

# HUMAN RIGHTS ONLINE



INTERNATIONAL  
NETWORK  
AGAINST  
CYBER HATE

INACH

# HUMAN RIGHTS ONLINE



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## INACH

International Network Against Cyber Hate (INACH)  
 Tweede Rozendwarsstraat 22-hs  
 1016 PE Amsterdam  
 The Netherlands  
 +31 20 6927266  
 secretariat@inach.net  
 www.inach.net

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Demokratie **leben!**

## BRINGING THE ONLINE IN LINE WITH HUMAN RIGHTS



The Internet, including social media, has opened up new arenas for exchanging ideas, for access to freedom of speech and the spreading of democratic values. At the same time, it has also given new opportunities to groups that aggressively spread hate speech. If we don't quickly react, this amazing digital tool for Human Rights may cause lasting division, violence and social conflict – in the end weakening our democracies.

The recent expansion of new technologies has allowed for waves of online hate to spread. As a response to this, the International Network Against Cyber Hate (INACH) was born out of the ambitious idea of developing global cooperation between civil society organizations.

INACH has a diverse perspective, allowing the network to counter and address all forms of online discrimination. Our mission is not to restrict the Internet but to add value to it: promote, defend and educate to bring the online world in line with Human Rights. Online respect is a key objective of our network by countering cyber hate, extremism and incitement to violence and by raising awareness about online discrimination. By championing a safe Internet, INACH also plays a role in actively strengthening the Human Rights of all Internet users. Responsibility is another crucial guideline. INACH stands for the principles of global responsibility and of online respect which concerns all Internet users, NGOs, governments, media and the Internet industry.

Philippe A. Schmidt  
 Chair of INACH

# WORLD WIDE HATE



The Internet can be an amazing tool. As an open platform free for everyone to use, it can be a catalyst for democracy, freedom of expression and Human Rights. As online campaigns show, the medium gives a voice to people previously unheard and supports their empowerment.

However, over the past 15 years the number of individuals and groups spreading hate speech online have significantly increased. Spreading their poison, they are using all tools available to preach intolerance, threaten minorities, propagate hate, promote xenophobia and influence young people.

History as well as recent events show that hate crimes often follow hate speech. In 2015, researchers analysed the content of tweets and found a 4,800 percent increase in racial slurs from 2012 to 2015<sup>1</sup>. Considering the amount of hate content in combination with the worldwide range of the medium, the extent of the problem is staggering.

<sup>1</sup> Carl Miller (2015): Social Media is driving the rise of hate crime, but it can also stop it. [www.telegraph.co.uk/news/uknews/crime/11925950/Social-media-is-driving-the-rise-of-hate-crime-but-it-can-also-stop-it.html](http://www.telegraph.co.uk/news/uknews/crime/11925950/Social-media-is-driving-the-rise-of-hate-crime-but-it-can-also-stop-it.html)

# ONLINE ALSO *HURTS* OFFLINE

The Internet is not a detached sphere without connection to the real world. As a part of our daily routine it gives shape to the social world in which we interact. Our actions and statements online impact our life and experiences offline.

Online hate feeds extremism, radicalisation and violence in offline life. Online hate and abuse continues even after the perpetrators go offline.

Both discrimination and cyberbullying diminish our communication standards and thereby harm society.



# SOCIAL RESPONSIBILITY



Social responsibility is a key component of any society that is worth living in. We all need to look out for each other. At INACH, we believe that the concept of social responsibility applies to the Internet as well.

Users, providers, social network services, legislators and NGOs all have to take responsibility for creating a better, safer and more respectful Internet for all users, irrespective of age, descent, nationality, creed, religion, ethnicity, gender or sexual orientation. The protection of human dignity and Human Rights is equally important on- and offline.

We can do this by treating each other with civility and respect and by using language that unites rather than divides. We can meet hate content online by flagging it or reporting it to the social media provider, use counter speech and can debunk fake news and online myths with facts. Sometimes it is even necessary to take action to remove hateful content or to take legal steps.



INACH is convinced that freedom of expression is fundamental, as is the protection of human dignity. To secure a safe Internet for every user, there has to be a balance between these two principles. Only in a dignified and respectful online environment can everyone engage equally and can all voices be heard.

Unfortunately, while most countries have ratified the Human Rights Convention and Europe has a number of treaties and conventions on hate, many countries lack the legal system or the political support to prosecute online hate speech. But even if there are legal foundations enabling the fight against online racism, xenophobia and hate speech, the limitations of the law in a borderless world wide web are obvious. Simple messages spread faster than in-depth discussion, content taken down may be up again the very next day, hosted in another country with a different legal framework.

The attitude of most Internet providers fuels the problem. Social media platforms still too often deny legal liability and moral responsibility for hate content on their sites, even in countries where such content is legally prohibited.

Thanks to the backing of its global network, INACH works together with many stakeholders, developing worldwide strategies and projects to make the Internet a place where freedom of expression and social responsibility are equally valued.

# ABOUT INACH



INACH is a global network, connecting 23 NGOs and anti-discrimination organizations from 18 countries in one mission: to strengthen Human Rights on the Internet.

The collective knowledge of its members – languages, cultures and knowledge of diverse legal systems – allows INACH to take a transnational approach and to address and counter all types of online discrimination.

Founded in 2002, INACH now forms a cross-cutting platform that pursues multiple strategies. We counter, promote, defend and educate in order to establish and secure a more safe and free Internet.



# WHAT WE DO



INACH focuses on combating all forms of online hate with the following multidimensional approach:

- »» Networking and connecting organizations by sharing information and best practice, enhancing the effectivity of our member organizations
- »» Monitoring hate and discrimination on the Internet and coordinating countermeasures by collaborating with stakeholders
- »» Raising awareness and working with Internet Service Providers and the European Commission to develop standards for fighting cyber hate, much like the “Code of conduct on countering illegal hate speech online” in 2016, an agreement between the European Commission and Facebook, Twitter, YouTube and Microsoft
- »» Identifying dynamics and developing standards to document and analyze cyber hate
- »» Removing hate content. Our “trusted flagger” status with many social network services means that complaints handled by INACH are treated with priority. An online complaint form is available at [www.inach.net/how-to-report.html](http://www.inach.net/how-to-report.html)

# OUR VISION



INACH strives to bring the online in line with Human Rights. In doing so, INACH doesn't aim to restrict the Internet, but to add value to it. This added value is not of an economic but of an ideal dimension: we dream of an Internet where users act respectfully and responsibly towards one another, on the basis of Human Rights and human dignity.

Practically, INACH facilitates and encourages international cooperation. Our wide variety of members (NGOs, semi-governments) approach cyber hate in different ways, working on removal, counter speech and education and more recently dialogue both on a local and international level. We have built an international complaints system and research database which will be fully implemented in 2018. This tool will give better insight on how online hate, incitement and recruitment take place and what "triggers" online hate, enabling us to develop better and new strategies to counter cyber hate.

You can help to empower and support organizations and individuals who fight online discrimination, racism and hate speech by joining INACH. Go to [www.inach.net](http://www.inach.net) to find out more.

And lastly: We can all promote responsible online behavior and good citizenship by leading by example: Be aware. Be respectful. Speak up.

# PEOPLE ABOUT INACH “

The Commission is counting on the cooperation by all, including social media companies, national authorities and civil society organisations, to counter the spread of illegal racist and xenophobic hate speech online. INACH is a crucial partner in this endeavour, acting as a gatekeeper for the implementation of the EU Code of Conduct on Countering Illegal Hate Speech Online and as a defender of victims of hate speech in Europe.”

*Chiara Adamo, DG Justice and Consumers,  
European Commission*

“The Internet is a space of freedom and possibilities. It gives access to knowledge and a means of communication. And it enables users to participate in discourses of society, without regard to educational background, race or ethnicity. INACH takes care that this stays a common value – for all of us!”

*Thomas Krüger, Federal Agency for Civic Education  
(bpb), Germany*

“In our efforts to counter the dissemination of dehumanizing content online, we are faced with the challenge that the Internet has no national borders. Therefore, combatting and preventing online hate speech cannot take place at national level alone; it is rather a matter of an international strategy and cross-border co-operation. INACH takes up this challenge. Through the personal and professional commitment as well as the idealism of the network partners INACH has become a worldwide unique network and a major player in combatting cyber hate.”

*Dr. Iris Muth, Federal Ministry for Family Affairs, Senior Citizens,  
Women and Youth, Germany*

“The UK Government has recognised the need to reduce the harm caused by hate online, whilst upholding the rights to free speech. Successive Hate Crime Action Plans have reiterated that, whilst legislation has a role to play, substantive improvements will only come from a broad range of activity from many actors. Non-governmental organisations have a vital role as a link between victims, law enforcement and the Internet industry. The INACH partnership is particularly important as it brings many key international organisations together to provide a powerful voice in the shaping of the future of global communications.”

*Paul Giannasi, Cross-Government Hate Crime Programme,  
Ministry of Justice, UK*

## MEMBERS

Argentina

**Observatorio Web**

[www.observatorioweb.org](http://www.observatorioweb.org)

Austria

**ZARA – Zivilcourage und Anti-Rassismus-Arbeit**

[www.zara.or.at](http://www.zara.or.at)

Belgium

**CEJI (A Jewish Contribution to an Inclusive Europe)**

[www.ceji.org](http://www.ceji.org)

Belgium

**La Voix des Femmes**

[www.lavoixdesfemmes.org/web](http://www.lavoixdesfemmes.org/web)

Belgium

**Unia**

<http://unia.be/en>

Czech Republic

**Czech Helsinki Committee**

[www.helcom.cz/cs/en](http://www.helcom.cz/cs/en)

Denmark

**CFE (Center for the Prevention of Exclusion)**

<http://cfe.dk/omos>

France

**Ligue Internationale Contre le Racisme et l'Antisémitisme (Licra)**

[www.licra.org](http://www.licra.org)

Germany

**jugendschutz.net**

[www.jugendschutz.net](http://www.jugendschutz.net)

Germany

**Gegen Vergessen – Für Demokratie e.V.**

[www.gegen-vergessen.de/en/the-association.html](http://www.gegen-vergessen.de/en/the-association.html)

Israel

**Israeli Students Combating Antisemitism (ISCA)**

<https://www.facebook.com/ISCAorg>

Latvia

**Latvian Centre For Human Rights**

<http://cilvektiesibas.org.lv/en>

The Netherlands

**Magenta**

[www.magenta.nl](http://www.magenta.nl)

The Netherlands

**Meldpunt Internet Discriminatie**

[www.mindnederland.nl](http://www.mindnederland.nl)

Poland

**Never Again Association (Nigdy Wiecej)**

[www.nigdywiecej.org/en](http://www.nigdywiecej.org/en)

Romania

**ActiveWatch**

[www.activewatch.ro/en/home](http://www.activewatch.ro/en/home)

Russia

**SOVA Center for Information and Analysis**

[www.sova-center.ru/en/about-us](http://www.sova-center.ru/en/about-us)

Slovakia

**People Against Racism**

<https://www.facebook.com/People-Against-Racism-275811075832301>

Slovenia

**Spletno Oko**

<https://www.spletno-oko.si>

Spain

**Movimiento contra la Intolerancia (MCI)**

[www.movimientocontralaintolerancia.com](http://www.movimientocontralaintolerancia.com)

United Kingdom

**Community Security Trust (CST)**

<https://cst.org.uk>

USA

**Anti Defamation League (ADL)**

[www.adl.org](http://www.adl.org)

USA

**Southern Poverty Law Center**

[www.splcenter.org](http://www.splcenter.org)

Members per January 2018.  
See [www.inach.net/members](http://www.inach.net/members) for the latest list.



**RESPECT ONLINE?**

**NOW THAT'S SOMETHING  
I HAVEN'T SEEN FOR A WHILE**

**IF YOU WANT TO ENGAGE  
AND DON'T KNOW HOW:**

Help us to bring the online in line with Human Rights by donating to:  
International Network Against Cyber Hate  
ING Bank N.V.  
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BIC: INGBNL2A