to hate speech across Europe will be developed and Best Practices Guide for responding to on-line hate speech for Internet industry in Europe will be created and disseminated. A comprehensive survey

among key stakeholders - major Internet Service Providers and Law Enforcement will be conducted. They will identify the key challenges and best practices in responding to hate speech trans-nationally.

The MANDOLA project addresses the two major difficulties in dealing with on-line hate speech: lack of reliable data and poor awareness on how to deal with the issue. Although in general on-line hate speech seems to be on the rise, it is not clear which member states seem to be suffering most. It is not even clear which kind of on-line hate speech is on the rise. Moreover, the available data generally do not distinguish between illegal or potentially illegal hate content and harmful but not illegal h ate content. The different legal systems in various member states make it difficult for ordinary people to make such a distinction. It is even more difficult for citizens to know how to deal with potentially illegal hate content and to know how to behave when facing harmful l but not illegal hate content. Without reliable data it is very difficult to make reliable decisions and push policies to the appropriate level.

The project has two main innovative aspects. The first is the extensive use of IT and big data to study and report on-line hate, and the second is the research on the possibility to make clear distinction between legal and potentially illegal content taking into account the variations between EU member states legislation.

For more information please check: http://mandola-project.eu

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PRESS RELEASE

MANDOLA Study: E.U. Member States' Legislations Relating to Illegal Hatred Show Huge Disparities

The first FAQ on "Responding to on-line hate speech" was developed based on the study

November 28, 2016 - There are huge disparities between the EU Member States legislation in the field of illegal hatred, shows a study conducted under the MANDOLA project in over 1/3 of the EU countries. "Definition of illegal hatred and implications" investigates and compares the national legal framework in the light of International and European legislation in ten European countries - Bulgaria, Cyprus, France, Greece, Ireland, Spain, Netherlands, Belgium, Germany and Romania.

Based on the analysis was developed a Frequently Asked Questions Manual on "Responding to on-line hate speech". The document presents the International and European legal instruments, the role of the different stakeholders and a list of over 20 frequently addressed questions and answers reflecting the important issues which affect users who are possible victims of hate speech or users who wish to understand this area more deeply. The area of hate speech online is also revealed through a range of sample court decisions.

The documents will be presented to experts from Law Enforcement, NGOs and industry, during a workshop on December 15, 2016 in Brussels.

The study conclusions

The disparity between legislations of these 10 countries is mainly due to a lack of proper transposition of International and European legal instruments, to correct transpositions that have not been done the same way (international and European instruments permitting a certain leeway), and to the differences that exist between these legal instruments, differences that are sometimes maintained at the domestic level, along with pre-existing national provisions, the study says. This may lead to the punishment, non-punishment or lower punishment of certain behaviours or of certain grounds motivating the behaviour, depending

on the precise circumstances that surround the potential offence, even in one single country, and depending on the country that will be competent to judge the case.

National legislation comparison

For this first comparison of legislations, the choice has been made to include all the penal offences (and sometimes civil or administrative torts) that might clearly be committed for hatred-related reasons, which explains the broad extent of behaviours that are referenced below. Within this context,

1. Five behaviors are illegal in all or almost all studied EU Member States:

- Publicly inciting hatred or violence or discrimination directed against a group of persons or a member of such a group (a) determined on the grounds of their race, national or ethnic origin, and (if used as a pretext for any of the other factors) religion, (b - only in three countries out of 10) if the incitement is either carried out in a manner likely to disturb public order, or public peace, or which is threatening, abusive or insulting. An important number of countries add additional illegal grounds such as sexual orientation (6 countries out of 10), gender or disability. One country punishes the action whatever the ground.
- Making available to the public, through a computer system, (in 8 to 10 countries out of 10) xenophobic or racist material which incites hatred or violence or discrimination, or (in 4 to 5 countries out of 10) which promotes hatred, discrimination or violence, mostly for the same grounds as mentioned above.
- Publicly insulting a person or a group of persons by reason of their race, or their national or ethnic origin or religion is prohibited or covered in 10 countries but only 6 of them accept both one person or a group as a victim. Some countries may add additional requirements such as the intent to provoke a breach of the peace. In a majority of countries, the behaviour is illegal whatever the ground, but in some of them particular grounds may be taken into account as aggravating circumstances.
- Public defamation is prohibited in 10 countries, penally in 8 of them, on some specific grounds or on any ground depending on the country, and in the latter case particular grounds may be taken into account in some countries as aggravating circumstances
- Direct or indirect discrimination for certain grounds (differing from country to country), including harassment, in certain specified areas, is fully or partly covered in all countries. 7 countries provide for penal provisions, the 3 other provide for civil and/or administrative ones.

2. Over half of the studied countries have determined the following behaviour as illegal or partly illegal:

- Establishing or participating in organisations that promote or incite discrimination or violence or hatred. Illegal motivations that are common to all the countries that

prohibit at least partly the behaviour are race, or national or ethnic origin (covered in 9 countries out of 9). Moreover, religion is fully covered in 7 countries.

- Publicly condoning, denying or grossly trivialising crimes against peace, crimes of genocide, crimes against humanity and war crimes. This behaviour is totally prohibited or covered in 1 country out of 10, mainly or partly prohibited/covered in 5 countries out of 10, limited to the holocaust / National Socialism in 3 countries, and not prohibited in 1 country. Specific circumstances are required in certain countries, including illegal motivations, the most common being race, national or ethnic origin, religion, and (missing in only 1 country out of the 9 that cover at least partially the infringement) colour and descent.

- Sending of grossly offensive and/or indecent or obscene or menacing character messages or whatever other content, is fully or partly prohibited in 6 countries out of 10. The exact nature of the contents that are prohibited vary widely, and only one country requires specific perpetrator's motives such as (inter alia) beliefs, race or gender.

- Direct public incitement to commit any offence or crime, for any ground, is fully or partly prohibited in 8 countries out of 10. In certain of these countries specific motivations are an aggravating circumstance on the basis of a general provision mentioned above.

- Threatening a natural person, motivated by racism or xenophobia, through a computer system, is totally covered in 2 countries and partially covered in 8 countries. Common illegal motivations are race, national or ethnic origin, religion, colour and descent.

- Certain illegal motivations are an aggravating circumstance of all the penal infringements in 5 countries out of 10, and of certain penal infringements in 3 countries out of 10. Motivations considered as illegal include *inter alia* race national origin / nationality; ethnic origin (8 countries out of 8); religion (7 countries); gender and sexual orientation (6 countries); political beliefs and handicap (5 countries); age, philosophical beliefs (4 countries).

- Insult to religion or to God is prohibited in 4 countries and partly prohibited in 3 other countries.

3. The following behaviours are defined as illegal only in one or a small percentage of the studied countries:

- Sending a message, or whatever content, which can cause annoyance, harassment and / or needless anxiety to another person, which the sender knows to be false, for any ground. This behaviour is fully prohibited in 1 country (in which sanctions are aggravated in case of illegal motivations).

- Promotion or public incitement to hostility or violence between communities is prohibited or covered only in 2 countries, in case of specific motivations or for any ground (and, in this case, some illegal grounds are an aggravating circumstance).

- Recording of images of the commission of a crime or offence against a person, for any ground and by any means is prohibited in 1 country and might be partly covered in 3 additional countries (of which 2 countries provide for aggravating circumstances in case of illegal motivations).

- Realising a montage with the talk or the images of a third party without his or her consent, if it is not obvious that it is a montage or if it is not specified that it is a montage, for any ground. This behaviour is prohibited or covered in 2 countries (of which 1 country provides for aggravating circumstances in case of illegal motivations).
- To misuse / usurp someone else's identity, for any ground. This behaviour is prohibited in 2 countries (of which 1 country provides for aggravating circumstances in case of illegal motivations).

Methodology

The analysis is based on questionnaires send to legal experts in each of the participating countries. On the basis of their answers, a table that enables to compare legislations has been created (and annexed to "Definition of illegal hatred and implications"). As a first conclusion of this table, illegal behaviours have been classified into three categories: (1) behaviours that are illegal in all or almost all the studied E.U. Member States, (2) behaviours that are illegal or partially illegal in a majority of these countries; and (3) behaviours that are illegal in a minority of these countries.

The two documents: "Definition of illegal hatred and implications" and FAQ on "Responding to on-line hate speech" are available here: http://mandola-project.eu/publications/

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About the project:

MANDOLA (Monitoring ANd Detecting OnLine hAte speech) is a 24-months project (October 2015 - September 2017), co-funded by the Rights, Equality and Citizenship (REC) Programme of the European Commission. The project is led by the project coordinator FORTH (Foundation for Research and Technology – Hellas) in a consortium with Aconite Internet Solutions (Ireland), the International Cyber Investigation Training Academy (Bulgaria), Inthemis (France), the Autonomous University of Madrid (Spain), the University of Cyprus (Cyprus) and the University of Montpellier (France). MANDOLA aims at improving the public understanding of how on-line hate speech prevails and spreads. The project also aims at empowering ordinary citizens to report hate speech.

For more information please check http://mandola-project.eu

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PRESS RELEASE

Landscape and Gap Analysis Presents the European Anti-Hate Speech Initiatives

The document has been developed under the MANDOLA project

September 19, 2017 - Lack of appropriate statistics on hate speech incidents, need for amendments to the national legal frameworks, need to improve the collaboration among all stakeholders - public institutions, business, academia, NGOs, law enforcement and judiciary and insufficient number of awareness-raising campaigns, trainings and research documents aiming to improve the overall understanding of hate speech phenomenon - these are some of the problems that the European countries face in hate speech counteraction and prevention. These problems have been identified by the developed under the MANDOLA project **Landscape and Gap Analysis** of the current European initiatives in the field of hate speech. The document presents the initiatives of six European countries (countries of the MANDOLA Partners) - Bulgaria, Cyprus, France, Greece, Ireland and Spain on four different levels: government and public institutions, law enforcement, academia and research organisations and civil society. The analysis includes information about the responsible organisations and structures, implemented activities and initiatives, success cases and challenges, gap analysis and useful links.

Identified gaps

Although there are number of institutions engaged in hate speech prevention and counteraction in each of the examined countries and each of the countries has to different extent covered the problem in the national legal framework, there are still lot of gaps that hinder the effective hate speech counteraction. And these problems are almost the same in all of the examined countries.

1. There is a need for collaboration and improvement of communication and exchange of expertise among different stakeholders (public institutions, law enforcement, judiciary, business, academia and NGOs) on national and European level. According to the experts the collaboration could be the key aspect of preventing and monitoring online hate speech or hate crime in general. Only by carrying out coordinated measures and by providing correct support to victims will society as a whole be able to effectively tackle online hate speech.

2. The need for amendments to the national legal frameworks is identified in different extend in almost every country. Besides, there is a need to ensure the legal framework applies in an adequate manner to the various new media and communications services and networks (such as Facebook, Twitter and Youtube).

3. There is not enough data and systematic mechanism of recording the number and type of incidents to correctly represent the impact and penetration of online hate speech phenomenon in the society. This is a gap identified in all countries and to great extend it is a result of the underreporting hate speech crime tendency available in the countries - a problem in strong correlation with the next gap - the need for awareness-raising initiatives. The measurement and the collection of precise statistics of online hate speech incidents could provide a clear view of the problem and somehow press for a more direct tackling of relevant incidents.

4. There is a need for awareness-raising initiatives and trainings targeting different stakeholders - from end users to law enforcement, judiciary, public institutions, business, academia and NGOs and aiming to improve: 1/ the overall understanding of hate speech and human rights as a whole; 2/ the reporting mechanisms and 3/ the investigation procedures. According to the experts such campaigns will stimulate hate speech reporting on one hand and will improve the investigation and prosecution of hate crime - on the other hand. Media should be more involved in the problem as they are the key provider of information.

5. There is a lack of research documents and reports on the problem in most of the countries. Therefore more resources should be dedicated to research projects whose deliverables will be useful for policy makers, investigators and prosecutors and for organisations who support and assist victims on a daily basis.

The document: "Landscape and Gap Analysis" is available here: http://mandola-project.eu/publications/

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About the project:

MANDOLA (Monitoring ANd Detecting OnLine hAte speech) is a 24-months project (October 2015 - September 2017), co-funded by the Rights, Equality and Citizenship (REC) Programme of the European Commission. The project is led by the project coordinator FORTH (Foundation for Research and Technology – Hellas) in a consortium with Aconite Internet Solutions (Ireland), the International Cyber Investigation Training Academy (Bulgaria), Inthemis (France), the Autonomous University of Madrid (Spain), the University of Cyprus (Cyprus) and the University of Montpellier (France). MANDOLA aims at improving the public understanding of how on-line hate speech prevails and spreads. The project also aims at empowering ordinary citizens to report hate speech.

For more information please check http://mandola-project.eu

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MANDOLA

**Monitoring and Detecting
Online Hate Speech**

PRESS RELEASE

**An Innovative Smartphone App for Online Hate Speech Reporting Has Been Developed
under the Mandola Project**

The app comes after a reporting portal and a monitoring dashboard were created

September 26, 2017 - An innovative smartphone app prototype was developed under the MANDOLA (Monitoring ANd Detecting OnLine hAte speech) project. This application gives citizens the opportunity to easily and anonymously report hate speech found in social media and on the web and is compatible with Android, IOS and Windows mobile devices. It also provides statistical analysis of hate speech and includes a FAQs section. The app is one of the technological developments of the MANDOLA project which ends on September 30, 2017. Some further developments will be needed before making it available to users, and within this framework MANDOLA has provided recommendations in order to ensure that the final version fully respects citizens' fundamental rights.

The **MANDOLA Smartphone app** provides two methods for reporting hate speech. The first one is via the MANDOLA Proxy server, which uses a way back machine and loads the selected URL in a web browser within the application (referred to as InAppBrowser) in order for the user to highlight the hate speech content. The MANDOLA Proxy is mainly used for public encounters of hate speech in sources such as YouTube, Twitter, news sites and forums, where the content can be viewed publicly and the user is not required to provide any personal information. The second method for reporting hate speech is through OCR - Optical Character Recognition. While the user is browsing with his/her private social media accounts via their native applications, he/she can take a screenshot and report the hate speech encounter without providing any personal information. These two methods are used in order to preserve the user's anonymity and make the reporting easier without reducing the user experience in the social media native applications. The app has been designed so as to enable the user to make a report at a reporting portal.

The second technological solution, developed under the MANDOLA project was the **Monitoring Dashboard**, which feeds the smartphone app with hate speech statistics. This multi-lingual monitoring dashboard has been developed in order to offer reliable information about online hate speech. It enables users to focus on their geographic region ranging from

their city to their country to the entire European Union. The dashboard uses currently Twitter and Web sites as sources of possible hate-related online content but can be expanded to other ones

Such as the smartphone app, the dashboard is at TRL (Technology Readiness Level) 7: System prototype demonstration in an operational environment, and is accompanied with legal and ethical recommendations for its further development.

The third technological solution developed under the MANDOLA project is the **MANDOLA Portal**. It allows citizens to submit possible online sources of illegal hate-related speech they have encounter for further investigation by specialised assistance services or/and law enforcement. It presents a map of Europe with organisations (either police departments or hotlines, or other non-profit organisations) in 14 different countries where citizens can report online hate speech incidents. Users can report URLs that contain hate speech even anonymously by keeping their personal details secret. When a user clicks on a country, the organisation that accepts reports for online hate speech appears. The MANDOLA reporting portal is available at http://mandola-project.eu/portal/report.html.

Besides the technological solutions, under the MANDOLA project were released several in-depth analyses covering different aspects of online hate speech:

- **Definition of Illegal Hatred and Implications**,
- **Identification and Analysis of the Legal and Ethical Framework**,
- **Privacy Impact Assessment of the MANDOLA outcomes** (including recommendations for future developers of the smartphone app and of the monitoring dashboard),
- **FAQ on Responding to on-line hate speech**,
- **Best Practice Guide for Responding to Online Hate Speech for Internet Industry,**
- **Landscape and Gap Analysis**.

A workshop for the industry and two Advisory Boards were conducted during the project implementation.

Information about all the released documents and conducted events is available at http://mandola-project.eu/publications.

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