



Implementation Questionnaire

Introduction

Notes/instructions on completing this template

- Please complete all sections and all questions as far as possible
- Where a question or section is not applicable, please mark as N/A
- Where is overlap – or no change – to information previously submitted in company statement of commitments, please simply enter “refer to self-statement”
- URLs or screenshots (with links) are particularly useful in illustrating individual points
- Please add any additional information/data relevant to the submission at the end of the appropriate Principle

1. Name of the company on whose behalf this submission is made:

Telefónica, S.A.

2. Country or primary markets where products/services are offered (in EU) to which this submission applies [In which European markets does your company operate](#)

Spain, Germany & UK

It will be explicitly indicated in the following responses in this questionnaire whether corresponding policies, processes and projects have a global reach or whether they are country-specific activities of Telefónica Spain, Germany or UK.

3. Product(s) or services included within the terms of this submission

Commercial activity focused on customers: LTE, smartphones, fibre+VDSL, mobile contract and pay TV.

4. Nature of activity

- Manufacturers of desktop and laptop computers, mobile phones, tablets, TV set top boxes and gaming consoles*
- Network operators and connectivity providers*
- Online content provider*
- Online service provider*
- Other (please specify):*

5. Person(s) completing the report

Name: Geert Paemen

Position: Director of Sustainability and Non-Financial Indicators

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Principle 1 – Content

Commitments

Signatories should:

- Indicate clearly where a service they offer may include content considered not to be appropriate for children and display prominently options which are available to control access to the content. This could include, where appropriate for the service, tools to manage access to certain content, advice to users or a recognised system of content labelling.
- Display prominently and in an easily accessible location the Acceptable Use Policy, which should be written in easily-understandable language.
- State clearly any relevant terms of service or community guidelines (i.e. how users are expected to behave and what is not acceptable) with which user generated content must comply.
- Ensure that reporting options are in the relevant areas of the service.
- Provide notice about the consequences for users if they post content which violates terms of service or community guidelines.
- Continue work to provide innovative solutions able to support child safety protection tools and solutions.

1. Do you provide a mechanism for consumers to provide feedback, report an issue or file a complaint about the appropriateness of a piece of content?

Yes

No

Not applicable (please explain):

Telefonica has made it easier for customers to report potentially illegal images of child abuse by ensuring the visibility of links to the national hotlines from its commercial websites.

Spain:

In Spain, we provide our customers or any other person interested with a specific page on that matter: <https://www.telefonica.com/en/web/responsible-business/our-commitments/children/presentation>. On this page, we refer to the complaint lines of the state's security bodies and forces to anonymously report child pornography or inappropriate contents on the Internet: 1) Nacional Police (https://www.policia.es/formulario_generico.php?ordenes=6) and 2) Civil Guard (http://www.guardiacivil.es/es/colaboracion/form_contacto/index.html).

Germany:

On the website of Telefónica Germany you can directly contact the youth protection officer of TEF Germany to provide feedback, report an issue or file a complaint about the appropriateness of a piece of content (<https://www.telefonica.de/verantwortung/leben->

[in-der-digitalen-welt-staerken/kinder-und-jugendschutz/kontakt/jugendschutz-anfrage.html](#)). This link can be reached by clicking on “Jugendschutz” in the footer of the main page.

UK:

Telefónica UK continues to actively support the work of the Internet Watch Foundation. We direct our customers to anonymously report websites that display child sexual abuse material at the Internet Watch Foundation website (www.iwf.org.uk).

With regards to legal content, customers, website owners and other interested parties can check the classification of a website by visiting <http://urlchecker18plus.o2.co.uk/>. In addition, members of the public can request Telefónica UK to review the classification of a site to ensure it is correctly classified. We invite people to email shieldav@o2.com with the details of the website. We will work with our independent classification partner to review the site, and commit to inform them of our decision.

2. Do you offer a means *for restricting / blocking access* to potentially inappropriate content for users of your service or product?

Yes

No

Not applicable (please explain):

In line with European legislation, Telefónica, as an operator, cannot control or assume responsibility for content available on the Internet. As soon as we have “actual knowledge” of inappropriate content, however, we act quickly (removing it, or making it impossible to access). “Actual knowledge” is provided under the following circumstances: Legal notification from a competent authority and notification by the Internet Watch Foundation.

As for the latter, for several years now, we proactively proceed to block images of sexual abuse on the Internet following the guidelines and the lists provided by the Internet Watch Foundation. If illegal content were to be identified on servers hosted by Telefonica, it would be removed quickly, in accordance the relevant notice and take-down provisions. At Telefonica we perform this blocking in fourteen of the countries in which we operate.

Moreover, Telefónica has been a member of the GSMA Mobile Alliance Against Child Sexual Abuse Content since 2008 to reduce the dissemination of and exposure to such content in the mobile networks, counting on the support from the European Commission, the United Nations and the European Telecommunications Union. The Alliance works with national law enforcement agencies and national hotlines to enable reporting and removal of images of child abuse.

Spain:

Movistar Protégé (<https://protege.movistar.es/Identificacion>): An innovative tool that provides total protection for children in every device (PC, mobile, tablet) and in every network.

We are the only operator in Spain providing this advanced solution (software) for families, which goes further as it contains a panic button that can be used when children are in danger that informs their parents where they are.

Children are not only protected from accessing inappropriate content, but also from inappropriate apps. The tool can manage online time (browsing or using applications) and help parents with the social network activity of their kids.

Germany:

We are offering an age verification system

(<https://www.telefonica.de/verantwortung/verantwortungsvoll-wirtschaften/jugendschutz/jugendschutz-auf-dem-o2-portal.html>). Users can activate the age verification system (16 years or 18 years) by telephone via the O2 Customer Service. If content is activated for over 18-year-olds, they will receive a youth protection PIN via SMS. With this PIN, they can then access the corresponding content.

What is more, we offer the mobile security solution “O2 Protect” which provides effective protection against digital risks to our customers and their children (<https://www.o2online.de/vorteile/apps-zusatzdienste/o2-protect/>). Amongst other things, parents can activate the parental control or program which digital content can be accessed and for how long.

UK:

To protect children, young people and vulnerable people, we block access to 18+ rated content that is classified according to the British Board of Film Classification’s (BBFC) framework, in accordance with the industry code of practice and UK and EU regulation including the UK Digital Economy Act.

If a site has been rated 18+ customers won't be able to access it without giving us proof of age first. For more information: <http://www.o2.co.uk/help/safety-and-security/age-restricted-content-and-age-verification> and <https://ageverification.o2.co.uk/>

3. Do you provide any *information, educational resources or advice for users* in any of the following areas?

(tick as many as apply)

- Content classification or labeling guidelines*
- How to block or restrict access to content*
- How to report or flag content as inappropriate*

Safe searching

Information about your company's content policy in relation to children

Not applicable (please explain):

Telefonica supports several educational campaigns in Germany, UK and Spain. For example:

Spain:

Through the Dialogando platform (www.dialogando.com), we provide parents and teachers with information and resources to promote children's access to information, diversified content and a responsible use of technology in general (more information on Dialogando in our responses to Principle 6 below)

The audiovisual environment

Children and adolescents increasingly use our products and services in general, and the specific audiovisual contents, in a more intensive manner. Screens also constitute an essential part of their personal and social development, which is why at Movistar+ we believe the following to be fundamental:

- Establishing the tools needed to make good use of television, guaranteeing that parents have effective technical means of exercising their responsibility over the programmes their children watch.
- The promotion of digital literacy among minors and their families to take advantage of the potential of audiovisual media and make them aware of the need for a responsible and smart consumption and leisurely use.

In this sense, in our different operations we have the following initiatives:

- Labelling of content by age or type of content.
- Parental controls, parental pin and purchase pin in the device that allow the customer to block channels and content to minors on demand.
- The specific content for adults is presented in a section that is separate from the other contents, and it is necessary to introduce a special pin to enable them.
- Information about the responsible use of TV or audiovisual content on TV itself and on the commercial web.
- Awareness-raising activities on the responsible use of screens.
- Movistar Junior: Movistar Junior is an app on iOS and Android (<http://www.movistar.es/particulares/movistar-junior/>) with which Movistar+ children's contents can be enjoyed in a secure environment. The app has two differentiated areas: one for parents to make the settings they wish, and another for children to enjoy contents.

The parental control area can be protected by a PIN, to be chosen by the parent, and makes it possible to make certain adjustments such as defining the age range, playing contents in original version, or adjusting consumption time and/or the time slot when it can be used.

With a visual and intuitive interface, Movistar Junior has four differentiated sections: characters, channels, activities, and music. The characters area allows those who use it to watch more than 90 on-demand series. The channels area includes nine of those present in Movistar+, and allows both a linear playback as well as the possibility of accessing the on-demand content of said channel's series and programs

When audiovisual content is being broadcasted/viewed on Movistar+, there is a visible sign at the bottom which indicates the age rating of such content.

Moreover, Telefónica also provides to its subscribers the information related to age rating of a specific content in the electronic program guide, as well as in different interfaces where additional information on the audiovisual content is provided, which depends on the type of technology, as well as the specific device used to access the service, but always providing the most complete information for its clients. The technological measures implemented depend on the technology the client has to access the TV services (IPTV, satellite or internet), as well as the specific device used. In general, Telefonica grants to its clients the possibility of blocking linear channels (by means of activating a PIN code in order to have access to the channels).

Germany:

TEF Germany is currently working on an integrated strategy for the protection of minors (<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz.html>), drawing on the vast experience of Telefonica Germany in its development and realization. The strategy includes media education approaches, technical precautions and transparent pricing. We promote also media skills with initiatives such as our Think Big youth scheme (www.think-big.org).

We observe the strict legal provisions of youth media protection in all of our activities, products and applications, and this is monitored by our youth protection officer. We are also a member of Freiwillige Selbstkontrolle Multimedia- Diensteanbieter e.V. (Voluntary Self-Monitoring of Multimedia Service Providers, FSM e.V.) and have been subject to voluntary self-regulation of youth media protection in mobile telephony since 2007.

TEF Germany has developed two brochures in cooperation with the German Children's Fund (Deutscher Kinderhilfswerk e.V.) in order to introduce children to the safe use of online services and social media: The Internet Guide for Kids and the Mobile-Phone Guide. Both are available for download in both German and Turkish (<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/informationen-fuer-eltern.html>). It provides parents and children with a wealth of information on the responsible use of mobile phones, smartphones and mobile Internet.

UK:

We direct customers to the BBFC framework guidelines found on <http://www.bbfc.co.uk/what-classification/mobile-content>

Information on blocking and restricting access can be found on <https://www.o2.co.uk/help/safety-and-security/age-restricted-content-and-age-verification>

Information on reporting content and safe search can be found on <https://www.o2.co.uk/help/nspcc>.

4. Where is your company's Acceptable Use Policy (AUP) located?

Our policies are always placed on the bottom of the websites.

Spain:

Telefonica Spain informs about its terms of service and are easy to find. The Acceptable Use Policy ("Condiciones Uso Aceptables") can be found here: <http://www.movistar.es/particulares/centro-de-seguridad/>, which is one click away from the homepage. From there, if you are interested, you are referred to the specific terms of services for prepaid/ postpaid and fixed line broadband through a direct link.

Germany:

<https://www.o2online.de/recht/agb-und-infos/>

UK:

<https://www.o2.co.uk/termsandconditions/other-products-and-services>

5. Does the AUP or separate give clear guidelines with which user generated content must comply (including details about how users are expected to behave and what is not acceptable)?

Yes

No

Not applicable (please explain):

Spain:

Please refer to section 1.2. of our Acceptable Use Policy <http://www.movistar.es/particulares/centro-de-seguridad/>

6. Do you provide notice about the consequences for users if they post content which violates terms of service or community guidelines?

Yes

No

Not applicable (please explain):

Spain:

Please refer to section 1.5. of our Acceptable Use Policy

<http://www.movistar.es/particulares/centro-de-seguridad/>

Principle 2 – Parental Controls

Commitments

Signatories should assist parents to limit their children's exposure to potentially inappropriate content and contact.

- Manufacturers should optimise hardware design to provide products which simply and clearly help parents to set appropriate levels of control on devices.
- Network providers should provide necessary tools and settings across their services to enable parents to set appropriate levels of control.
- Service and content providers should make available the necessary tools and settings across their services to enable parents to set appropriate levels of control

1. Please outline the availability of any *parental control tools and settings* across your product or service that allows parents to set appropriate levels of control? Include relevant links/ screenshots where available:

We develop parental controls for all types of devices connected to the Internet, as a tool to help parents to enable their children to make responsible use of the technology.

We currently provide this commercial offer in:

Spain:

Movistar Protégé (<https://protege.movistar.es/Identificacion>): An innovative tool that provides total protection for children in every device (PC, mobile, tablet) and in every network.

We are the only operator in Spain providing this advanced solution (software) for families, which goes further as it contains a panic button that can be used when children are in danger that informs their parents where they are.

Children are not only protected from accessing inappropriate content, but also from inappropriate apps. The tool can manage online time (browsing or using applications) and help parents with the social network activity of their kids.

Germany:

We are offering an age verification system (<https://www.telefonica.de/verantwortung/verantwortungsvoll-wirtschaften/jugendschutz/jugendschutz-auf-dem-o2-portal.html>). Users can activate the age verification system (16 years or 18 years) by telephone via the O2 Customer Service. If content is activated for over 18-year-olds, they will receive a youth protection PIN via SMS. With this PIN, they can then access the corresponding content.

What is more, we offer the mobile security solution “O2 Protect” which provides effective protection against digital risks to our customers and their children (<https://www.o2online.de/vorteile/apps-zusatzdienste/o2-protect/>). Amongst other things, parents can activate the parental control or program which digital content can be accessed and for how long.

UK:

O2’s Parental control service helps parents to protect children online. The tool, among other functions, allows us to select the websites that we consider appropriate for children, thus avoiding access to harmful content. See O2/ NSPCC hub (<https://www.o2.co.uk/help/nspcc/child-protection>) and O2 parental control for mobiles (<https://parentalcontrol.o2.co.uk/>)

O2 also offers Qustodio as a tool for parents to manage children’s digital use with our O2 Family plans: <https://www.o2.co.uk/qustodio>

2. If applicable, please describe the features offered by the *parental controls*? E.g. restricting web access, customization, monitoring, other restrictions.....

Spain:

Movistar Protege is a comprehensive child safety solution that allows parents to protect kids on- and offline.

Features:

- Protect kids from inappropriate content and applications. See what your kids do online.
- Inspects pages and not just top domain.
- Deep Social Network monitorization.
- Shield kids from harmful contacts (call/SMS).
- Manage kids’ online time (browsing and applications).
- Set usage allowance schedules.
- Set specific protection profiles for each kid across all devices.
- Manage centrally the service and check questionable activity from anywhere.
- Let your kids ask for help and know where they are (panic button).
- Intuitive and complete dashboard.
- Accessible from anywhere at any time.
- Works with all popular platforms

https://www.movistar.es/particulares/tienda/servicios-digitales/protege?sem=sem-brand_product_protege:brandproductprotege&gclid=Cj0KEQjAjZGnBRCOuJOUo9Xd0sUBEiQAPbicN1x69tnOzEA-jaVsEErahuwIGkuzsmUe2_v83tRmo-saAog98P8HAQ&dclid=CMaN19-768MCFY6UwgodmzEAVg

Germany:

“O2 Protect”: With the O2 protect program, we help our mobile-phone customers and their children to be better prepared for potential risks online. Our antivirus protection is based on the McAfee Antivirus & Security app and was a Stiftung Warentest (a well-known German consumer organisation) test winner in 2013. This all-round solution simultaneously protects up to five smartphones, tablet PCs or PCs from unauthorised access. In addition, parents can activate a child safety lock in order to determine where and for how long their children are allowed to surf.

<https://www.o2online.de/apps-services/sicherheit/o2-protect/>

UK

O2’s Parental control service helps parents to protect children online. The tool, among other functions, allows us to select the websites that we consider appropriate for children, thus avoiding access to harmful content.

<https://parentalcontrol.o2.co.uk/>

With O2 Family and Qustodio Premium you can:

- protect your kids from inappropriate content
- balance screen time and set healthy time limits
- supervise games and apps usage
- monitor social networks
- set a safe digital environment for every child.

3. In relation to parental controls, which of the following educational and information resources to do you offer?

(tick as many as apply)

- Company policy in relation to use of parental controls*
- Guidance about how to use parental controls*
- Educational or awareness-raising resources about the use of parental controls*
- A promotional or marketing channel for the uptake of parental controls*
- External links to educational material/resources about the use of parental control*

Telefonica has a Telefonica Group Responsible Communications Regulation (<https://www.telefonica.com/documents/364672/472633/Normativa-de-Comunicacion-Responsable-EN.pdf/72bd2a7b-c5e5-7015-70e3-4077f315799a>). The Protection of Minors is one of the guiding principles of this policy. The policy says “we have a particular commitment to children and young people. Our communications do not undermine the individual rights of children (honour, privacy and self-image). We ensure that they do not have a negative impact on the rights of the child and that they help to protect them from contents and communications that may cause them physical, moral or psychological harm. We collaborate with child protection initiatives, such as the elimination of child pornography contents, when the legislation in the country allows us to do so, and with initiatives that promote the responsible use of technology by children”.

Spain

Guidance about how to use parental controls

http://www.movistar.es/particulares/tienda/servicios-digitales/protege?utm_source=movistar-col_ventas_desarrollo-youtube&utm_medium=referral&utm_content=mov-referral-protege-youtube-0-20150609_video1&utm_campaign=protege

Protege: control parental en Internet

El servicio más completo de control parental en Internet



- Entiende el uso que tus hijos hacen de Internet en sus dispositivos.
- Proporciona una experiencia online más segura a los menores.
- Localiza dispositivos en tiempo real y con alertas SOS en caso de emergencia.
- Monitoriza y bloquea llamadas y SMS.

Educational or awareness-raising resources about the use of parental controls:

<https://dialogando.com.es/?s=control+parental>

<https://dialogando.com.es/el-control-parental-en-internet-ii-la-intimidad-de-los-menores/>

<https://dialogando.com.es/hasta-los-12-anos-se-necesitan-herramientas-de-control-parental-para-internet/>

A promotional or marketing channel for the uptake of parental controls

Movistar Protege: <http://protege.movistar.es/Identificacion>

Canguro Net: <http://www.movistar.es/particulares/internet/seguridad/canguro-net-plus/>

Germany:

TEF Germany has developed two brochures in cooperation with the German Children's Fund (Deutscher Kinderhilfswerk e.V.) in order to introduce children to the safe use of online services and social media: The Internet Guide for Kids and the Mobile-Phone Guide. Both are available for download in both German and Turkish

(<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz.html>). It provides parents and children with a wealth of information on the responsible use of mobile phones, smartphones and mobile Internet.

Additionally, we offer the advice of the o2 Gurus (<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/digitale-inklusion/o2-gurus.html>): Our O2 Gurus encourage people to take advantage of all the opportunities the digital world has to offer. Under the motto "Help, advise, inspire", they can be reached online, by telephone, chat or video chat, as well as in person in the O2 Shops (see below for more information).

Written information to various issues is available on our websites (<https://www.telefonica.de/verantwortung/verantwortungsvoll-wirtschaften/jugendschutz/informationen-fuer-eltern.html>)

UK:

We have launched a dedicated section on our website (<http://www.o2.co.uk/help/nsppc>) that contains articles on topics such as online bullying to the apps that children are using. Each article follows the same structure. First, we explore and explain the topic. Then we give tips on how to talk about it with children. We give parents some ideas on ground rules that they might want to agree. Then help parents with how to manage technology to keep their children safe.

And if parents need more help on anything, from setting up parental controls to reporting online bullying, they can call our free helpline on 0808 800 5002, or visit an O2 Guru in one of our stores.

If parents need help finding a site that's right for their child we recommend Net Aware (<https://www.net-aware.org.uk/>), a site O2 has developed with NSPCC. It is packed with reviews from O2 staff and customers, advice and recommendations from children themselves, and other parents. If parents have younger children, we recommend setting up their accounts with them as a great way to explore, set boundaries and start having conversations together. This is also a good opportunity to explain to children what parental controls are in place.

4. Please outline any additional safety tools or solutions *not detailed above* that relate to parental controls, including any planned implementation of new features or procedures?

Spain:

Pack Protección Online is an insurance that offers digital protection to families.

<https://www.segurosyfondos.com/#!/stc/pleyade/productos/seguros-proteccion-online.html>

<https://www.telefonica.com/es/web/sala-de-prensa/-/zurich-y-telefonica-lanzan-la-primera-solucion-del-mercado-que-protege-integramente-la-vida-digital-de-toda-la-familia>

Three digital protection solutions:

Personal Protection

- Legal defense (theft of identity)
- Alerts and caseworkers
- Online reputation
- Digital erasing
- Vulnerability scanning
- Electronic certification and evidence acquisition

Junior Protection

- Legal defense (cyber-bullying)
- Psychological care
- Online reputation
- Digital erasing

Parental protection

- Vulnerability scanning
- Electronic certification and evidence acquisition
- Legal defense (theft of identity)
- Legal defense (cyber-bullying)
- Psychological care
- Alerts and caseworkers
- Online reputation
- Digital erasing
- Parental protection
- Vulnerability scanning
- Electronic certification and evidence acquisition

We provide our customers with a multi-device platform, with 24x7 assistance for both contracting and attention (phone, chat and e-mail).

Movistar Junior: Movistar Junior is an app on iOS and Android with which Movistar+ children's contents can be enjoyed in a secure environment. The app has two differentiated areas: one for parents to make the settings they wish, and another for children to enjoy contents.

The parental control area can be protected by a PIN, to be chosen by the parent, and makes it possible to make certain adjustments such as defining the age range, playing contents in original version, or adjusting consumption time and/or the time slot when it can be used.

With a visual and intuitive interface, Movistar Junior has four differentiated sections: characters, channels, activities, and music. The characters area allows those who use it to watch more than 90 on-demand series. The channels area includes nine of those present in Movistar+, and allows both a linear playback as well as the possibility of accessing the on-demand content of said channel's series and programs

<http://www.movistar.es/particulares/movistar-junior/>

Germany:

Preparing customers for life in the digital world:

Those wishing to use digital knowledge need to be able to handle personal data and digital media securely. This is something we work towards by means of various programs. The O2 Gurus, for example, assist our customers online, over the phone and in many of our O2 shops. These trained experts offer tips on how to use digital technologies correctly in free workshops which are also open to non-customers. Parents learn, for example, how to create “kids’ corners” on their smartphones, where their little ones can only access safe applications such as games and music. Schoolchildren and students are offered advice regarding risk-free Internet surfing and the safe use of social networks. Since 2014 we have reached some 4,000 people at more than 1,000 workshops and, since 2015, our events have also been hosted online as webinars that take place several times a month, addressing topics which are continuously updated. Our portfolio is rounded off by videos, chats and blogs that provide additional information

(<https://www.o2online.de/service/guru/>).

UK:

O2 Gurus. Our expert Gurus are dedicated to helping customers get the most out of their phones. From backing up data, to advice on taking photographs. Hundreds of Gurus are available to give free advice in store, online, and over the phone.

<http://www.o2.co.uk/help/guru>

Principle 3 – Dealing with abuse/misuse

Requirements

Signatories should:

- Provide a clear and simple process whereby users can report content or behaviour which breaches the service's terms and conditions.
- Implement appropriate procedures for reviewing user reports about images, videos, text and other content or behaviour.
- Provide clear information to users on all available report and review procedures.
- Place and review regularly links to these reporting options in appropriate areas of the service (e.g. where users view user-generated content or interact with other users) and provide guidance on what to report.
- Place links to relevant child welfare organisations or specialist providers of advice (e.g. about anorexia or bullying) and other confidential helplines/support services in appropriate areas.
- Ensure that moderators who review user reports are properly trained to determine or escalate content or behaviour presented to them

1. Please provide details of *company policy relating to abuse* and misuse (involving images, videos, text and other content or behaviour) on your product or service.

Spain:

The general terms of services ("Condiciones Uso Aceptables"), can be found here: <http://www.movistar.es/particulares/centro-de-seguridad/> which is one click away from the homepage. From there, if you are interested, you are referred to the specific terms of services for prepaid/ postpaid and fixed line broadband through a direct link.

Germany:

All relevant information can be found on our websites:
<https://www.telefonica.de/unternehmen/datenschutz.html>
<https://www.o2online.de/recht/datenschutz/>
<https://www.o2online.de/recht/agb-und-infos/>

UK:

<https://www.o2.co.uk/termsandconditions>

2. Please describe the process or mechanism available for users to report abuse/misuse (involving images, videos, text and other content or behaviour) on your product or service).

All our stakeholders can report, anonymously or not, questions, inquiries etc. regarding: Accessibility, Supply Chain, Human Rights, Diversity and Talent Management, Sustainable Innovation, Integrity, Digital Confidence (Privacy, Security and Minors) and Environment and Eco efficiency.

<https://www.telefonica.com/en/web/responsible-business/contact-us>

Spain:

In Telefonica Spain we have a service called Nemesys <http://www.movistar.es/nemesys>. It is an internal department to provide information to customers related with any misuse of the services of Telefonica and in which customers can report inappropriate content for it be removed.

| ASUNTO | RESPUESTAS | AUTOR | VISITAS | ÚLTIMO MENSAJE |
|--------------------------------------------------------------------|------------|---------------------|---------|------------------------------------------|
| Comunicación Protocolo Antibotnet. ¿Qué hacer? | 0 | MOD Julia-Movistar | 3889 | 17-11-2014 11:38:59 por Julia-Movistar |
| INCIBE y Telefónica contra las redes zombi. Colabo... | 5 | MOD Pablo-Movistar | 2972 | 05-03-2015 7:52:36 por yasocaqi |
| AVISO!!! Correo fraudulento suplantando a movistar | 5 | MOD Pablo-Movistar | 5633 | 24-09-2016 5:40:57 por rsuarez |
| ✓ Cambiar contraseña del Wifi | 3 | kaleo | 789000 | 19-09-2013 14:09:48 por Ramonet-Movistar |
| FRAUDES BANCARIOS, NOTICIAS Y ALERTAS DE SEGURIDAD [1 2 3 4 5 6] | 136 | MOD Julia-Movistar | 16817 | 19-04-2016 9:13:46 por Ramonet-Movistar |
| Recibes SPAM??? Qué hacer!!! | 0 | MOD Paloma-Movistar | 3901 | 13-09-2013 10:19:03 por Paloma-Movistar |
| ¿TE HA ESCRITO EL CENTRO NEMESYS? | 102 | MOD Marra-Movistar | 47475 | 25-07-2012 8:57:25 |

What is more, we provide our customers or any other person with a specific page on that matter: <https://www.telefonica.com/en/web/responsible-business/our-commitments/children/presentation>. We refer to the complaint lines of the state's security bodies and forces to anonymously report child pornography or inappropriate contents on the Internet: 1) National Police (https://www.policia.es/formulario_generico.php?ordenes=6) and 2) Civil Guard (http://www.guardiacivil.es/es/colaboracion/form_contacto/index.html).

Germany:

In Germany, we include a link to the national hotline on the website:

<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/kontakt/jugendschutz-anfrage.html>

UK:

On our website there is a link to the national hotline:

<http://www.o2.co.uk/help/nspcc>

3. Where is the reporting button/ mechanism located?

(tick any that apply)

- On each page of the website/service*
- Close to the point where such content might be reported*
- In a separate location such as a safety page*
- In a browser extension*
- In a separate app for a connected device*
- Other (please specify):*

Our businesses in Spain, Germany and UK carry links to the national hotline on their commercial websites.

Spain:

The reporting button is placed on the microsites related with child protection:

<https://www.telefonica.com/en/web/responsible-business/our-commitments/children/presentation>

<https://dialogando.com.es/telefono-para-victimas-de-acoso-escolar-y-otros-canales-de-denuncia/>

Germany:

The reporting button is placed on the microsites related with child protection:

<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/kontakt/jugendschutz-anfrage.html>

(see answer to the previous question)

UK:

On our website there is a link to the national hotline:

<http://www.o2.co.uk/help/nspcc>

(see answer to the previous question)

4. Who may use such a reporting mechanism?

(tick any that apply)

- Only registered user/profile in which content is located
- All registered users of the product/service?
- Everyone including non-users, e.g. parents/teachers who are not registered for the service
- Other (please explain):

Spain:

The mechanism is accessible for everyone:

<https://www.telefonica.com/en/web/responsible-business/our-commitments/children/presentation>

<https://dialogando.com.es/telefono-para-victimas-de-acoso-escolar-y-otros-canales-de-denuncia/>

Germany:

The mechanism is accessible for everyone:

<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/kontakt/jugendschutz-anfrage.html>

UK:

The mechanism is accessible for everyone:

<http://www.o2.co.uk/help/nspcc>

5. Which of the following *kinds of content* can users report?

In Spain, users can report anything that they think may be illegal or harmful for kids.

In Germany, the hotline allows users to report potentially illegal images of child abuse.

In UK, O2 continues to actively support the work of the Internet Watch Foundation. We direct our customers to anonymously report websites that display child sexual abuse material at the Internet Watch Foundation website or hotline. (www.iwf.org.uk).

6. Which of the following information do you provide to users?

(tick any that apply)

- Advice about what to report
- Advice about how to make a report
- Pre-defined categories for making a report
- How reports are typically handled
- Feedback to users
- Other website/external agency for reporting abuse/ misuse content?
- Other (please specify):

As explained above, Telefónica refers to the complaint lines of the state’s security bodies and forces to anonymously report child pornography or inappropriate contents on the Internet: 1) Nacional Police (https://www.policia.es/formulario_generico.php?ordenes=6) and 2) Civil Guard (http://www.guardiacivil.es/es/colaboracion/form_contacto/index.html).

7. Please provide details of any *other means*, in addition to a reporting button/icon, to report content or behavior which breaches your service’s terms and conditions

Please see our responses to Principle 3 Section 2

8. Please outline briefly any other procedures or programmes offered by your service *not detailed above* that relate to abuse /misuse,

Principle 4 – Child Sexual abuse content or illegal contact

Requirements

Signatories should:

- Co-operate with law enforcement authorities, as provided for in local law, regarding child sexual abuse content or unlawful contact.
- Facilitate the notification of suspected child sexual abuse content to the appropriate law enforcement channels, in accordance with existing laws and data protection rules.
- Ensure the prompt removal of illegal child sexual abuse content (once it has been confirmed as illegal by the relevant public authority) in liaison with national law enforcement.
- Provide relevant additional information and/or links to users so they can make a report or obtain information about appropriate agencies or organisations that users can contact about making a report or obtaining expert advice, at national and EU level (e.g. law enforcement agencies, national INHOPE hotlines and emergency services).

1. Which of the following mechanisms are provided on your product or service to facilitate the notification or reporting of suspected child abuse content?

(tick any that apply)

- Company-own hotline reporting button or telephone number*
- Link or button for external national or regional INHOPE hotline*
- Emergency services*
- Law enforcement agency*
- Other external agency (please specify):*

Spain:

In Spain, we provide our customers or any other person with a specific page on that matter: <https://www.telefonica.com/en/web/responsible-business/our-commitments/children/presentation>.

<https://dialogando.com.es/telefono-para-victimas-de-acoso-escolar-y-otros-canales-de-denuncia/>

We refer to the complaint lines of the state's security bodies and forces to anonymously report child pornography or inappropriate contents on the Internet: 1) Nacional Police (https://www.policia.es/formulario_generico.php?ordenes=6) and 2) Civil Guard (http://www.guardiacivil.es/es/colaboracion/form_contacto/index.html).

Germany:

In Germany, we include a link to the national hotline on the website:

<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/weitere-informationen.html>

Moreover, TEF Germany is an active member of the Centre for Child Protection on the Internet, which is currently developing a nationwide reporting tool in cooperation with the German ICT-Industry: <https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/weitere-informationen.html>

UK:

O2 continues to actively support the work of the Internet Watch Foundation. We direct our customers to anonymously report websites that display child sexual abuse material at the Internet Watch Foundation website or hotline. (www.iwf.org.uk).

2. Please outline briefly the procedures to be followed if illegal content were to be discovered on your service.

Spain:

Please refer to 1.5. of our Acceptable Use Policy (<http://www.movistar.es/particulares/centro-de-seguridad/>), which holds.

1.5 PROCEDURE FOR THE BREACH OF INTELLECTUAL PROPERTY RIGHTS AND IN THE EVENT OF ILLEGAL CONTENTS

Movistar declares its firm and complete opposition to:

- (i) the violation of intellectual property rights, and
- (ii) the exploitation of contents and/or services typified as illegal from a penal point of view. Furthermore, Movistar declares its total refusal to issue and/or distribute and/or allow access to contents that violate intellectual property rights or that are considered illegal, from a penal point of view, in their structures and/or services. In the event that a client or third party should consider that the delivery of any of the Contents through the service it has contracted violates its intellectual property rights, it must send a notification to Movistar containing the following information:
 - (a) the claimant's personal information: name, NIF/CIF, address, telephone number, and email address;
 - (b) authentic signature or equivalent, with the personal information of the holder of the allegedly violated intellectual property rights, or of the person authorised to act on behalf and in representation of the owner of the allegedly violated intellectual property rights;
 - (c) a precise and complete indication of the Contents protected by the allegedly violated intellectual property rights, and their location;

(d) an express and clear statement that the delivery of the indicated Contents has been done without the consent of the owner of the allegedly violated intellectual property rights;

(e) an express and clear statement, and under the responsibility of the claimant, that the information provided in the notification is accurate and that the introduction of the contents constitutes a violation of its intellectual property rights. In the event that a client or third party should consider that there are facts or circumstances that reveal the illegal nature, from a penal point of view, of a Content and/or Service, and/or the use of said content and/or service, and/or the execution of any illegal activity related to said content and/or service, said client or third party must send a notification to Movistar containing:

(a) the claimant's personal information: name, address, telephone number, NIF/CIF, and email address;

(b) a specification of the alleged illegal activity carried out and, specifically, a precise indication of the specific Contents and/or Services, as well as their location.

(c) the facts or circumstances that reveal the illicit nature of said Contents, Services, or activity;

(d) an express and clear statement, and under the responsibility of the claimant, that the information provided in the notification is accurate and related to the illegal nature of the use of the Contents and/or Services, or the execution of the described activities.

These notifications must be sent to abuse@movistar.es, or through the form that is available at <http://www.movistar.es/nemesys/>.

3. Do you provide links to any of the following to enable users gain *additional information* in relation to child sexual abuse content or illegal contact?

(tick any that apply)

Links to relevant child welfare organizations/specialist providers of advice

Other confidential helplines/support services

Law enforcement agencies

INHOPE

Other (please specify):

Spain:

<https://www.telefonica.com/en/web/responsible-business/our-commitments/children/presentation>

<https://dialogando.com.es/del-grooming-en-la-red-y-de-informar-a-los-menores/>

<https://dialogando.com.es/ciberacoso-sexual-de-menores-grooming-y-sextorsion/>

Germany:

<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/weitere-informationen.html>

UK:

Information on reporting content and safe search can be found on

<https://www.o2.co.uk/help/nspcc>.

4. Please outline briefly any additional procedure in place within your company *not detailed above* to ensure that you comply with local and/ or international laws with regard to child sexual abuse and other illegal content?

Principle 5 – Privacy and Control

Requirements

Signatories should:

- Manage privacy settings appropriate for children and young people in ways that ensure they are as safe as is reasonably possible.
- Offer a range of privacy setting options that encourage parents, children and young people to make informed decisions about their use of the service and the information they post and share with others online. These options should be easy to understand, prominently placed, user friendly and accessible.
- Take steps, where appropriate and in accordance with legal obligations, to raise user awareness of different privacy controls enabled by services or devices and enable users to use these as appropriate.
- Make reasonable efforts to raise awareness among all parties, service, content, technology and application providers, including public bodies, of industry good practice in relation to the protection of children and young people online

1. Please provide details of your company's published privacy policy in relation access, collection, sharing and further use of data from minors under the age of 18 when utilizing your product or service?

Spain:

Our Privacy Policy indicates the following in relation to the treatment of data of minors in section 13: <http://www.movistar.es/particulares/centro-de-privacidad?#dedatos>


13. Processing of children's data

Movistar expressly prohibits minors who are not of the minimum age as stipulated by law to consent to the processing of their personal data without the prior consent of their parents, guardians or legal representatives.

In the event that the latter grants the use of the services to a user who is under that age, this person will be the person in charge of authorising and deciding on the treatment of the data vis-à-vis Movistar according to the terms set out in this Policy.

Movistar will ensure the proper use of children's data, guaranteeing respect for the laws applicable to them with the measures that are reasonably appropriate. When the parents, guardians or legal representatives of these minors detect unauthorised data processing, they may submit their queries or complaints by writing to TE_datos@telefonica.com.

In general, minors may not contract or own any Movistar P&S (unless they are "emancipated minors"¹). For this purpose, our commercials in the stores are provided with a "legal manual" which lays out the procedures to be followed in the processes of register/ portability / extensions of contract. Amongst other things, all customers must be of legal age and thus provide their full name and ID card.

| | | | | | | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-----------------------------------|------------------------|--------------------------|------------------------|-------|----------------------------|----------------------------|----------------------|
|  | | SERVICIO TARJETA MÓVILES MOVISTAR | | FECHA: | <input type="text"/> | HORA: | <input type="text"/> | | |
| <small>El que suscribe contrata con Telefónica Móviles España, S.A. Sociedad Unipersonal CIF:A78923125, Ronda de la Comunicación s/n, Edificio Sur 3, 28050 Madrid, la prestación del servicio de Telefonía Móvil Movistar que se indica a continuación:</small> | | | | | | | | | |
| ORIGEN | SOLICITUD DE PORTABILIDAD | <input type="checkbox"/> | RECARGAS | <input type="checkbox"/> | CÓDIGO PUNTO DE VENTA: | | | <input type="text"/> | |
| | REGISTRO DE TARJETA | <input type="checkbox"/> | NOMBRE PUNTO DE VENTA: | | | | | <input type="text"/> | |
| CLIENTE | Tipo de IDENTIFICACIÓN: DNI/CIF/T.RESIDENTE/PASAPORTE/NIE/NIVA U OTROS (especificar): | | | | | | | | |
| | DOCUMENTO IDENTIFICACIÓN: | | | | | | | <input type="text"/> | |
| | APELLIDOS/DENOMINACIÓN SOCIAL: | | | | NOMBRE: | | | | |
| | NACIONALIDAD: | | | TELÉFONO CONTACTO: | | | | | <input type="text"/> |
| | PERSONA CON AUTORIZACIÓN O PODER OTORGADO POR EL CLIENTE PARA CONTRATAR: | | | | | | | | |
| | DOCUMENTO IDENTIFICACIÓN (DNI/T.RESIDENTE/PASAPORTE/NIE/NIVA): | | | | | | | <input type="text"/> | |
| | DOMICILIO: | | | | | | | | |
| | LOCALIDAD: | | | PROVINCIA: | | | C.POSTAL: | | <input type="text"/> |
| | <small>Los datos de domiciliación sólo serán obligatorios en caso de solicitar recargas.</small> | | | | | | | | |
| | *FECHA DE NACIMIENTO (Obligatorio para menores de 18 años): | | | | *SEXO | | F <input type="checkbox"/> | M <input type="checkbox"/> | |
| *E-MAIL (opcional): | | | | *PAÍS DE NACIMIENTO: | | | | | |
| <small>(*) Datos opcionales</small> | | | | | | | | | |

¹ The emancipation of a minor is carried out before a notary and supposes the extinction of parental authority, ceasing to depend legally on the parents or legal guardians. This applies to minors between 16 and 18 years.

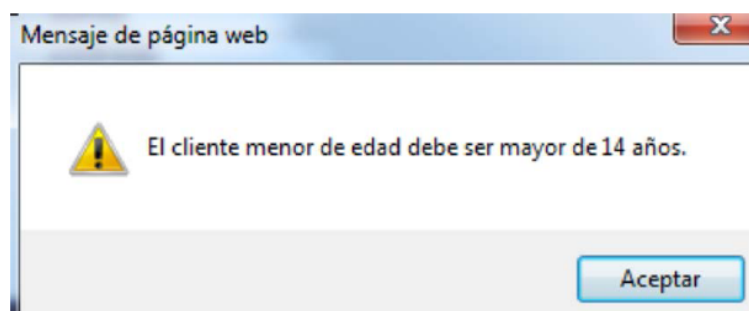
Sólo se podrán registrar los mayores de 18 años. Sin embargo, en caso de solicitar un registro un menor, se indicará que la identificación corresponde a un menor de edad, indicando la fecha de nacimiento.

The screenshot shows a registration form with the following fields and values:

| Datos Personales | |
|---------------------------|--------------------------------------------------------------------|
| Documento Identificación: | CEDULA DE IDENTIDAD 323342 |
| Nacionalidad: | ANDORRA |
| Estado: | REGISTRADA |
| Nombre: | |
| Apellido 1: | |
| Apellido 2: | |
| ¿Cliente menor de edad?: | Si <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| Fecha Nac. Menor: | 08/02/2012 |
| Código Postal: | |
| Causa Motivo: | ALTA IDENTIFICACIÓN |

Buttons: Aceptar, Continuar, Cancelar

Si el sistema identifica por la fecha de nacimiento que se trata de un menor de 14 años, se emite el siguiente mensaje:



Y no se debe continuar con el registro.

Exception is made in the case of Prepaid, an operation for which the ownership of a minor from the age of 14 is allowed, provided he/she has an identity document (otherwise, the prepaid card must be registered in the name of the parents or legal guardians).

The registration of a minor under 14 years of age (not completed) is possible in case a "Data Controller" is designated to manage the corresponding privacy settings. In accordance with the application of the General Data Protection Regulation, the figure of the "Data Controller" was created as solely and exclusively responsible for the management of the consents of users under 14 years of age:

- o **Responsable de datos** es única y exclusivamente responsable de la gestión de los consentimientos del Usuario Menor de 14 años. Puede ser el propio Titular de la línea u otro distinto que designe el Titular de la línea, que también debe ser Titular de una Línea móvil de Movistar. Necesitarás para darle de alta o realizar alguna modificación su Identificación Fiscal y Número móvil de contacto, dándole a elegir entre las líneas móviles de las que sea titular.

PERSONA CON AUTORIZACIÓN O PODER OTORGADO POR EL CLIENTE PARA CONTRATAR:

DOCUMENTO IDENTIFICACIÓN (DNI/T.RESIDENTE/PASAPORTE/NIE/NIVA):

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

Contracting via Phone

Recordings or contracts cannot be made with minors over the phone. If we have doubts as to the age of a client on the phone, we refer them to one of our stores.

Possible identity theft by a minor

If we suspect an identity theft by a minor, we have procedures in place to investigate and verify these cases.

Germany

Our Privacy policy explains what personal information we have, how we use it and how customers can check and update any of their personal information

<https://www.o2online.de/recht/datenschutz/>

Further information:

<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz.html>

- Internet Guide for Kids and the Mobile-Phone Guide
- Transparency regarding our Price Policy
- Media Pedagogy Principles
- Technical Safeguards
- Other initiatives: Think Big <https://www.think-big.org/>

UK:

Our Privacy policy explains what personal information we have, how we use it and how customers can check and update any of their personal information

<http://www.o2.co.uk/termsandconditions/privacy-policy>

2. Are *distinct privacy settings* deployed to prevent access to information on for users under the age of 18?

Yes

No

Not applicable (please explain):

**3. Where are users able to view and change or update their privacy status?
tick any that apply)**

- On each page of the website/service*
- At each point where content may be posted*
- In separate location such as a settings/safety/privacy page*
- In a browser extension*
- In a separate app for a connected device*
- Other (please specify):*

Spain:

Yes, users can manage their privacy status online:



Germany:

Yes, every touchpoint allows this. Also users that use the online service can manage every permission:

Profileinstellungen

Nutzung Ihrer Daten

ändern 

Status der Einwilligungen

Es liegen keine Einwilligungen vor.

Ihre Newsletter

ändern 

Mehr O₂

● Nicht bestellt

Status-Information

● Nicht bestellt

#YouCanDo

● Nicht bestellt

Verwendung der Bestandsdaten für ähnliche o2 Produkte

O₂ verwendet Ihre personenbezogenen Kundendaten, deren Erhebung für die Begründung, inhaltliche Ausgestaltung, Änderung oder Beendigung des Vertragsverhältnisses erforderlich ist (für Vertragszwecke erhobene Bestandsdaten), auch für Marktforschung und um Ihnen Produkte von O₂ zu empfehlen, bei denen wir Ihr Interesse aufgrund der Ähnlichkeit zu Ihren bereits bestellten Produkten annehmen dürfen, und zwar per

- SMS/MMS
- E-Mail

Verwendung der Verkehrsdaten für o2 Produkte

Ich bin einverstanden, dass O₂ meine Verkehrsdaten im erforderlichen Maß und Zeitraum verwendet, um bedarfsgerechte Telekommunikationsdienste zu gestalten und mir solche - soweit ich der Kontaktaufnahme zugestimmt habe - anbieten zu können.

Verwendung der Bestandsdaten für alle o2 Produkte

Ich bin einverstanden, dass O₂ meine Bestandsdaten während der Laufzeit meines Vertrages und bis zu sechs Monate darüber hinaus auch verwendet, um mich über Produktangebote von O₂ (Telekommunikationsdienstleistungen/-geräte, Software, Multimedia-/Unterhaltungsinhalte) zu informieren und zwar per

- SMS/MMS
- E-Mail
- Telefon
- Brief

Verwendung der Bestands- und Verkehrsdaten für Partnerprodukte

Ich bin einverstanden, dass O₂ meine Bestands- und Verkehrsdaten (siehe oben) auch verwendet, um mir Produktangebote von Telefónica Konzerngesellschaften und ausgesuchten O₂ Kooperationspartnern (z.B. Einkaufsgutscheine; O₂ Kooperationspartner und deren Produktportfolios finden Sie unter www.O2.de/goto/kooperationspartner) zu unterbreiten und zwar per

- SMS/MMS
- E-Mail
- Telefon
- Brief

UK:

Customers can visit o2.co.uk and sign in to My O2 to look at their personal information. They can change how O2 gets in touch and their account details.

4. Which of the following *information, resources or help features* (if any) are provided to encourage users to make informed decisions about their privacy or the information they share?

- Tips/advice to users at the point of setting privacy options*
- FAQs*
- Help or educational resources in a separate location of service*
- Links to any external NGO agencies offering education or awareness-raising related to privacy*
- Links to governmental or EC agencies (Office of Data Protection Commissioner, ENISA etc.) in relation to privacy and data protection*
- Other (please specify):*

Global Privacy Center: In 2018 we are working to improve the Global Privacy Center, which is the public reference point for our privacy and security policy and processes. There our customers can find all relevant information in an easy and understandable way. One example of this is the video that contains the main aspects of the Global Privacy Policy.

Global Privacy Policy: In September 2018, we updated our Global Privacy Policy to build a digital experience based on trust. This policy guarantees our customers control over their personal data when they are processed by Telefónica. It establishes obligatory rules of common behavior for all the Company’s entities, laying the foundations for an approved privacy culture based on the principles of legality, transparency, commitment to the rights of the data subjects, security and limitation of the retention period. Thus, while responding to the General Data Protection Regulation, applicable in Europe, we increase the standards in this area in the other regions where we serve.

Spain:

Local Privacy Centre: users can find all the issues about privacy conditions, security and Minors, including options regarding how we collect, use and share users’ information at the local level.

<http://www.movistar.es/particulares/centro-de-privacidad?>

AURA Personal Data Space, available from 2019 onwards

As part of our principle of transparency, Telefónica will provide its customers with access to the data they generate during the use of our services. Via a Personal Data Space, each user will be able to view and download the information that has been processed and recorded - in accordance with the applicable regulations from the point of view of privacy. For example, in Europe this processing will be fully aligned with the European Data

Protection Regulation (GDPR). It is important to note that such information will be displayed in a clear manner for customers. This is an example of Telefónica's commitment to bringing the world of data closer to each individual and eliminating technological barriers. The Personal Data Space will be available, from 2019, through AURA for our customers as the capabilities of the 4th Platform are deployed in different countries.

Germany:

Privacy policy of each website. For example:

o2online.de : <https://www.o2online.de/recht/daten-und-jugendschutz/>

Blau.de : <https://www.blau.de/recht/datenschutz/>

Tips/advice to users at the point of setting privacy options

1. Information for parents:

<https://www.telefonica.de/verantwortung/verantwortungsvoll-wirtschaften/jugendschutz/informationen-fuer-eltern.html>

2. technical safeguards:

<https://www.o2online.de/apps-services/sicherheit/o2-protect/>

<https://blog.telefonica.de/2014/09/das-neue-o2-protect-sicherheitspakete-noch-individueller/>

FAQs

1. <https://www.telefonica.de/verantwortung/verantwortungsvoll-wirtschaften/jugendschutz.html>

2. Each user or customer can use the community forum to inform himself about such topics or ask questions that might interest him: <https://hilfe.o2online.de/>

3. Direct contact to our Youth Protection Officer via a contact form
<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/kontakt/jugendschutz-anfrage.html>

Help or educational resources in a separate location of service

<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/weitere-informationen.html>

Links to any external NGO agencies offering education or awareness-raising related to privacy

<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/weitere-informationen.html>

Links to governmental or EC agencies (Office of Data Protection Commissioner, ENISA etc.) in relation to privacy and data protection

<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/weitere-informationen.html>

Other (please specify): Youth Protection Officer

<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/kontakt/jugendschutz-anfrage.html>

UK

Publication of our Customer Data Principles (Ethics) to customers and all staff on o2.co.uk and intranet respectively.

They are deliberately shorter and intended to show a summary of “what we stand for and what we do” rather than the detail that is in the Privacy policy. They are accessible from two links, one as part of Your Data and one alongside Marketing Preferences:

<https://www.o2.co.uk/help/safety-and-security/yourinformation>

<https://www.o2.co.uk/business/support/accounts/marketing-preferences>

The Principles were sponsored and approved by O2’s Customer Data Committee.

5. Please outline briefly any additional policies or activities (existing or proposed), *not detailed above*, to ensure that personal information is protected, using reasonable safeguards appropriate to the sensitivity of the information.

Spain

Our security center (<http://www.movistar.es/particulares/centro-de-seguridad/>) elaborates on policies or activities to ensure that personal information is protected, using reasonable safeguards appropriate to the sensitivity of the information

Germany:

Our general data protection policies and activities which can be found here:

<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/datenschutz-und-informationssicherheit.html>

Principle 6 – Education and Awareness

Requirements

Signatories should:

- Educate children and young people and give them up to date information to manage their access and settings in relation to content, services and applications, adding support where possible to existing initiatives and partnerships.
- Provide advice about features of the service or functionality that are available to allow parents to improve the protection of children, such as tools to prevent access to certain types of content or service.
- Provide links to other sources of relevant, independent and authoritative advice for parents and carers, teachers, and for children.
- Provide access to information that will help educate parents, carers, teachers and children about media literacy and ethical digital citizenship, and help them think critically about the content consumed and created on the internet.
- Encourage parents and teachers to use this information and talk to their children/pupils about the issues arising from the use of online services, including such topics as bullying, grooming and, where relevant, cost management

1. Does your company provide its own educational resources aimed at any of the following groups?

- Younger children, i.e. under 13s
- Teenagers <18s
- Parents and carers
- Teachers and other adults
- Others (please specify):

Spain:

Dialogando (www.dialogando.com) is an initiative that aims at helping society to use technology in a responsible way.

In its Dialogando initiative, Movistar deals with matters related to:

- digital identity (minors in the Net, connected families, education and digital competence);
- behavior (cyberbullying, online relationships, health, sexuality and digital citizenship);
- security (inappropriate content, cybercrime, copyright, Internet protection and privacy);
- innovation (Internet of things, new technologies and digital trends);
- entertainment and sustainability (eco-efficiency, creative economy or social responsibility).

A committee of experts engages via articles, videos, campaigns, interviews, etc. on those

digital aspects that currently worry society the most.

The initiative has already been implemented in 15 countries of the Telefónica Group: Argentina, Brazil, Chile, Colombia, Costa Rica, Ecuador, El Salvador, Spain, Guatemala, Mexico, Nicaragua, Panama, Peru, Uruguay and Venezuela.

Germany:

<https://www.telefonica.de/verantwortung/verantwortungsvoll-wirtschaften/jugendschutz.html>

<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/digitale-inklusion/think-big.html>

www.think-big.org

UK:

<https://www.o2.co.uk/help/nspcc>

**2. Which of the following topics are included within your own company educational materials?
(tick any that apply)**

- Online safe behaviour
- Privacy issues
- Cyberbullying
- Download and copyright issues
- Safe use of mobile phones
- Contact with strangers
- Other topics (please specify)

Spain

<https://dialogando.com/>

Last year, 31 awareness-raising initiatives have been carried out through Dialogando in the following areas: grooming, cyberbullying, digital divide, cybercontrol, hate speech, digital violence, responsible driving, online fraud, privacy, digital identity, eSports, sexting, etc. with a total of 84.9 people affected.

Germany:

<https://www.telefonica.de/verantwortung/verantwortungsvoll-wirtschaften/jugendschutz.html>

3. With reference to any educational material you provide, *which of the following methods do you use?*

(tick any as apply)

- Documentation provided with product/contract on purchase/first registration
- A required presentation by salesperson completing sale
- Displays/leaflets positioned prominently in stores
- Notification by email / on-screen statement / other means when product or contract is purchased or first registered
- Prominent notifications, resources or pop ups on website
- Helpdesk (telephone or online)
- Other (please specify):

Spain:

Through Dialogando Movistar launched several awareness campaigns related to different topics like grooming, cyberbullying, digital violence, cybercontrol, hate speech, disconnection, sexting or eSports which seek to raise awareness and prevent children and adolescents from a bad use of the Internet (see initiatives in the following sections).

At Telefonica, we have developed also Talentum Schools <http://talentumschools.com/Inicio>, an initiative that seeks to promote digital vocations in young children. It is carried out through courses which take place in Company shops. These courses are designed to teach children the basic principles of technology in a fun way.

The children study coding, app development, robotics, augmented reality and so on; they learn basic programming concepts, without realizing it, by playing games. They are also able to create and modify programs in order to design comics, cartoons, interactive games and so on; they even design small apps which can then be tested on a tablet or smartphone.

Likewise, Telefonica Foundation has a commitment to society through actions along four strategic lines:

- Education, committing to quality as a vehicle for social transformation, exploring, inspiring and transforming teaching models to end the educational gap.
- Employability, helping young people find job opportunities and training in the most demanded technological profiles.
- Digital culture, creating and sharing cultural and technological knowledge through different initiatives related to science, innovation, art and STEAM learning.
- Volunteer program, mobilising through Telefónica Volunteers our employees, present in 32 countries, to carry out charity work that responds to social needs.

<https://en.fundaciontelefonica.com/about-us/>

Germany

Developing media skills with school materials

As part of the “Medien in die Schule” project (Media to Schools) we support the development of materials for schools dealing with the topic of young people and the Internet. These openly available teaching materials focus on data protection aspects and content dealing with the practical use of media; these can be found at www.medien-in-die-schule.de. In particular, we help teachers to show their pupils the options they have and to encourage pupils to use media creatively and skilfully. In addition to this project, we actively subscribe to the work of the Zentrum für Kinderschutz im Internet (Online Child Protection Centre, I-KiZ), a think tank created by Germany’s Federal Ministry for Family Affairs.

“Using mobile phones – the guide for children and parents”

TEF Germany has developed two brochures in cooperation with the German Children's Fund (Deutscher Kinderhilfswerk e.V.) in order to introduce children to the safe use of online services and social media: The Internet Guide for Kids and the Mobile-Phone Guide. Both are available for download in both German and Turkish (<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/informationen-fuer-eltern.html>). It provides parents and children with a wealth of information on the responsible use of mobile phones, smartphones and mobile Internet.

Think Big: developing young people’s digital skills

Together with the Deutsche Kinder- und Jugendstiftung (German Children and Youth Foundation), we are involved in the Think Big program. The program helps young people to independently realize their own ideas learning how to use digital media. In additional workshops they learn where the chances and the challenges of the internet and digital technology are. In 2018 alone, we were able to reach nearly 8,000 schoolchildren by means of a seven-week roadshow that stopped at various schools across Germany. In total, more than 3,800 projects of over 115,000 young people have been realised thanks to Think Big since 2010. www.think-big.org.

Preparing parents for life in the digital world

Those wishing to use digital knowledge need to be able to handle personal data and digital media securely. This is something we work towards by means of various programs. The O2 Gurus, for example, assist our customers online, over the phone and in many of our O2 shops. These trained experts offer tips on how to use digital technologies correctly in free workshops which are also open to non-customers. Parents learn, for example, how to create “kids’ corners” on their smartphones, where their little ones can only access safe applications such as games and music. Schoolchildren and students are offered advice regarding risk-free Internet surfing and the safe use of social networks. Since 2014 we have reached some 4,000 people at more than 1,000 workshops and, since 2015, our events have also been hosted online as webinars that take place several times a month, addressing topics which are continuously updated. Our portfolio is rounded off by videos, chats and blogs that provide additional information (<https://www.o2online.de/service/guru>)

UK

We have developed an approach to child safety in partnership with UK charity NSPCC. It includes commitments to raising awareness, offering advice and training, delivering community outreach programmes and the development of specific products and services that help to keep children safe online.

Our partnership with the NSPCC includes:

- Providing training and support to O2 employees through the provision of an e-learning programme.
- A helpline for parents and O2 people which will provide support on e-safety related issues.
- Offering parents practical advice and support in store and signposting them to further sources of support including the NSPCC [Net Aware](https://www.net-aware.org.uk/) website (https://www.net-aware.org.uk/).
- Workshops in schools and workplaces to educate and empower families.
- Dedicated online resources available on O2 and NSPCC websites

Parents vs Kids campaign – using new technology for good.

In the UK, we wanted to encourage dialogue about the importance of online safety. 'Parents vs Kids' was created to enable shared learning experiences between parents and their children and encourage regular conversations about online safety. Hosted on Amazon Alexa, the quiz and campaign took an innovative approach to raising awareness of online safety and our partnership with the child safety charity, NSPCC.

- The campaign ran across digital radio, online video, digital display with the support of social influencers and Amazon channels, with Quiz & pole formats running on Alexa, but also through digital channels i.e. Mumsnet.
- The Alexa game proved to be a high-quality shared experience, getting families talking about online safety with the quiz answers helping parents discover more about their children's online life. Only 2% of game players did not take an action around online safety as a result of playing the game and it was viewed positively by parents. 93% rated the game as good or very good and 89% recommended it to someone else.

4. Please provide details of any links to other *external organisations*, or relevant, independent and authoritative advice for parents/carers, teachers, and for children?

Telefonica has strategic allies to ensure that children can browse with comprehensive safety guarantees. We collaborate with Inhope, Insafe, IWF, Unicef, Pantallas Amigas, NSPCC, UK Internet Safe Centre, Stonewall and law enforcement agents, among others.

5. Please provide details of any campaigns, or active involvement in industry partnerships on specific topics to raise public awareness of digital safety for children and young people?

Spain:

“#StopViolenciaEnRedes”- campaign against digital violence in partnership with Movistar+ and RFEF:

<https://www.youtube.com/watch?v=1RftAOCJLUo>

<https://dialogando.com.es/movistar-y-la-federacion-espanola-de-futbol-juntos-para-promover-el-futbol-sin-violencia-en-redes-sociales/>

“10 pasos para la Tolerancia en Internet” – campaign against hate speech in partnership with Pantallas Amigas and Twitter:

<https://dialogando.com.es/los-10-pasos-para-la-tolerancia-en-internet-que-nos-ayudan-a-reflexionar-sobre-el-respeto-en-la-red/>

UK

We actively support industry partnerships such as the Internet Watch Foundation and The Royal Foundation Taskforce on the Prevention of Cyberbullying. This Taskforce was established by The Royal Foundation of The Duke and Duchess of Cambridge and Prince Harry to work with the technology industry to develop an industry wide response to the online bullying of young people. Together, with the guidance and expertise of charities, not-for-profit organisation and independent advisors, we have committed to helping prevent the cyberbullying of children and young people.

In November 2017, we jointly launched the Stop, Speak, Support campaign – a campaign developed by young people to encourage other young people to take three simple steps when they see bullying online.

Stop Speak Support aims to help young people spot cyberbullying and know what steps they can take to stop it happening and provide support to the person being bullied. The campaign also aims to support parents knowing what to do if their child is being cyberbullied or if they are a perpetrator.

In 2018 a talented group of young people from the Anti-Bullying Alliance, Diana Award and NSPCC have developed an official 2018 Stop Speak Support Campaign film. The film, entirely written directly by the young people, uses beat poetry to get across a powerful message.

6. Please provide details of any partnerships with NGO, civil society or other educational agencies or campaigns to raise public awareness of digital safety for children and young people.

Spain

“10 pasos para la Tolerancia en Internet” – campaign against hate speech in partnership with Pantallas Amigas and Twitter:

<https://dialogando.com.es/los-10-pasos-para-la-tolerancia-en-internet-que-nos-ayudan-a-reflexionar-sobre-el-respeto-en-la-red/>

“#ControlarNoEsAmar” – campaign against cybercontrol in partnership with Delegación del Gobierno para la Violencia de Género:

<https://dialogando.com.es/controlarnoesamar-que-hacer-ante-un-caso-de-violencia-de-genero/>

<https://dialogando.com.es/la-idea-que-mis-hijos-tienen-del-amor/>

<https://dialogando.com.es/si-te-controla-no-te-quiere-netiquetalove/>

<https://dialogando.com.es/ciberviolencia-machista-del-control-al-porno-vengativo-pasando-por-la-sextorsion/>

<https://dialogando.com.es/ciberviolencia-machista-del-control-al-porno-vengativo-pasando-por-la-sextorsion/>

enlightED:

Fundación Telefónica, IE University and South Summit were promoting enlightED, an international meeting with the objective of staging a great debate on education in the digital age.

<https://en.fundaciontelefonica.com/education/>

Germany:

As part of the **“Medien in die Schule”** project (Media to Schools) we support the development of materials for schools dealing with the topic of young people and the Internet. www.medien-in-die-schule.de/

At the Safer Internet Day 2018 in the O2 Tower in Munich, we presented the new Internet Guide for Kids. In an interactive workshop, 80 young students were able to discuss the opportunities and dangers of the Internet with experts from the Telefónica Deutschland Group, the German Children's Fund, politicians and a YouTuber. Afterwards, the pedagogical use of digital media was discussed. This resulted in interesting approaches: For example, a separate school subject on the subject of "media" was proposed. In addition, sufficient support from the children's immediate environment was promoted in order to promote the safe use of digital media (<https://blog.telefonica.de/2018/02/safer->

[internet-day-bei-telefonica-schueler-diskutieren-mit-experten-ueber-sicherheit-im-internet/](#)).

UK:

We have partnered with the UK children’s charity, the NSPCC (nspcc.org.uk) to provide parents the tools, knowledge and confidence that they need to help their children navigate the digital world safely.

7. Please outline briefly any of your own company initiatives in *media literacy and ethical digital citizenship*, designed to help children and young people to think critically about the content consumed and created on the internet.

Spain:

“#MyGameMyName” – campaign against violence in videogames and eSports:

<https://www.youtube.com/watch?v=x6xnt7CrAcY&t=12s>

<https://www.youtube.com/watch?v=Hn9oGh3frvk>

<https://dialogando.com.es/los-problemas-de-las-mujeres-en-el-gaming-mygamemyname/>

<https://dialogando.com.es/actitudes-machistas-a-traves-de-la-pantalla/>

<https://dialogando.com.es/mygamemyname-contra-el-acoso-machista-en-los-videojuegos/>

<https://dialogando.com.es/campana-contra-la-violencia-de-genero-en-videojuegos/>

Unified eSports: The League

Telefonica Foundation and Special Olympics Madrid created the I Unified eSports League of the world for people with and without intellectual disabilities.

<https://en.fundaciontelefonica.com/volunteering/unified-esports-the-league/>

Germany:

Think Big: developing young people’s digital skills

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total, more than 3,800 projects of over 115,000 young people have been realised thanks to Think Big since 2010. www.think-big.org.

8. Please provide details of any advice and supports *to encourage parents or teachers to talk to their children*/ pupils about the opportunities and risks arising from their use of the internet.

Spain:

“Love Story” – campaign against grooming:

<https://www.youtube.com/watch?v=7nLGudwypQs>

<https://dialogando.com.es/ciberacoso-sexual-de-menores-grooming-y-sextorsion/>

<https://dialogando.com.es/estrategias-de-camouflage-en-la-red-grooming-encubierto/>

<https://dialogando.com.es/del-grooming-en-la-red-y-de-informar-a-los-menores/>

“Dominó” - campaign against cyberbullying:

<https://www.youtube.com/watch?v=fTG8IBDdHBo>

<https://dialogando.com.es/movistar-le-planta-cara-al-ciberacoso-con-una-nueva-campana-de-sensibilizacion/>

<https://dialogando.com.es/el-ciberacoso-una-lacra-insostenible-que-hemos-de-atajar-y-controlar-cuanto-antes/>

<https://dialogando.com.es/telefono-para-victimas-de-acoso-escolar-y-otros-canales-de-denuncia/>

<https://dialogando.com.es/ciberacoso-violencia-digital/>

“#ConectaConLosTuyos” – campaign about disconnection (there are moments to be connected and moments to connect):

<https://www.youtube.com/watch?v=vKOriB1C0lw>

<https://www.youtube.com/watch?v=fsszUejlcXE>

<https://dialogando.com.es/conecta-y-desconecta-enriquece-tus-relaciones/>

<https://dialogando.com.es/compartir-y-limitar-conscientemente-la-vida-digital/>

<https://dialogando.com.es/en-busca-del-bienestar-digital-familiar/>

“#NoEsSoloUnaFoto” – campaign against sexting:

<https://www.youtube.com/watch?v=hzhiWOmWTpk>

https://www.youtube.com/watch?v=vzDZtBL_yNO

<https://dialogando.com.es/sexting-de-la-intimidad-a-la-extimidad/>

<https://dialogando.com.es/sexting-y-a-prision/>

<https://dialogando.com.es/sexting-una-practica-de-riesgo-que-necesita-un-discurso-responsable/>

<https://dialogando.com.es/arriesgadas-formas-de-cortejar-por-internet-el-sexting/>

Creative Schools:

Escuelas Creativas is a Telefónica Foundation project in which the creative and innovative methodology of the renowned chef Ferran Adrià is transferred to educational centres and classrooms.

<https://en.fundaciontelefonica.com/education/escuelas-creativas-creative-schools/>

Germany:**“Using mobile phones – the guide for children and parents”**

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(<https://www.telefonica.de/verantwortung/leben-in-der-digitalen-welt-staerken/kinder-und-jugendschutz/informationen-fuer-eltern.html>). It provides parents and children with a wealth of information on the responsible use of mobile phones, smartphones and mobile Internet.

UK:

In the UK, we wanted to encourage dialogue about the importance of online safety. ‘Parents vs Kids’ was created to enable shared learning experiences between parents and their children and encourage regular conversations about online safety. Hosted on Amazon Alexa, the quiz and campaign took an innovative approach to raising awareness of online safety and our partnership with the child safety charity, NSPCC.

<https://www.o2.co.uk/help/nspcc/parents-vs-kids>

9. Please outline any additional activities or initiatives *not detailed above* that relate to education and awareness-raising offered by your service or product.
