Implementation Questionnaire 2021

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:

Altice Portugal

As part of Altice Group strategy, PT Portugal is now "Altice Portugal".
Altice Portugal is the leading electronic communications services provider in Portugal and its activity addresses all segments: fixed and mobile communications, internet and multimedia, IPTV, data and business solutions.
Due to a continuous convergence process, to commercial strategy and innovation, since last report some of its services were modified and others were discontinued; this report reflects those changes.
PT Foundation referred in previous reports is now Altice Foundation.

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

Altice Portugal offers electronic communications and multimedia services in **Portugal**.

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

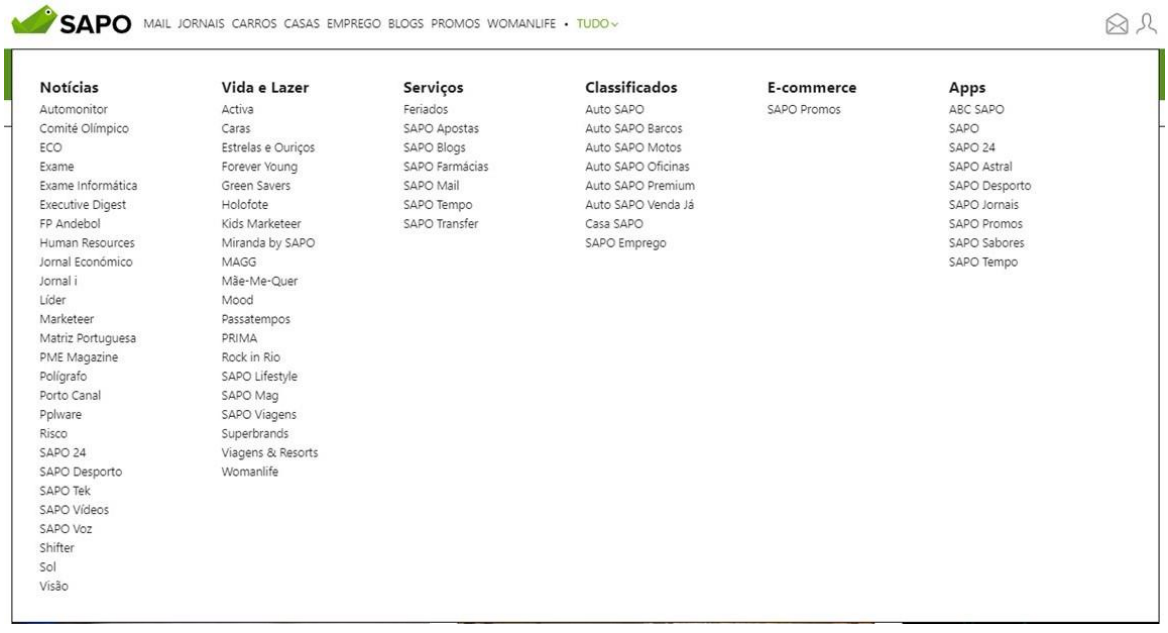
- MEO - Internet access, mobile services (voice and data), IPTV service www.meo.pt
- SAPO - Internet Portal www.sapo.pt

MEO has its own "**KIDS**" brand which includes a special IPTV area and a dedicated mobile plan. MEO Kids is designed for the youngsters, consisting in closed ambiences with high-quality dedicated contents and services and a mobile plan with controlled, limited features (https://www.meo.pt/servicos/movel/tarifarios-telemovel/pre-pagos/meo-kids)

MEO has also a UGC service: **MEO KANAL** http://kanal.pt

SAPO is the main internet portal in Portugal, offering a large set of channels and services (both in fixed and in mobile devices), including **SAPO Mail** and UGC services such as **SAPO Videos** and **SAPO Blog**.
Besides the regular e-mail service, SAPO offers its **SAPO Mail Kids**, an email service dedicated to kids under 13.

Relevant services referred in the report include:
MEO KANAL – MEO's service that allows users to create their own TV channels with UGC http://kanal.pt
MEO GO – MEO IPTV service on the go (smartphone, tablet)
SAPO Vídeos – SAPO videos service (UGC) https://videos.sapo.pt
SAPO Blogs – https://blogs.sapo.pt
SAPO Mail Kids – https://mail.sapo.pt/kids/



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: Pedro Gonçalves

Position: Regulatory and Competition Affairs

Email: pedro.v.goncalves@telecom.pt

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

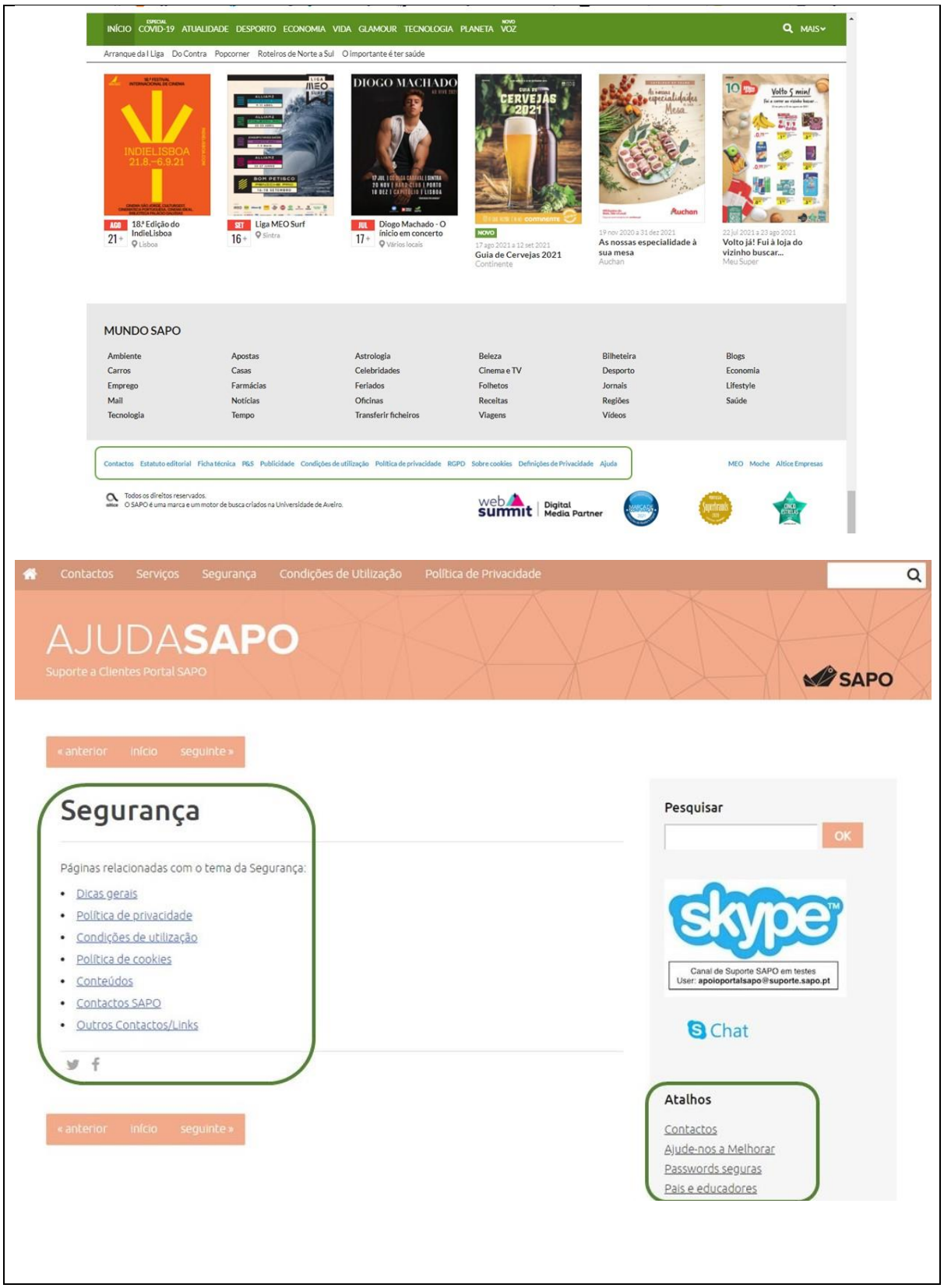
☐ Not applicable (please explain): .....

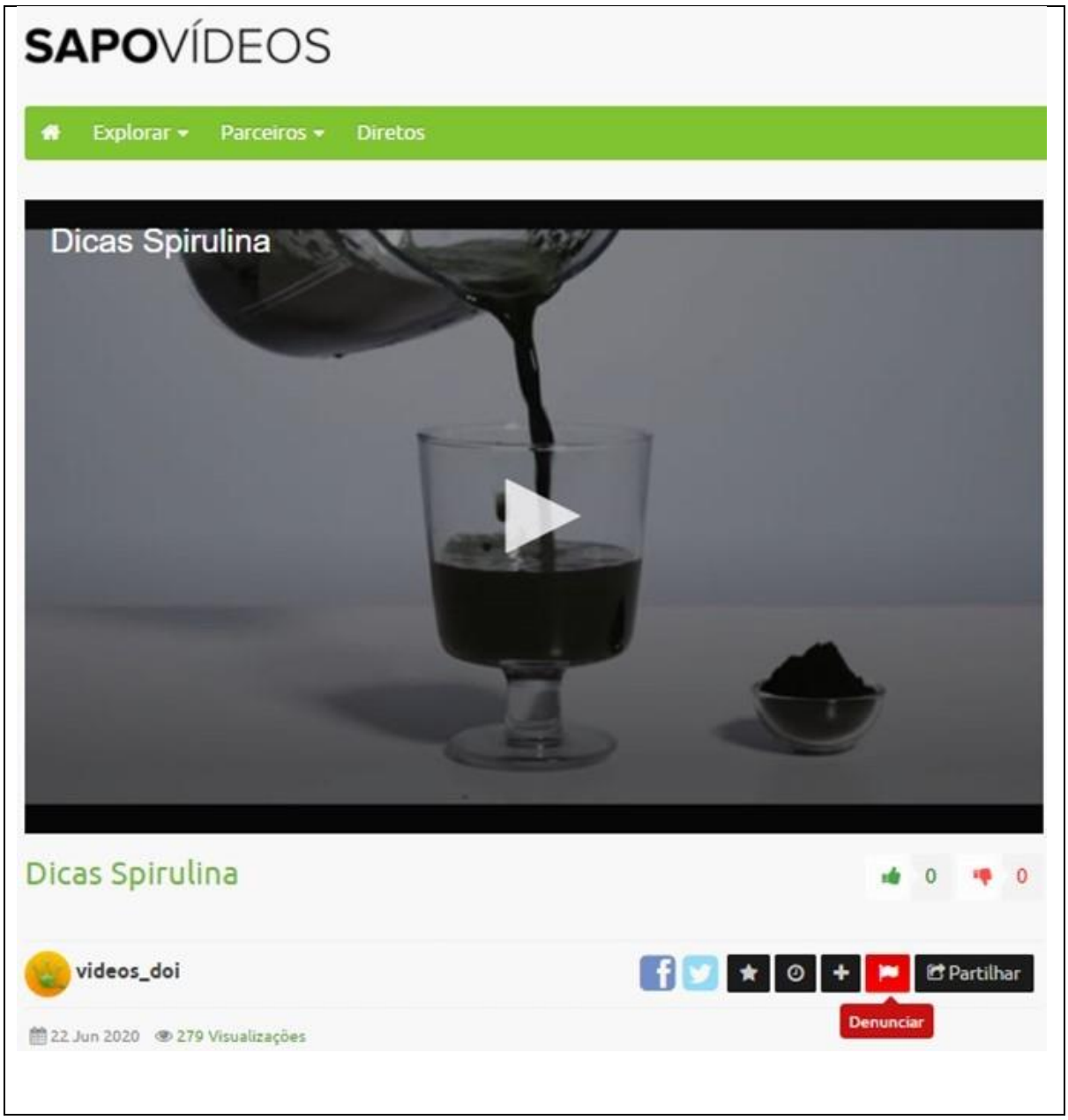
If yes, please provide details:

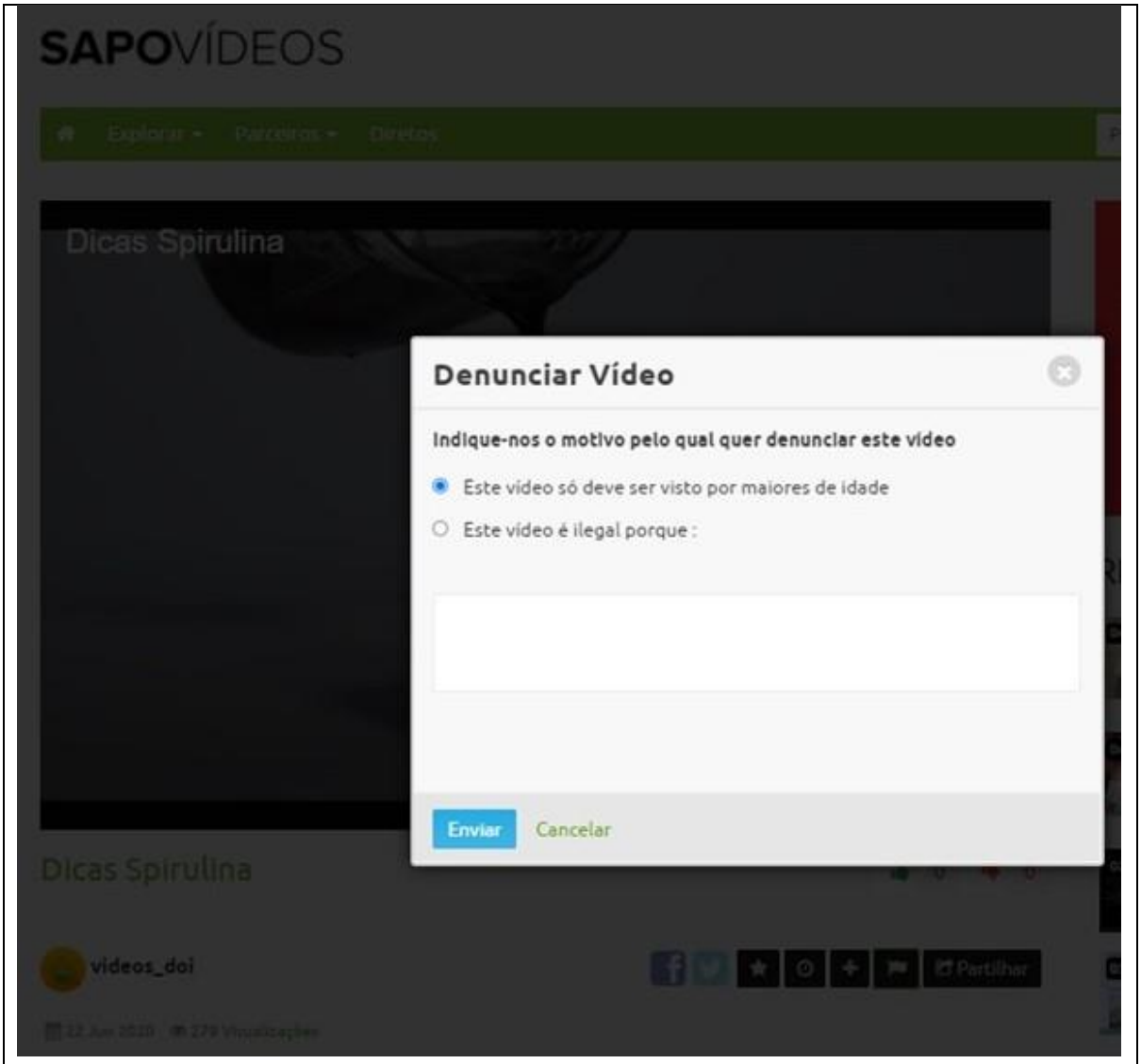
Reporting buttons are available in the relevant services, namely those with UGC, like SAPO Videos, and MEO KANAL (details on reporting in section 3 – Dealing with abuse/ misuse).

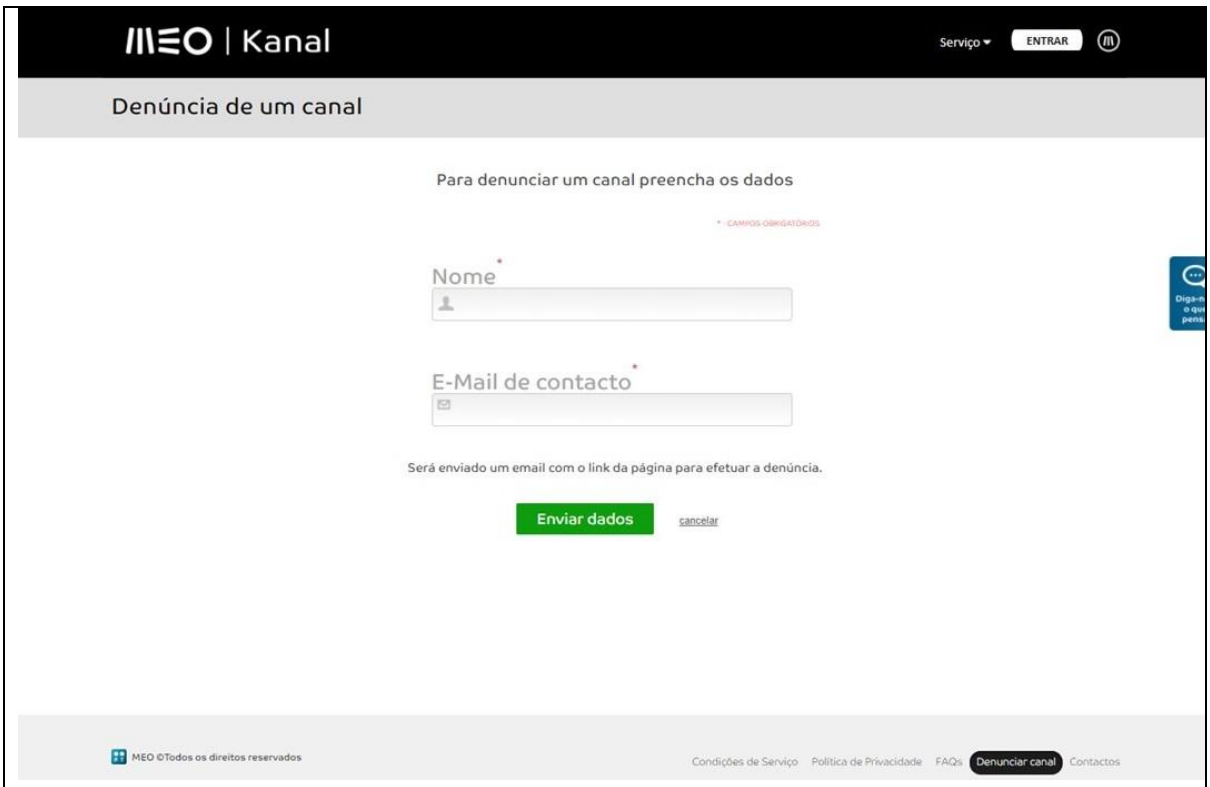
User may report or provide feedback on certain content for several reasons being one of the pre-defined categories the miss-labeling: “this video should only be seen by adults” (in case of SAPO videos).

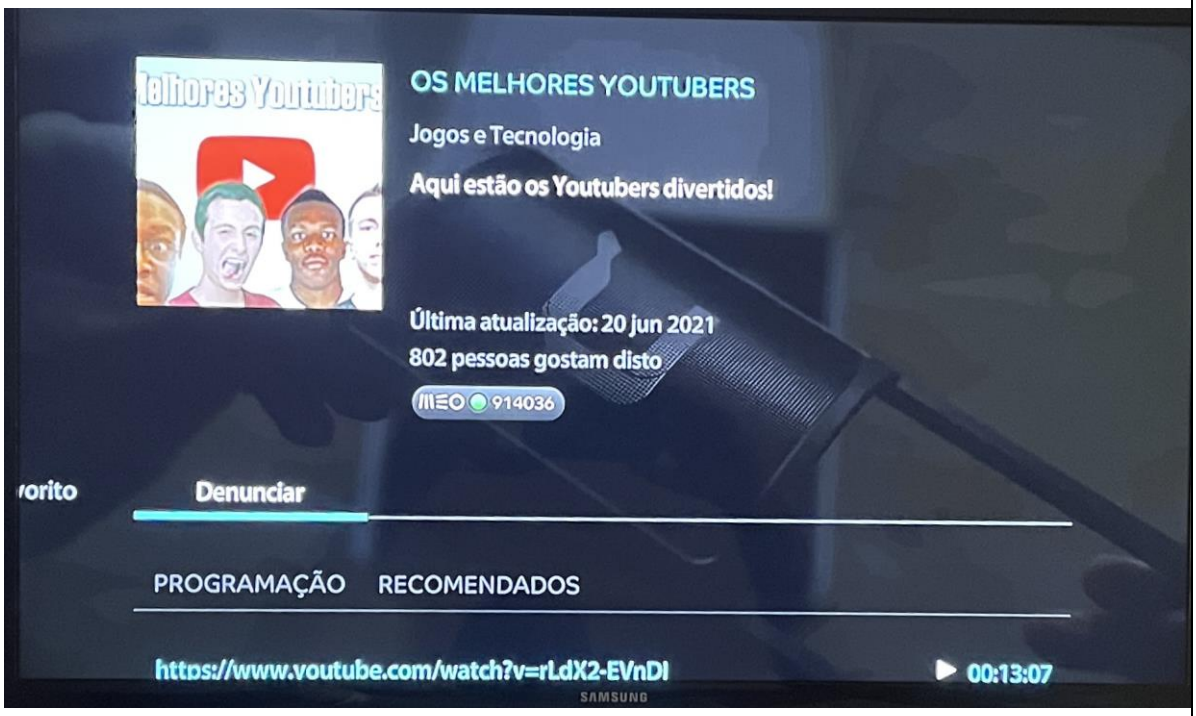
Besides these reporting buttons, Altice Portugal contacts are widely available through its websites; a link to SAPO Ajuda (Help) blog https://ajuda.sapo.pt (“Suporte a clientes Portal SAPO”, consisting on FAQs, Contacts, Services, Safety and other sections) is present and visible in all SAPO websites and keen for feedback.
Also, all Altice Portugal websites have a link to “Contacts”, which may be used for reporting.

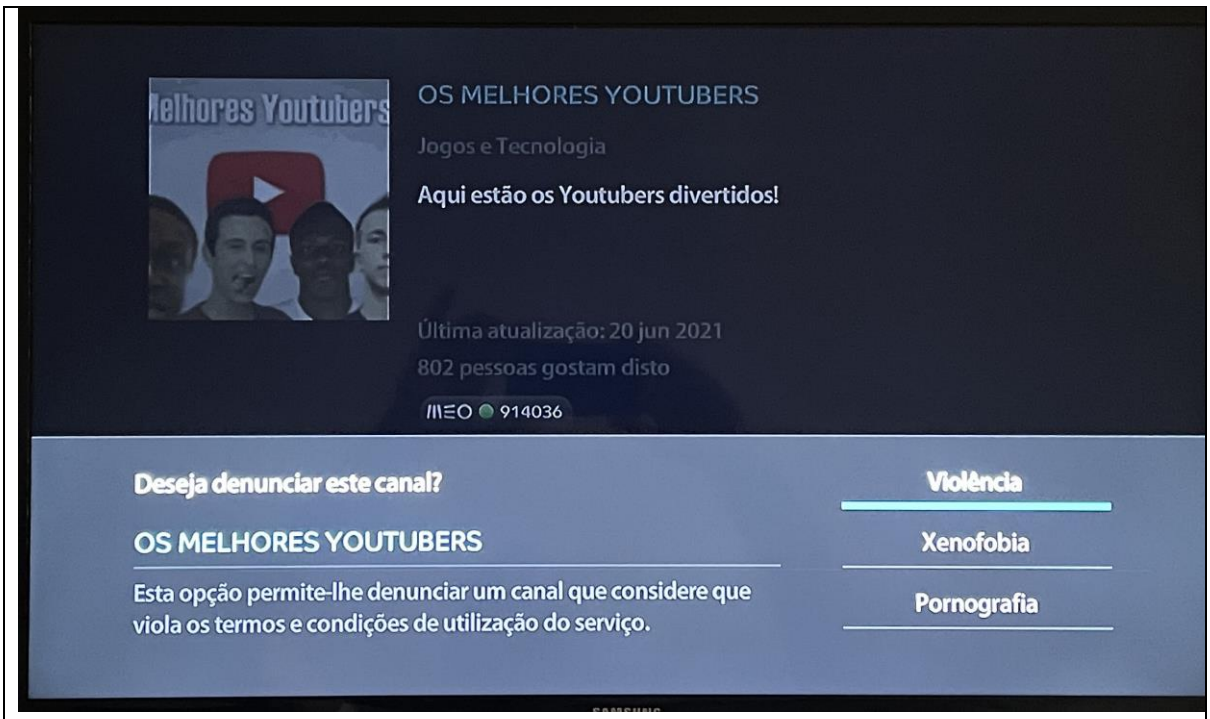

INÍCIO ESPECIAL COVID-19 ATUALIDADE DESPORTO ECONOMIA VIDA GLAMOUR TECNOLOGIA PLANETA NOVO VOZ MAIS
Arranque da I Liga Do Contra Popcorner Roteiros de Norte a Sul O importante é ter saúde
INDIELISBOA 21.8.–6.9.21
AGO 18.ª Edição do IndieLisboa
Lisboa
SET Liga MEO Surf
Sintra
DIOGO MACHADO
JUL Diogo Machado - O início em concerto
Vários locais
GUIA DE CERVEJAS 2021
NOVO
17 ago 2021 a 12 set 2021
Guia de Cervejas 2021
Continente
Auchan
19 nov 2020 a 31 dez 2021
As nossas especialidade à sua mesa
Auchan
Volto 5 min!
22 jul 2021 a 23 ago 2021
Volto já! Fui à loja do vizinho buscar...
Meu Super
MUNDO SAPO
Ambiente Apostas Astrologia Beleza Bilheteira Blogs
Carros Casas Celebridades Cinema e TV Desporto Economia
Emprego Farmácias Feriados Folhetos Jornais Lifestyle
Mail Notícias Oficinas Receitas Regiões Saúde
Tecnologia Tempo Transferir ficheiros Viagens Vídeos
Contactos Estatuto editorial Ficha técnica P&S Publicidade Condições de utilização Política de privacidade RGPD Sobre cookies Definições de Privacidade Ajuda
MEO Moche Altice Empresas
Todos os direitos reservados.
O SAPO é uma marca e um motor de busca criados na Universidade de Aveiro.
web summit Digital Media Partner
Contactos Serviços Segurança Condições de Utilização Política de Privacidade
AJUDASAPO
Suporte a Clientes Portal SAPO
SAPO
« anterior início seguinte »
Segurança
Páginas relacionadas com o tema da Segurança:
Dicas gerais
Política de privacidade
Condições de utilização
Política de cookies
Conteúdos
Contactos SAPO
Outros Contactos/Links
« anterior início seguinte »
Pesquisar
OK
skype
Canal de Suporte SAPO em testes
User: apoioportalsapo@suporte.sapo.pt
Chat
Atalhos
Contactos
Ajude-nos a Melhorar
Passwords seguras
Pais e educadores

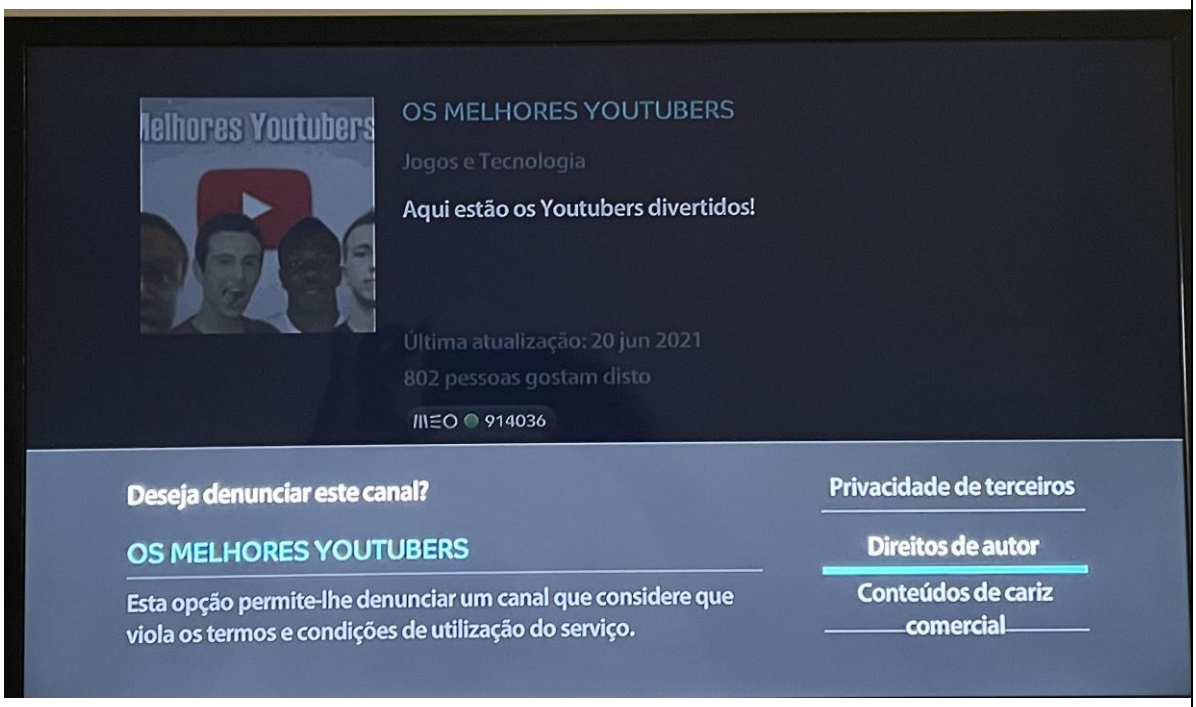

SAPOVÍDEOS
Explorar
Parceiros
Diretos
Dicas Spirulina
Dicas Spirulina
0
0
videos_doi
Partilhar
Denunciar
22 Jun 2020
279 Visualizações


SAPOVÍDEOS
Explorar
Parceiros
Directos
Dicas Spirulina
Denunciar Vídeo
Indique-nos o motivo pelo qual quer denunciar este vídeo
Este vídeo só deve ser visto por maiores de idade
Este vídeo é ilegal porque :
Enviar
Cancelar
Dicas Spirulina
videos_doi
Partilhar


MEO | Kanal
Serviço
ENTRAR
Denúncia de um canal
Para denunciar um canal preencha os dados
* - CAMPOS OBRIGATÓRIOS
Nome *
E-Mail de contacto *
Será enviado um email com o link da página para efetuar a denúncia.
Enviar dados
cancelar
MEO ©Todos os direitos reservados
Condições de Serviço
Política de Privacidade
FAQs
Denunciar canal
Contactos


OS MELHORES YOUTUBERS
Jogos e Tecnologia
Aqui estão os Youtubers divertidos!
Última atualização: 20 jun 2021
802 pessoas gostam disto
MEO 914036
Denunciar
PROGRAMAÇÃO
RECOMENDADOS
https://www.youtube.com/watch?v=rLdX2-EVnDI
00:13:07
SAMSUNG





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

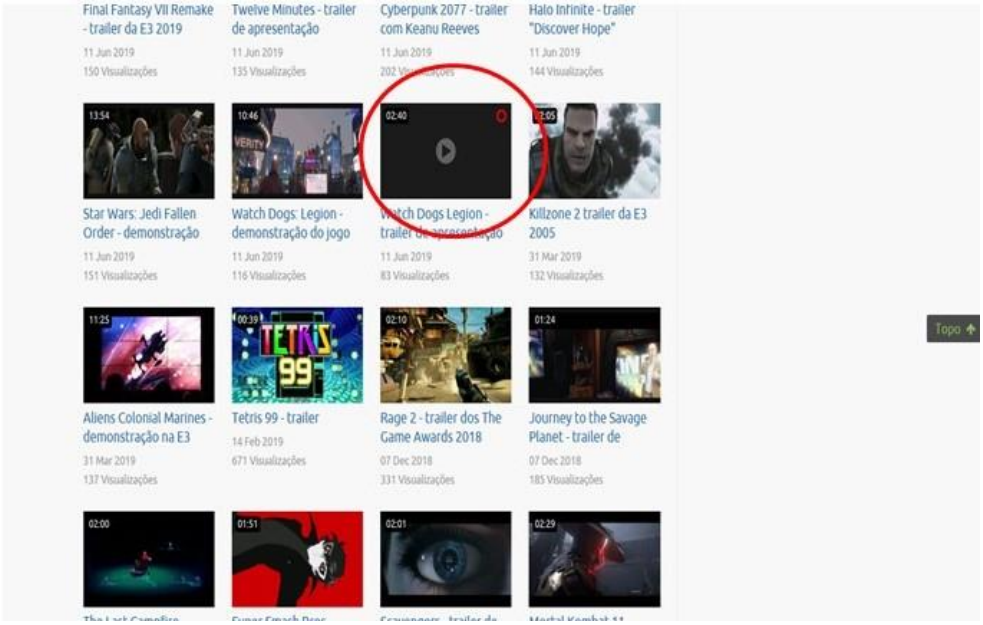
☐ *Yes*
☐ *No*
☐ *Not applicable* (please explain): .....

If yes, please provide details of mechanisms in place:

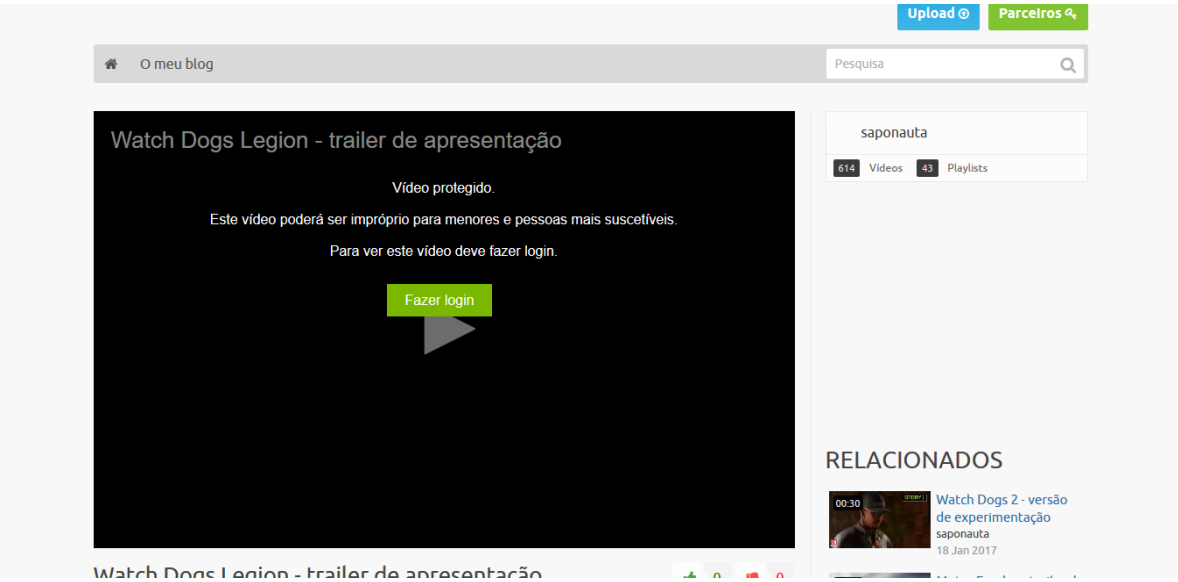
UGC – Potentially inappropriate user generated content available through Altice Portugal services (namely SAPO Videos) is preceded by a "black curtain" and by an age verification "warning".

- Videos marked as potentially inappropriate can only be seen if the user is signed in and has indicated a date of birth more than 18 years old.

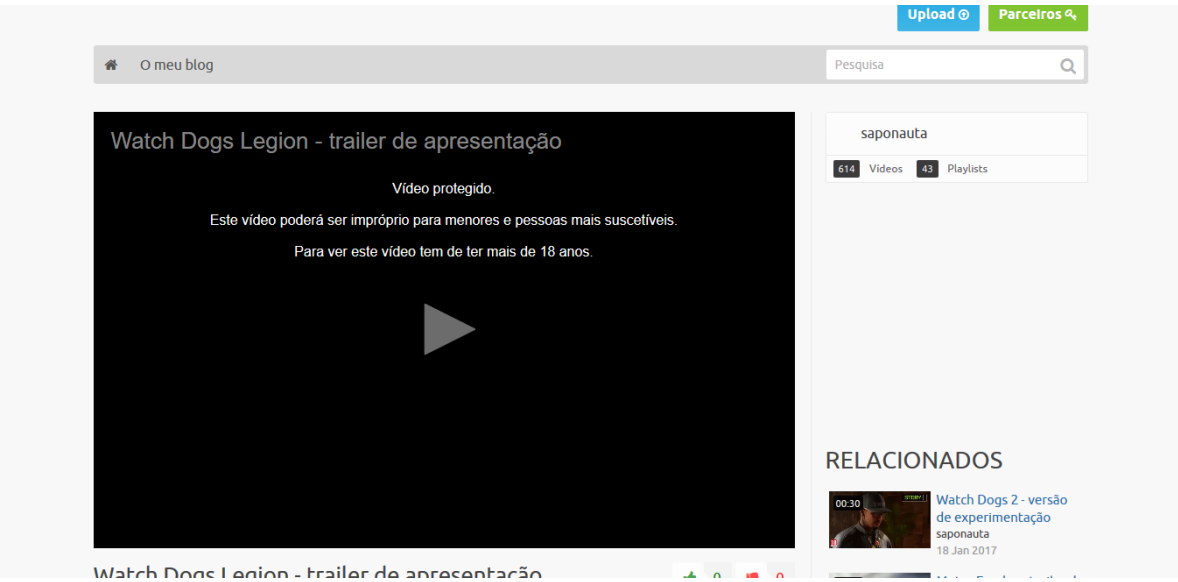
- Video thumbnail is not displayed for videos marked as potentially inappropriate:



If the user is not logged in, a warning about the nature of the content is displayed along with a prompt for login:



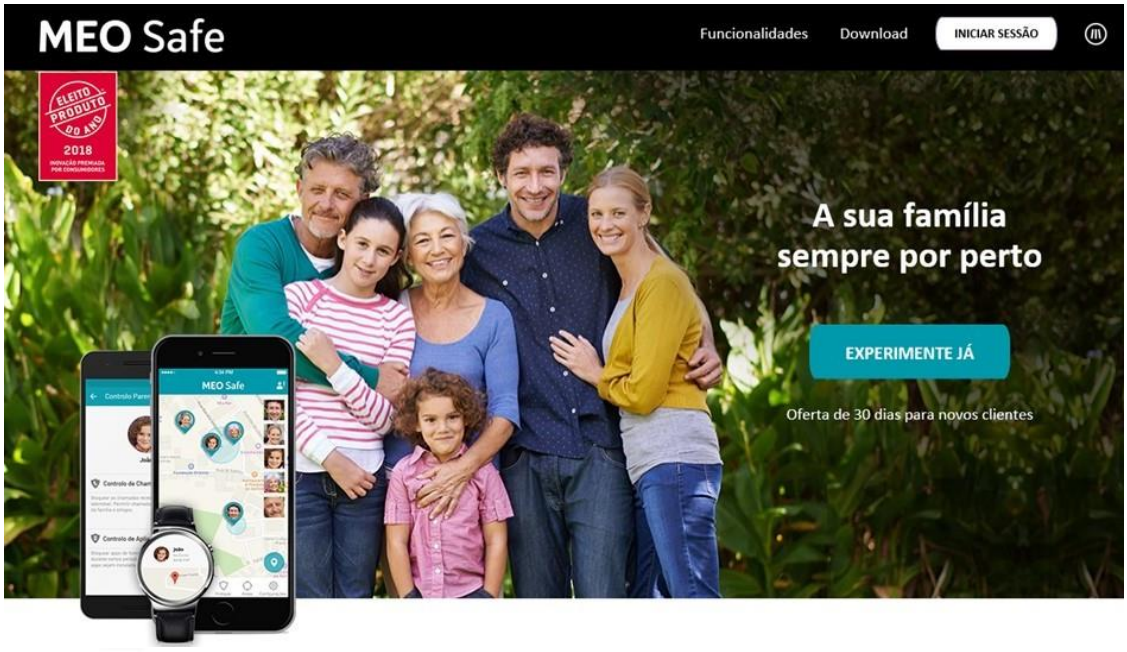
If the user is logged in but the stated age is not set or is under 18 years old, a warning about the nature of the content is displayed and the video does not play:



Altice Portugal provides an Endpoint Protection Solution by **Panda** Security, which among other elements includes a parental control feature to its broadband customers under special conditions.
https://www.meo.pt/servicos/antivirus
This parental control feature allows users to select categories of websites to be blocked or only accessed during specific time ranges. It also allows blocking specific URLs chosen by the user.

MEO SAFE https://safe.meo.pt/ . It's a **family safety app**, with features such as:

- Family localization;
- Geo-fencing: creation of safety zones for family members with notifications (when arriving / leaving safety areas);
- "Check in" – allows family members to say where they are
- Alert button – allows location sharing;
- Parental control – allows limitation of apps usage/ installation and calls (in and out)
- Smartphone safety – localize, remote ring, "wipe" and "block" a lost/ stolen device.
- Multiplatform: iOS, Android and Web.



Mantenha a sua família sempre ligada e protegida

Localização Familiar
Localize através do seu smartphone ou web em tempo real.

Geo-Fencing
Crie áreas de segurança para os membros da sua família.

Notificações
Receba alerta quando os membros da sua família chegam ou saem das áreas de segurança.

Check-In
Faça Check-In para que os seus amigos saibam onde está.

Botão de alerta
Envie um alerta com a sua localização para todos os membros da sua família.

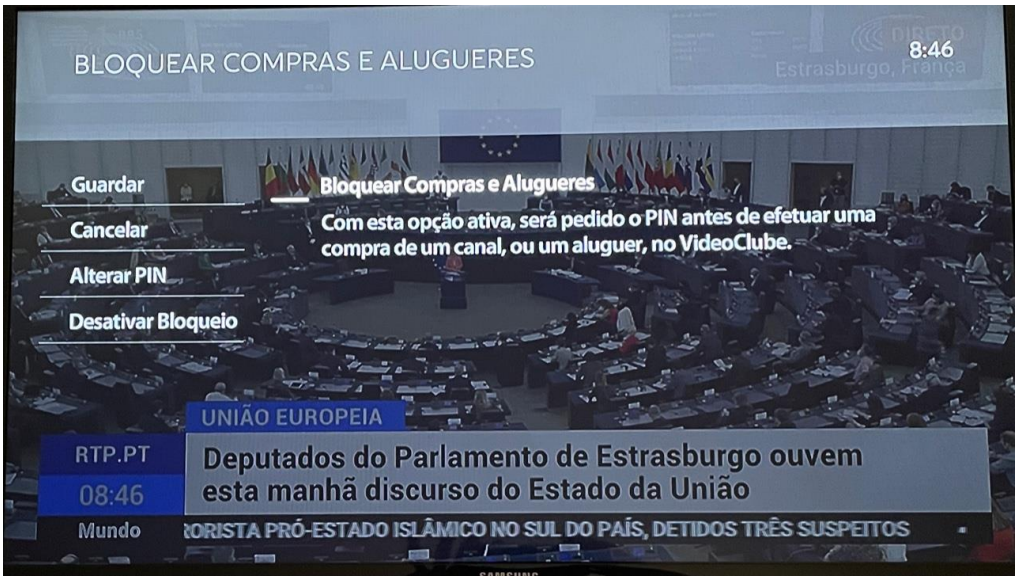
Controlo parental
Ative e configure o controlo parental que permite restringir as apps e as chamadas efetuadas e recebidas.

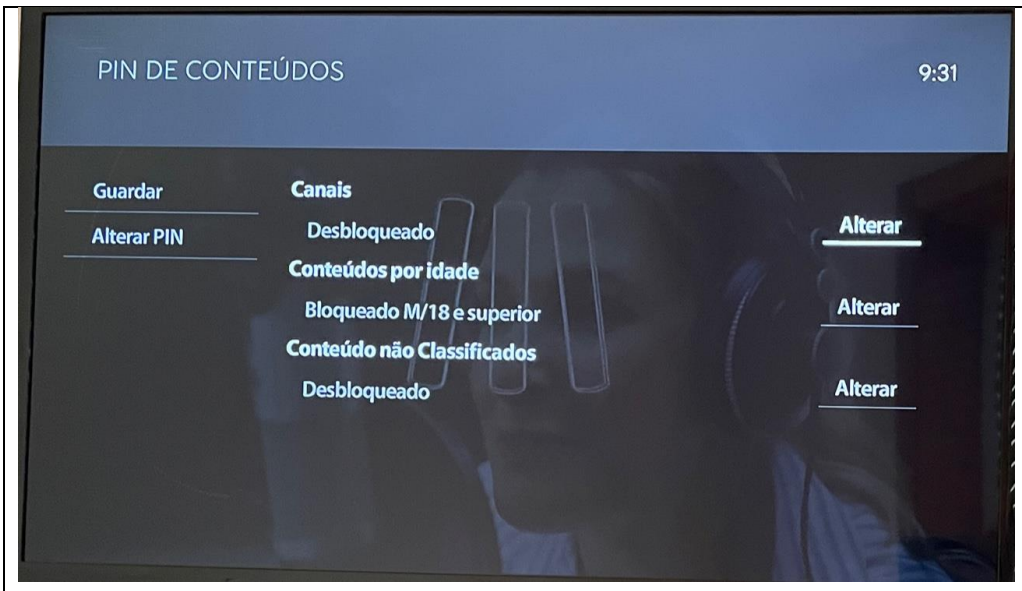
Segurança Smartphone
Localize, coloque a tocar, bloqueie e limpe qualquer equipamento da sua conta em caso de perda ou roubo.

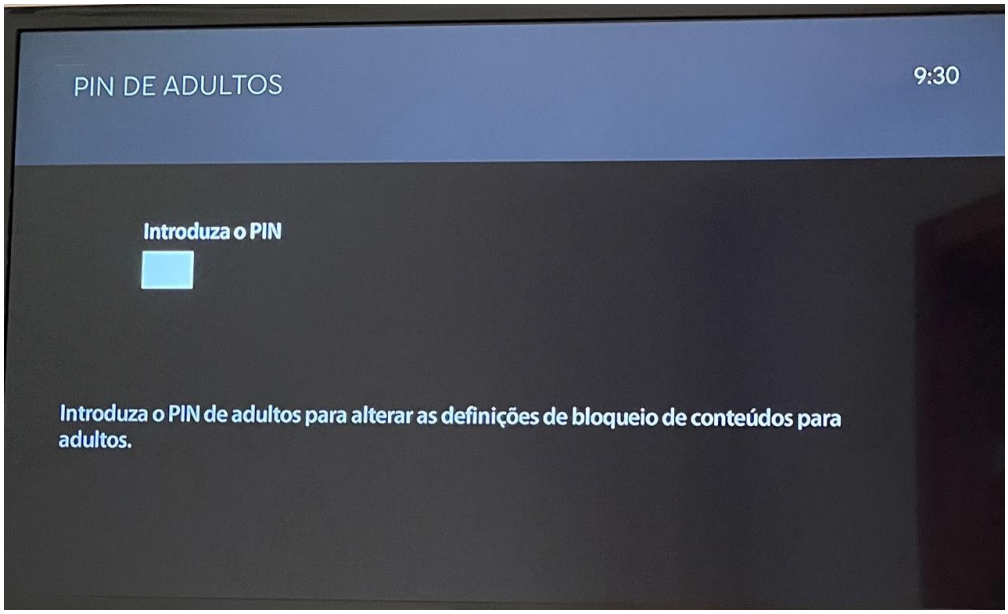
Multiplataforma
Disponível para iPhone, Android e na web

MEO IPTV adult content (channels and movies) and other relevant services (*premium* channels subscription, VoD) are **PIN protected and/ or protected by user and password**:

On the TV (Set-top-box):



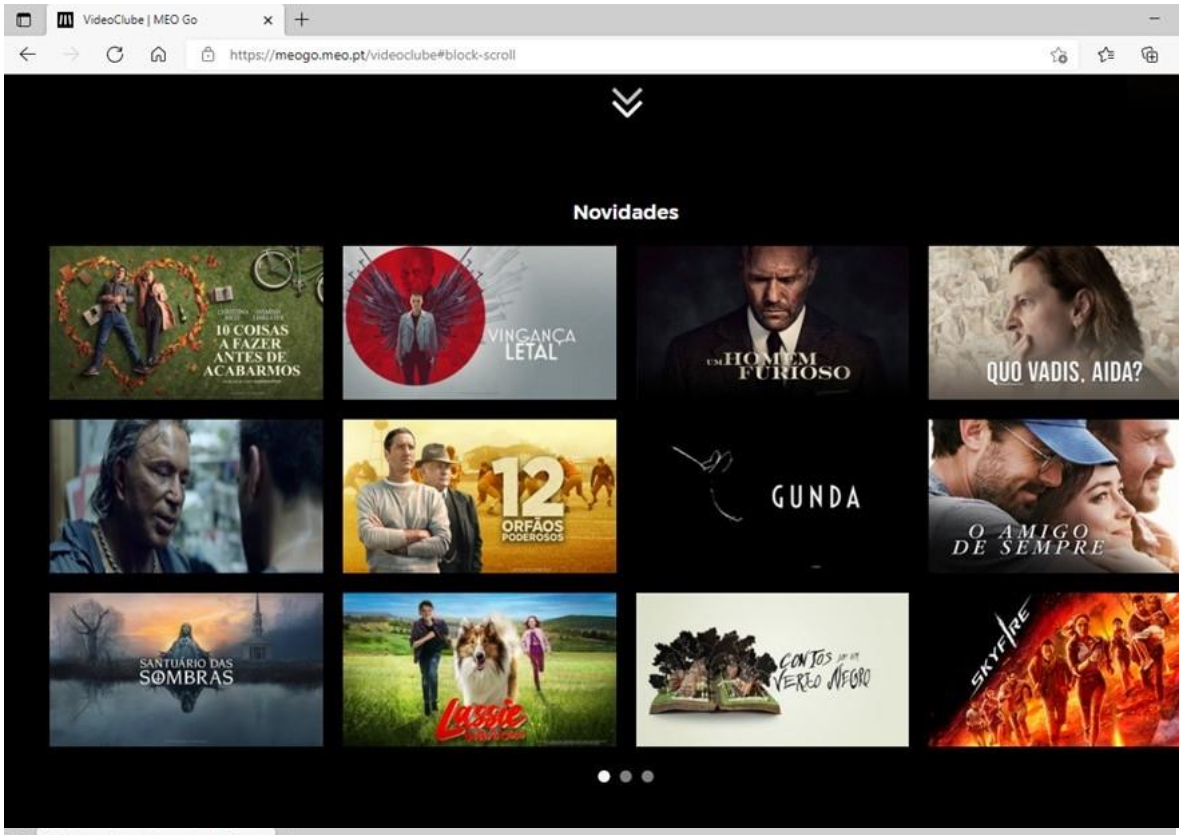

PIN DE CONTEÚDOS
9:31
Guardar
Alterar PIN
Canais
Desbloqueado
Alterar
Conteúdos por idade
Bloqueado M/18 e superior
Alterar
Conteúdo não Classificados
Desbloqueado
Alterar

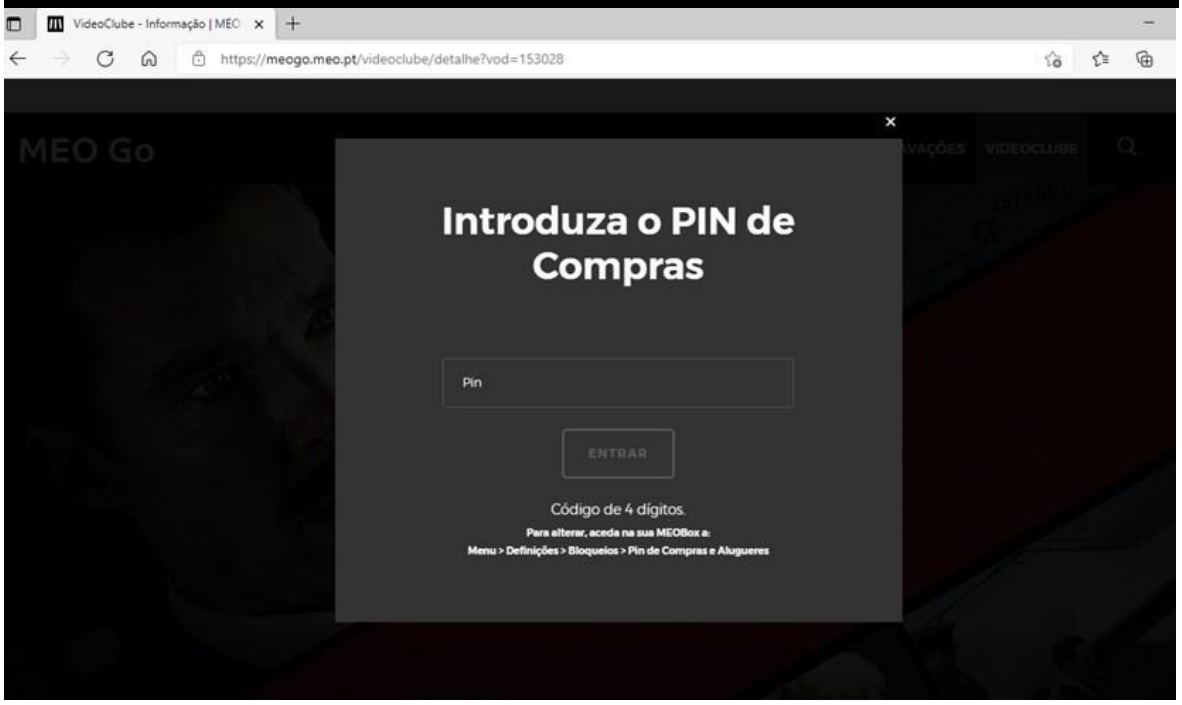

PIN DE ADULTOS
9:30
Introduza o PIN
Introduza o PIN de adultos para alterar as definições de bloqueio de conteúdos para adultos.

STINGRAY CLASSICAL&JAZZ
5,49€ mês
Período mínimo: 30 dias
Onde a música clássica e o jazz ganham vida!
SABER MAIS
€
Para desbloquear introduza o PIN de Compras e Alugueres:

MEO GO PC:

- Access VoD (“renting a movie” in the Video Club) after log in with “User” and “Password”.





MEO Go mobile:

- Access VoD ("renting a movie" in the Video Club) after log in with "User" and "Password"

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): .....

If yes, please provide details including the format of any material provided (video, text, tips, games, FAQs, etc.):

Online material widely available in the Altice Portugal websites, including
• Tips and advice on safety
• Good practices
• Contacts
• External links

Examples:

CORPORATE - Altice Portugal website - webpage on safety https://www.telecom.pt/en-us/a-pt/seguranca/Pages/seguranca.aspx which includes tips, links and safety information on

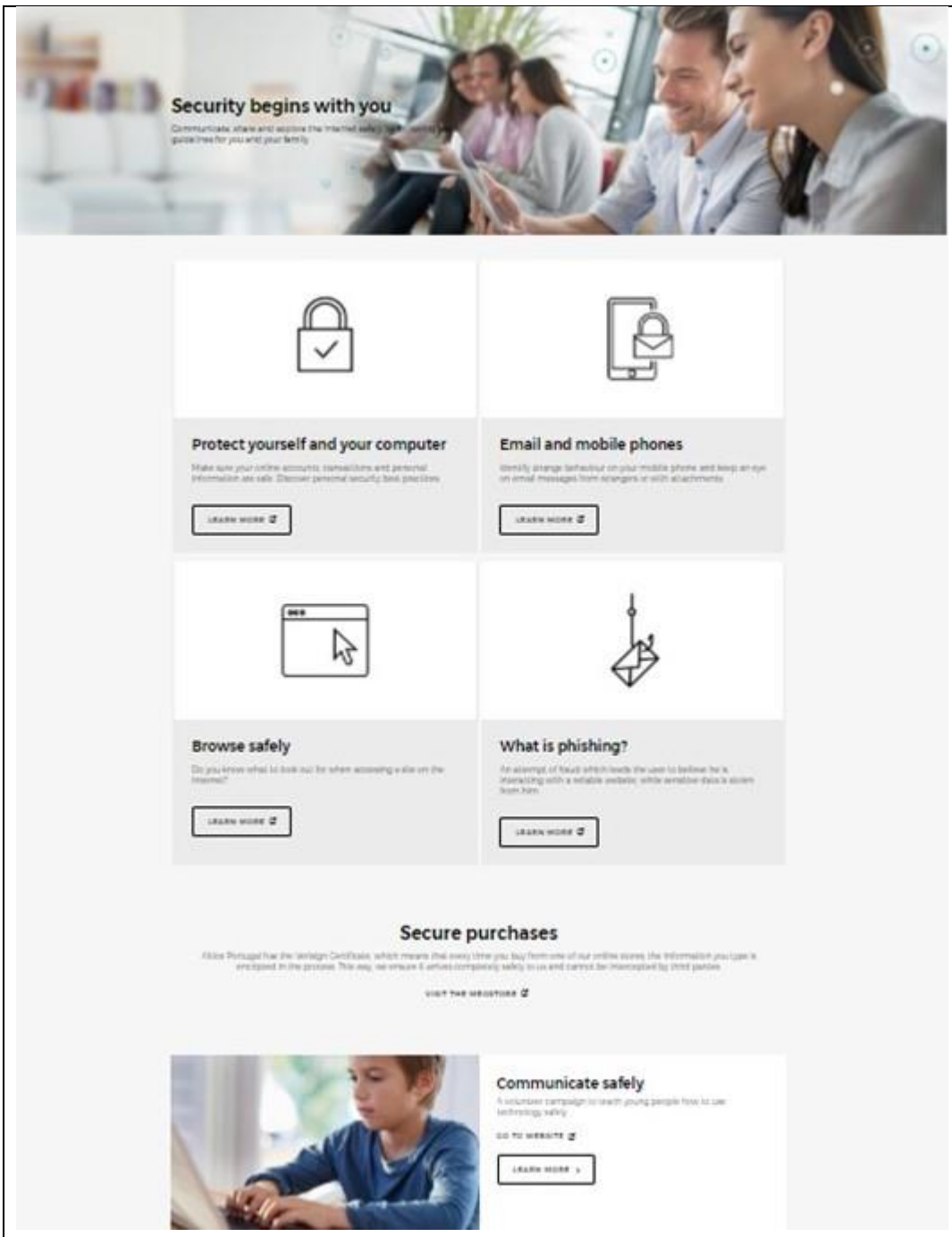
protecting persons and PCs, safe internet browsing, e-mails and mobile, fishing, online shopping, child safety and privacy.

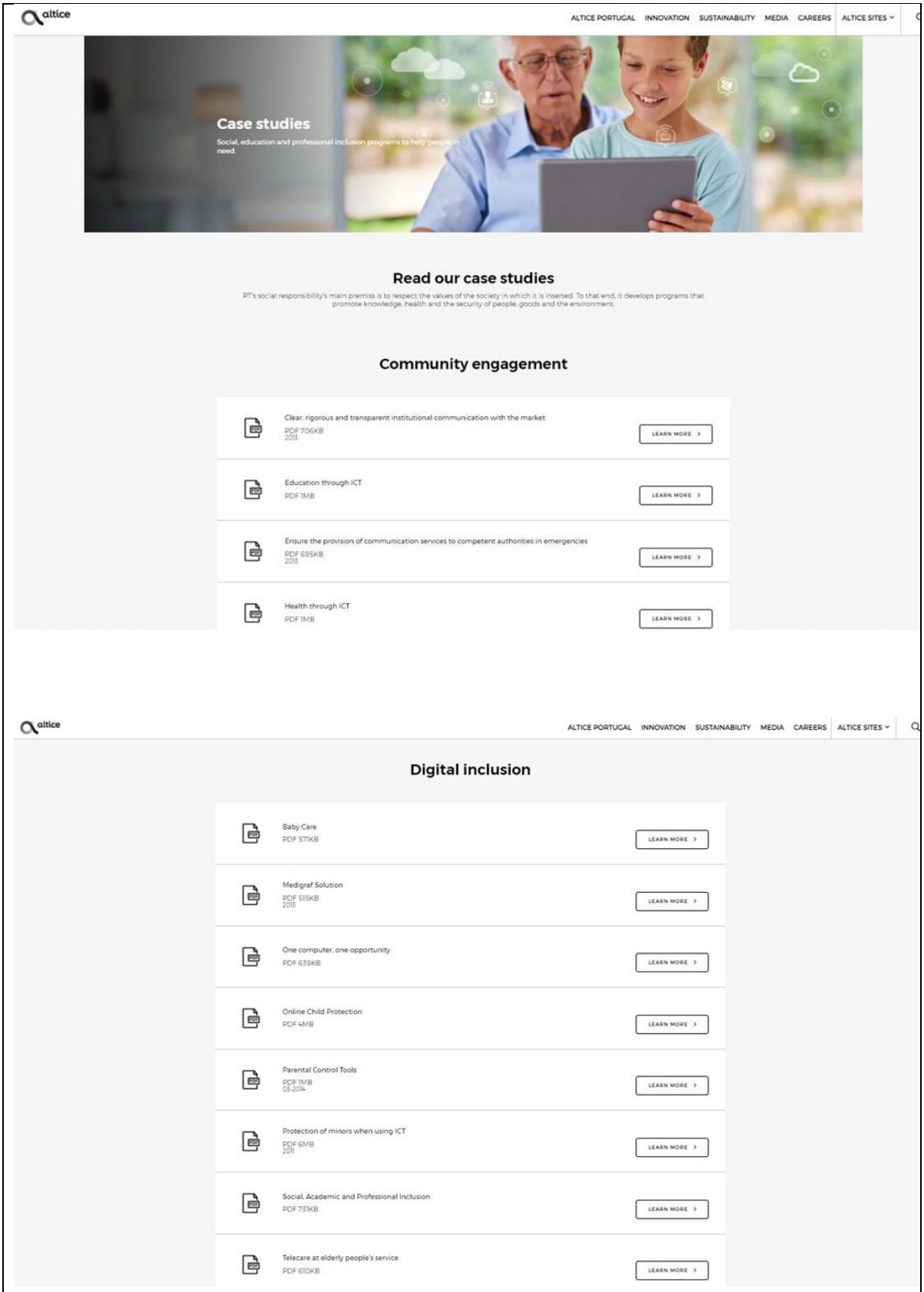
It also includes a link to Altice Foundation's voluntary educational program "Comunicar em Segurança" (CS) https://www.telecom.pt/en-us/a-pt/seguranca/Pages/comunicar-seguranca.aspx (details on CS program in section 6 – Education and Awareness) and to other relevant resources, to case studies on social, education and professional inclusion programs to help people in need.

https://www.telecom.pt/en-us/sustentabilidade/sociedade/pages/case-studies.aspx

The following ones are of special interest for this report:
Company's Approach to Child Safety:
https://conteudos.telecom.pt/Documents/EN/sustainability/corporate-sustainability/online-child-protection.pdf
Parental control tools:
https://conteudos.telecom.pt/Documents/EN/sustainability/corporate-sustainability/parental-control-tools.pdf

Protecting minors when using ICT tools:
https://conteudos.telecom.pt/Documents/EN/sustainability/corporate-sustainability/protection-minors-when-using-ict.pdf


Security begins with you
Protect yourself and your computer
Email and mobile phones
Browse safely
What is phishing?
Secure purchases
Communicate safely



Altice Foundation / Comunicar em Segurança program (Details on this volunteer educational programme in section 6 – Education and awareness)

Digital resources for parents and carers:

https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=1980
https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2047

https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=1975 Information in different formats: text, video, tips.

Comunicar em Segurança

Comunicar em segurança é uma iniciativa de voluntariado empresarial da Fundação Altice que pretende alertar a comunidade educativa para a utilização correta e segura das tecnologias de informação, designadamente Internet e telemóvel, através de um programa que integra sessões de sensibilização em sala de aula, um Passatempo e uma peça de Teatro.

Conheça aqui a opinião do Pedro Górgia sobre o programa

O que é	Sessões nas Escolas
Teatro	Encarregados de Educação
Recursos educativos	

Recursos Educativos

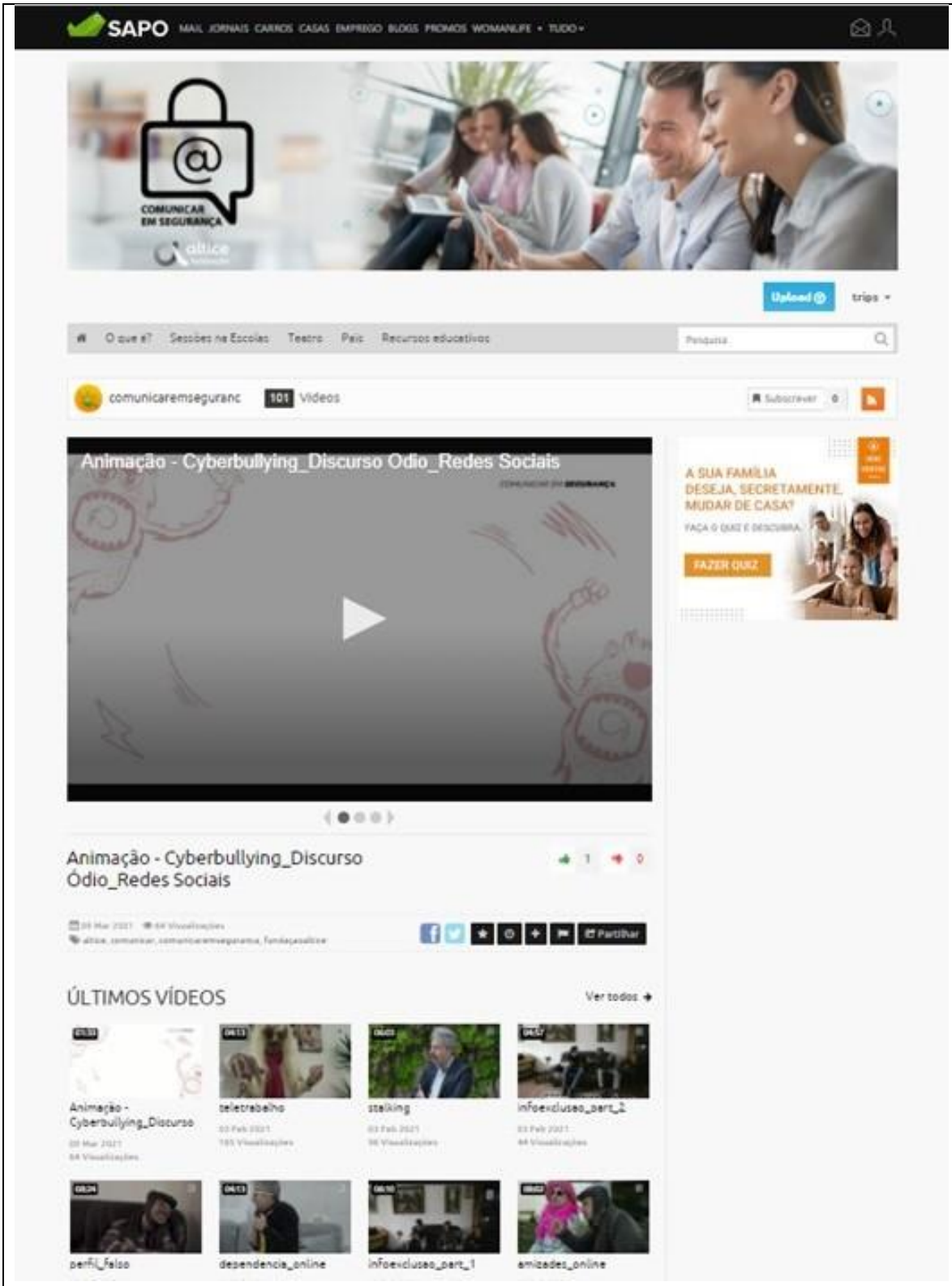
O programa Comunicar em Segurança dispõe de um conjunto de recursos educativos adaptados a diversos níveis de idade e escolaridade.

Estes recursos têm por objetivo apoiar professores ou educadores que pretendam preparar os jovens para uma maior cidadania digital promovendo boas práticas de utilização dos meios online.

Neste página, estão disponíveis guiões de orientação para sessões de sensibilização organizados por tema e, vídeos e jogos organizados preferencialmente por escalão de idade ou escolaridade.

Jogos para os 1° e 2° ciclos	Vídeos para todos
Guiões para Professores	Brochuras Digitais
Vídeos ID A TUA MARCA NA NET	Animações Digitais - Pais e Educadores

Comunicar em Segurança video channel in SAPO VÍDEOS:
http://videos.sapo.pt/comunicaremseguranc

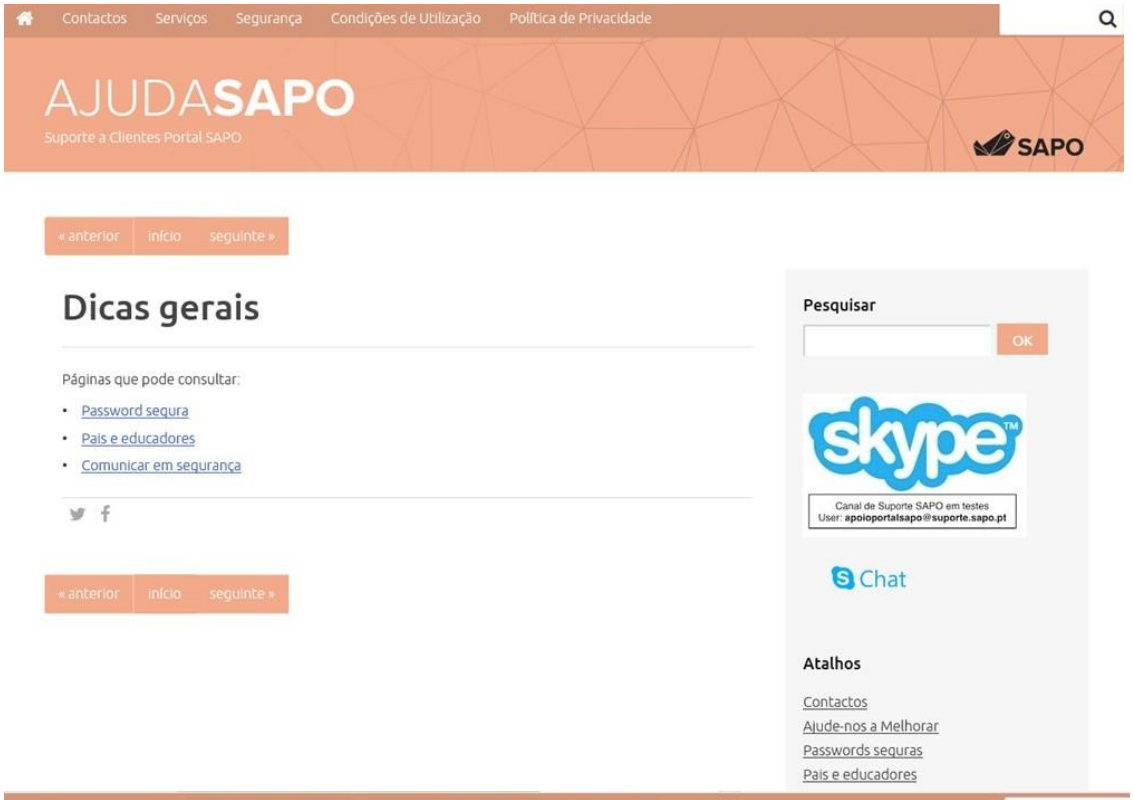


MEO website: in www.meo.pt there's links to MEO's "Online safety webpage" www.meo.pt/suporte/seguranca-online

MEO KIDS page: Content on Child Safety is available ("Manter as crianças em segurança").

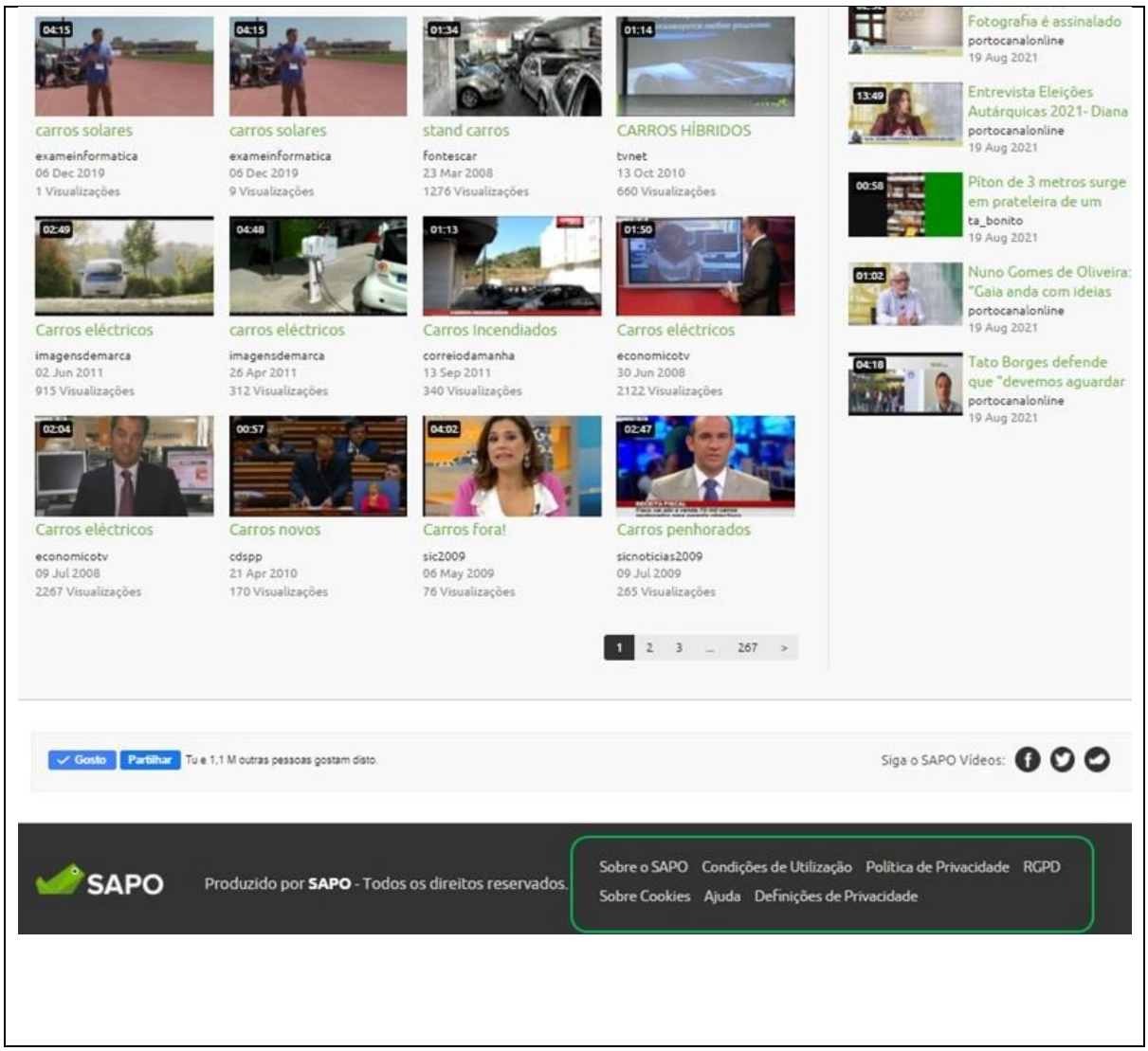
SAPO Portal: https://ajuda.sapo.pt/seguranca-7920 SAPO developed this webpage easily accessible from https://ajuda.sapo.pt functioning as a central channel for "safety" matters. It

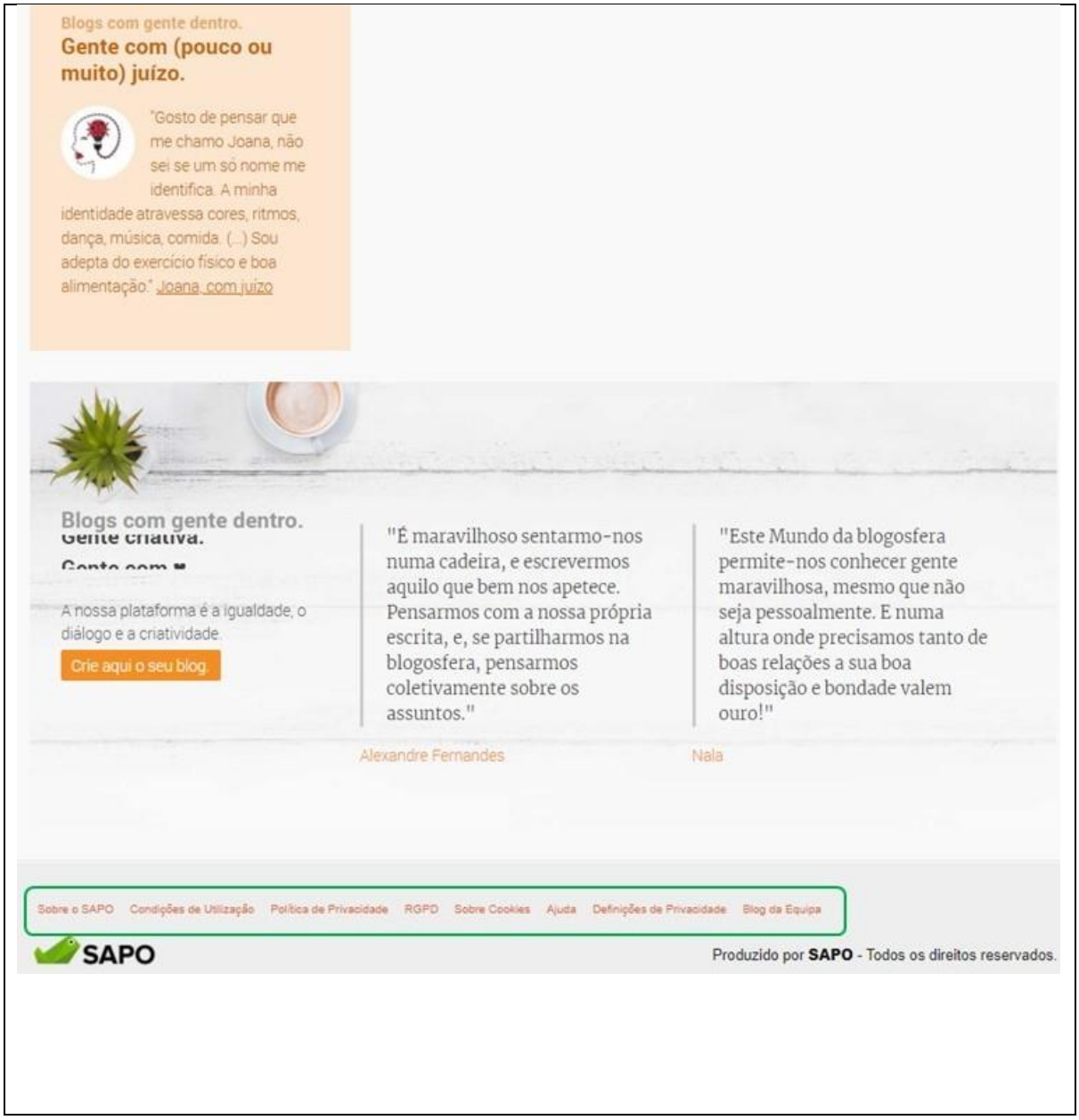
includes a repository of information, tips and advice, good practices, relevant contacts and links, all SAPO services' Conditions of Use ("CoU") and Altice Portugal's Privacy and Cookies' Policies.



4. Where is your company's *Acceptable Use Policy* (AUP) located?
Altice Portugal/ SAPO services' Conditions of Use ("CoU") are located in the centralized Blog https://ajuda.sapo.pt referred above; links are located in the relevant services' webpages.

Condições de Utilização
Portal SAPO
Política de Privacidade Portal SAPO
Condições de Utilização Portal SAPO
Política de Cookies
Serviços SAPO
Auto
Auto Premium
Auto Venda Já
Biz
Blogs
BUZZ
Casa
Emprego
Experience
ID / Login
Mail
Mapas
Transfer
SAPO Prime
Vídeos
Voucher
Pesquisar
OK
skype
Canal de Suporte SAPO em testes
User: apoioportalsapo@suporte.sapo.pt
Chat
Atalhos
Contactos
Ajude-nos a Melhorar
Passwords seguras
Pais e educadores
Agradecimentos
Principais serviços
Blogs
Mail
Voucher
Perguntas frequentes
Mail: Eliminar conta
Mail: Controlar SPAM
Mail: Conta suspensa
Voucher: Não recebi voucher
Voucher: Atraso na entrega
Voucher: Devoluções
Voucher: Portes de envio


04:15
carros solares
exameinformatica
06 Dec 2019
1 Visualizações
04:15
carros solares
exameinformatica
06 Dec 2019
9 Visualizações
01:34
stand carros
fontescar
23 Mar 2008
1276 Visualizações
01:14
CARROS HÍBRIDOS
tvnet
13 Oct 2010
660 Visualizações
02:49
Carros eléctricos
imagensdemarca
02 Jun 2011
915 Visualizações
04:48
carros eléctricos
imagensdemarca
26 Apr 2011
312 Visualizações
01:13
Carros Incendiados
correiodamanha
13 Sep 2011
340 Visualizações
01:50
Carros eléctricos
economicotv
30 Jun 2008
2122 Visualizações
02:04
Carros eléctricos
economicotv
09 Jul 2008
2267 Visualizações
00:57
Carros novos
cdspp
21 Apr 2010
170 Visualizações
04:02
Carros fora!
sic2009
06 May 2009
76 Visualizações
02:47
Carros penhorados
sicnoticias2009
09 Jul 2009
265 Visualizações
1 2 3 ... 267 >
Fotografia é assinalado
portocanalonline
19 Aug 2021
13:49
Entrevista Eleições Autárquicas 2021- Diana
portocanalonline
19 Aug 2021
00:58
Piton de 3 metros surge em prateleira de um
ta_bonito
19 Aug 2021
01:02
Nuno Gomes de Oliveira: "Gaia anda com ideias
portocanalonline
19 Aug 2021
04:18
Tato Borges defende que "devemos aguardar
portocanalonline
19 Aug 2021
Gosto
Partilhar
Tu e 1,1 M outras pessoas gostam disto.
Siga o SAPO Vídeos:
SAPO
Produzido por SAPO - Todos os direitos reservados.
Sobre o SAPO
Condições de Utilização
Política de Privacidade
RGPD
Sobre Cookies
Ajuda
Definições de Privacidade


Blogs com gente dentro.
Gente com (pouco ou muito) juízo.
"Gosto de pensar que me chamo Joana, não sei se um só nome me identifica. A minha identidade atravessa cores, ritmos, dança, música, comida. (...) Sou adepta do exercício físico e boa alimentação." Joana, com juízo
Blogs com gente dentro.
A nossa plataforma é a igualdade, o diálogo e a criatividade.
Crie aqui o seu blog.
"É maravilhoso sentarmo-nos numa cadeira, e escrevermos aquilo que bem nos apetece. Pensarmos com a nossa própria escrita, e, se partilharmos na blogosfera, pensarmos coletivamente sobre os assuntos."
Alexandre Fernandes
"Este Mundo da blogosfera permite-nos conhecer gente maravilhosa, mesmo que não seja pessoalmente. E numa altura onde precisamos tanto de boas relações a sua boa disposição e bondade valem ouro!"
Nala
Sobre o SAPO
Condições de Utilização
Política de Privacidade
RGPD
Sobre Cookies
Ajuda
Definições de Privacidade
Blog da Equipa
SAPO
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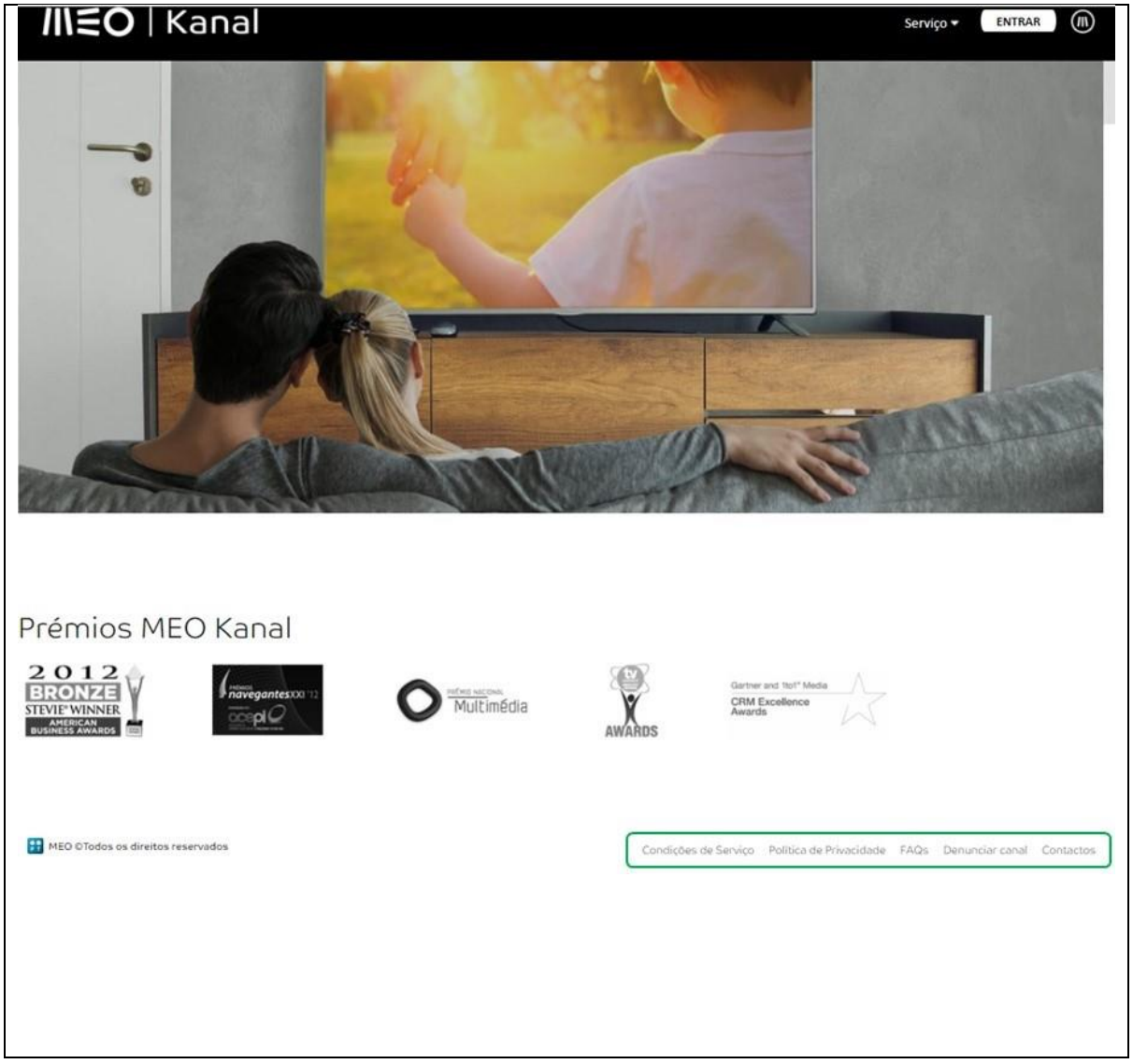
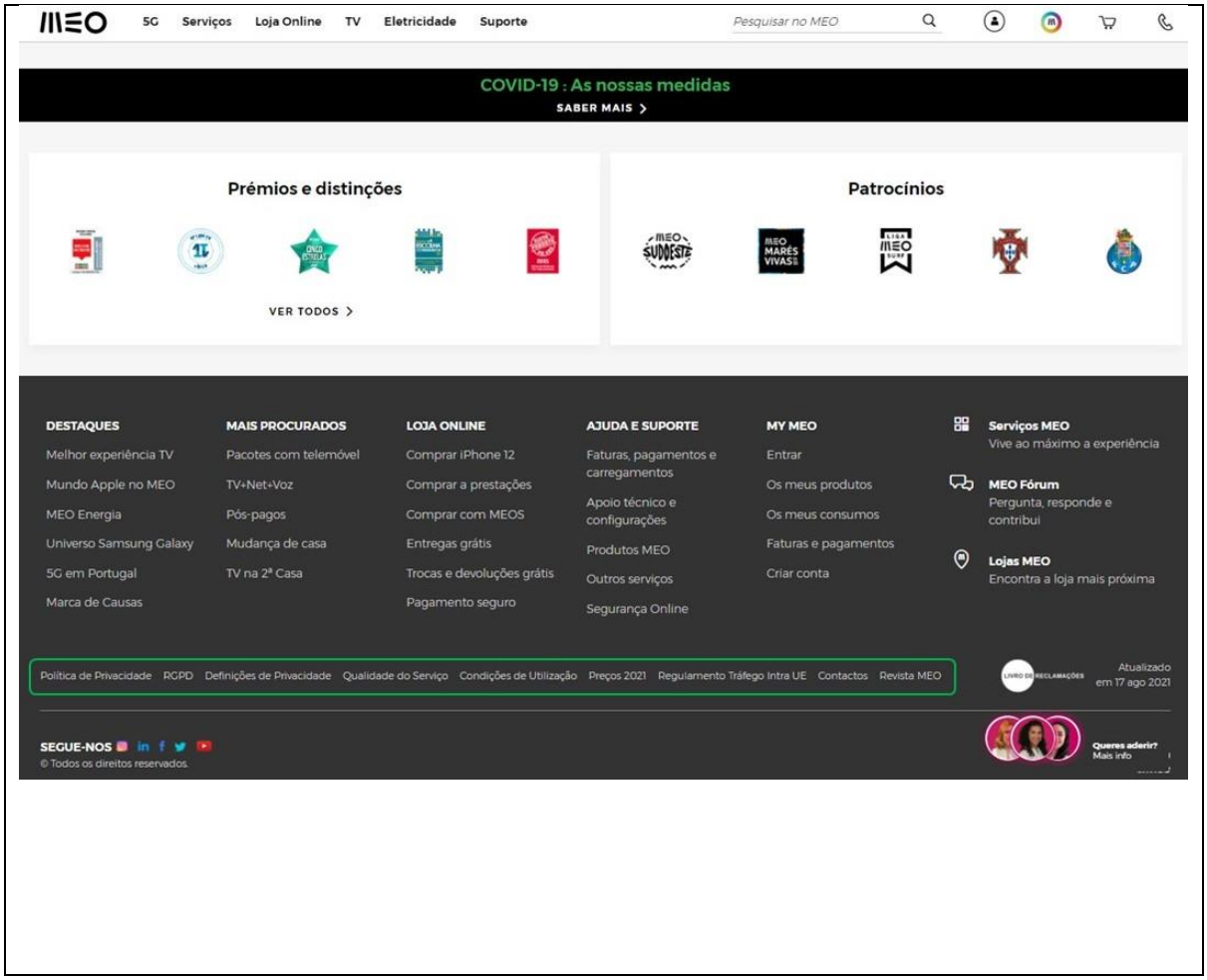

MEO | Kanal
Serviço
ENTRAR
Prémios MEO Kanal
2012
BRONZE
STEVIE WINNER
AMERICAN
BUSINESS AWARDS
navegantes XXI
acepi
Multimédia
AWARDS
Gartner and "tol" Media
CRM Excellence
Awards
MEO ©Todos os direitos reservados
Condições de Serviço
Política de Privacidade
FAQs
Denunciar canal
Contactos


5G
Serviços
Loja Online
TV
Eletricidade
Suporte
Pesquisar no MEO
COVID-19 : As nossas medidas
SABER MAIS
Prémios e distinções
VER TODOS
Patrocínios
DESTAQUES
Melhor experiência TV
Mundo Apple no MEO
MEO Energia
Universo Samsung Galaxy
5G em Portugal
Marca de Causas
MAIS PROCURADOS
Pacotes com telemóvel
TV+Net+Voz
Pós-pagos
Mudança de casa
TV na 2ª Casa
LOJA ONLINE
Comprar iPhone 12
Comprar a prestações
Comprar com MEOS
Entregas grátis
Trocas e devoluções grátis
Pagamento seguro
AJUDA E SUPORTE
Faturas, pagamentos e carregamentos
Apoio técnico e configurações
Produtos MEO
Outros serviços
Segurança Online
MY MEO
Entrar
Os meus produtos
Os meus consumos
Faturas e pagamentos
Criar conta
Serviços MEO
Vive ao máximo a experiência
MEO Fórum
Pergunta, responde e contribui
Lojas MEO
Encontra a loja mais próxima
Política de Privacidade
RGPD
Definições de Privacidade
Qualidade do Serviço
Condições de Utilização
Preços 2021
Regulamento Tráfego Intra UE
Contactos
Revista MEO
Atualizado em 17 ago 2021
SEGUE-NOS
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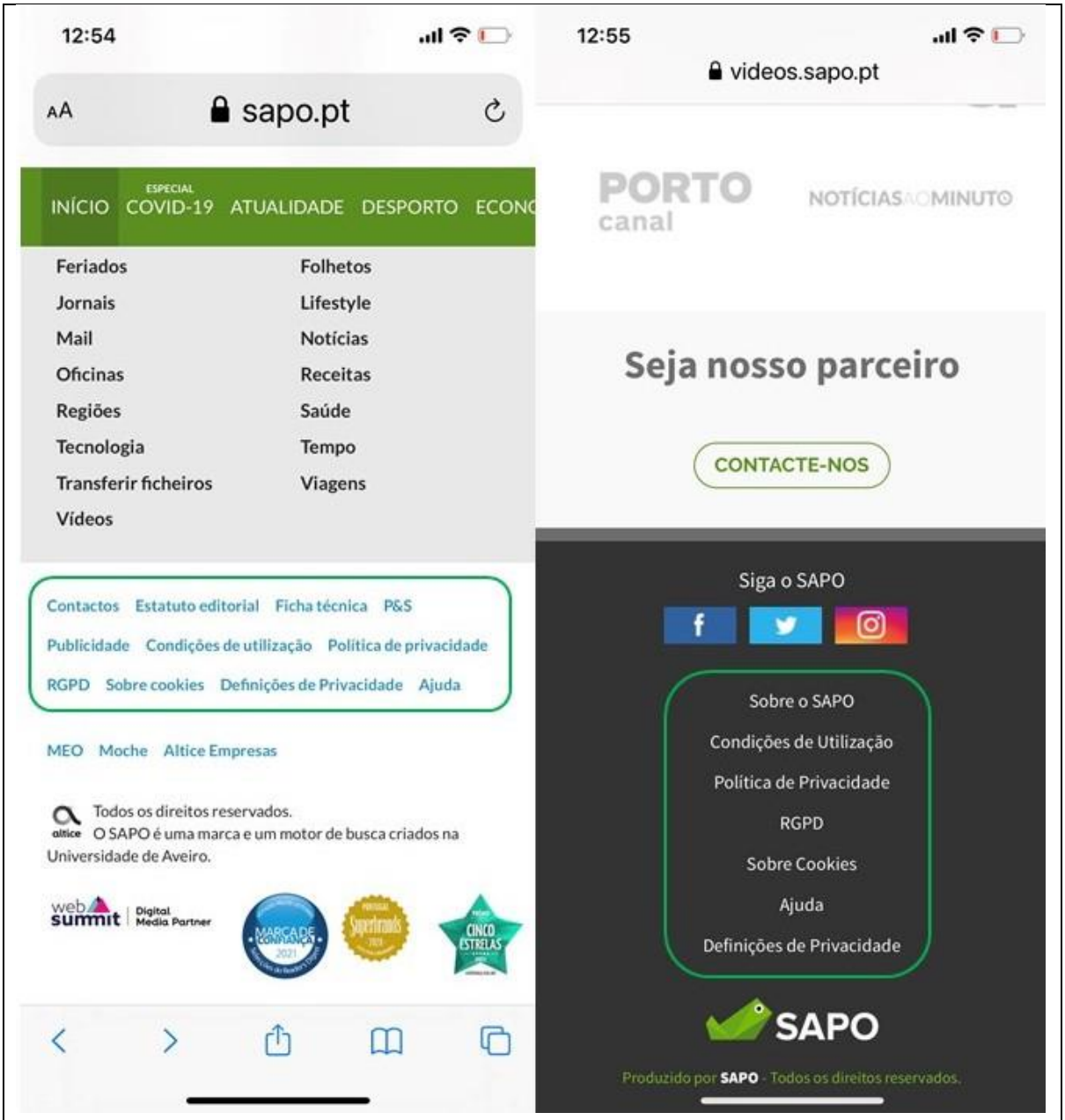
Queres aderir?
Mais info



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

☐ *Yes*
☐ *No*
☐ *Not applicable* (please explain): .....

If yes, please identify relevant policy:

Altice Portugal's policy for UGC services is very clear regarding what is expected from users in terms of behavior and content, which type of content is not allowed and what are the consequences of misbehave and of posting contents which violate the CoU.

Please see these examples of relevant parts of the CoU of some services:

SAPO Videos [extract from the CoU, free translation, available at https://ajuda.sapo.pt/condicoes-de-utilizacao-8172
Use conditions
***4.6. The Customer undertakes to observe all legal provisions and conditions of use applicable to SAPO Videos, namely**:*

a) not to commit or encourage the practice of unlawful acts or offensive to good manners;

b) not to use videos that contain comments, suggestions, opinions or any content that is illegal, malicious, pornographic, violent, or incitement to violence or hate against groups of people or members of these groups based on sex, race, color or ethnic or social origin, genetic characteristics, language, religion or beliefs, political or other opinions, belonging to a national minority, wealth, disability, age, sexual orientation or nationality, discriminatory, offensive, which may violate the privacy of third parties, contents of the which the Customer does not prove that he is the owner of the respective copyright and related rights or videos whose dissemination is not authorized;

c) not to use videos and/or audiovisual commercial communications that could harm the integral, physical, mental or emotional development of children and young people;

d) not to use videos and audiovisual commercial communications with content whose dissemination consists of an activity that constitutes a criminal offense, namely, public incitement to commit terrorist offences, offenses relating to child pornography and offenses of a racist and xenophobic nature;

e) not to provide false or misleading information;

f) not to delete, copy, damage, edit, modify videos protected by copyright or related rights or in any way use illegally or unauthorized any trademarks, logos, companies, domains and other distinguishing marks of MEO, its partners or from third parties, as well as not to remove any copyright, trademark or proprietary rights notices and not falsely indicate that the videos are sponsored or supported by MEO;

g) not to use any video that appears in the publicity, highlight, promotion or mention of any sponsor or advertiser, except in the case of express authorization from the respective holders of copyright or related rights or industrial property;

h) not to post videos with minors in SAPO, except in cases where you have the authorization of the respective parents and/or guardians; in that case the posting should be done in a way that doesn't

jeopardize the safety of minors, namely by not disclosing their possible location and identification, nor endangering their physical and psychological well-being;

i) not to collect data from SAPO Vídeos users, not sending advertising, commercial, injurious or in any way harmful messages to other users.

MEO KANAL [extract from FAQ, free translation, available at http://kanal.pt/perguntas-frequentes]:

20. What content can I provide? *MEO Kanal is meant for sharing personal photos and videos of customer's direct or indirect authorship. It is not allowed to provide, among others, defamatory, deceptive or fraudulent content, contents that incite violence or discriminate against race, creed or ideology, sexual content or content which is inappropriate for minors, as well as materials for which clients do not have copyright or authorization.*
21. Can I put videos and pictures that are not of my own? *Customers should only provide content of their own or for which they have the necessary rights to use and disclosure. In the case of allegations of violation of copyright or other legal issues, Altice Portugal may be required to supply your billing details to relevant legal entities.*

[extract from Conditions of Service, free translation, available at http://kanal.pt/termos-de-servico]:
4. Terms of Use
4.1. The Customer undertakes to comply with all laws and conditions of use applicable to the Service, including: a) not to commit or encourage the practice of unlawful acts or offensive to good manners, b) not to use content containing reviews, suggestions, opinions or any other content that is illegal, malicious, pornographic, violent, or incitement to violence or hate against groups of people or members of these groups based on sex, race, color or ethnic or social origin, genetic characteristics, language, religion or beliefs, political or other opinions, belonging to a national minority, wealth, disability, age, sexual orientation or nationality, discriminatory, offensive, which may violate the privacy of third parties, contents of the which the Customer does not prove that he is the owner of the respective copyright and related rights or videos whose dissemination is not authorized.

SAPO Blogs [Extract from the CoU, free translation, available at https://ajuda.sapo.pt/condicoes-de-utilizacao-sapo-blogs-13824]:
What can and cannot do in SAPO Blogs (Summary)
• *You can publish your ideas, thoughts and opinions in the form of posts, chronologically ordered texts that may include links and references to other contents (images, videos, etc.).*
• *You can define the privacy of your publications and blogs, in order to limit public access to them.*
• You can generate, at any moment, a copy with the archive of your posts.
• *You cannot host content over which you do not have the copyright and related rights. The use of extracts from works covered by copyright must always be accompanied by the identification of their authorship and origin.*
• *You cannot publish content that exploits or violates human dignity, encourages violence or might be considered threatening.*
• *You cannot publish content that contains personal data of third parties, including contact information (email, phone, address, etc.), without explicit permission (even if they are publicly known).*

• You cannot place public content that identifies or directly targets minors, even if you have parental permission. These contents must always be of private access and must omit identifying data.
• You cannot post pornographic content.

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): .....

If yes, please identify relevant policy:

Consequences of misbehave and posting contents which violate the CoU are clearly indicated. Examples:

SAPO Videos [extract from the CoU, free translation, available at https://ajuda.sapo.pt/condicoes-de-utilizacao-sapo-videos-62317]:
7. Cancellation and suspension of access to SAPO Videos
*7.1. The failure to comply with these Terms of Use, in particular the availability of illegal or potentially illegal or improper videos, grants Altice Portugal the right to **suspend or cancel access to the Service.***
*7.2. If access is canceled, the client cannot access his personal area and the videos uploaded in the public area of SAPO Videos will no longer be online. **Altice Portugal has the right to terminate the Customer's personal account and to eliminate any and all content here placed.***
7.3. In case of suspension, Altice Portugal will communicate the reasons to the client and the videos uploaded in the public area of the Service will no longer be online until the failure situation is solved. Altice Portugal has the right to eliminate the personal account of the Client during the period suspension (…)
7.4. Altice Portugal reserves the right to completely eliminate all personal accounts, including uploaded videos placed there, if Customer fails to make any log-in during a consecutive period of two (2) months.
7.5. The Customer may at any time request termination of service via https://id.sapo.pt website.

MEO KANAL [extract from the Terms of Service, free translation, available at http://kanal.pt/termos-de-servico]
7. Report and Removal of Content; Suspension and Termination of Service
7.1. Any user can report content available on Meo Kanal Communication when he considers that it violates any law or these conditions of use. Altice Portugal agrees to make best efforts to resolve the situation reported as soon as possible.

7.2. ***Altice Portugal reserves the right to remove Meo Kanal Communication app, without notice to Customer, and any Content*** *that may be offensive to good manners, illegal, malicious, pornographic, violent, discriminatory, offensive, or that may violate the privacy of third parties or any Content that Client fails to prove that he is the holder of the respective copyright and related rights.*
7.3. Notwithstanding the preceding paragraph, any breach of any obligation in these Conditions of Use, especially the provision of illegal or potentially illegal contents, ***grants to Altice Portugal the right to suspend or terminate immediately and without notice, the client's access to the Service website, as well as the capacity to view the content through Meo Kanal Communication app****.*
7.4. ***Altice Portugal can also remove, without notice to Customer, Content made available through the Service that is manifestly illegal or whenever requested by a competent authority under the law.***

SAPO Blogs [Extract from the CoU, free translation, available at https://ajuda.sapo.pt/condicoes-de-utilizacao-sapo-blogs-13824]:
6. Cancellation and Suspension of Access to the SAPO Blogs Service
6.1. Altice Portugal will remove, without notice, the contents and/ or links made available on blogs whose illegality is manifest or whenever requested by a competent authority under the law.
6.2. Whenever it so wishes, Altice Portugal will notify the Customer of the reception of complaints concerning the availability of possible illegal content on the blogs it manages, and may suggest him to correct the situation.
6.3. After notifying the Customer, Altice Portugal reserves the right to remove the address of any blog that has not been used by the Customer or third parties for a consecutive period of twelve (12) months. In that case Altice Portugal may eliminate all content related to them from its servers.
6.4. The Client may also, at any time, delete the blogs that he manages.
6.5. Without prejudice to its management powers, whenever needed, Altice Portugal will notify the Customer of any complaints regarding the availability of possible illegal content and/ or links, and may advise him to correct the situation within three (3) days from the date of the communication.
6.6. The failure to comply with these Conditions of Use, in particular the provision of illicit or potentially illegal content or links, grants Altice Portugal the right to suspend or terminate access to the SAPO Blogs Service.

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:

Altice Portugal provides an Endpoint Protection Solution by Panda Security, which among other elements includes a parental control feature to its broadband customers under special conditions.
https://www.meo.pt/servicos/antivirus
This parental control feature allows users to select categories of websites to be blocked or only accessed during specific time ranges. It also allows blocking specific URLs chosen by the user.

MEO (IPTV) adult content and other services are **PIN protected:**
MEO parental control allows total safety since the user may define 3 different PINS to block access to: Content visualization (TV programmes and VoD), Channels subscription and/ or VoD rental and Adult channels and adult movies (VoD) visualization.

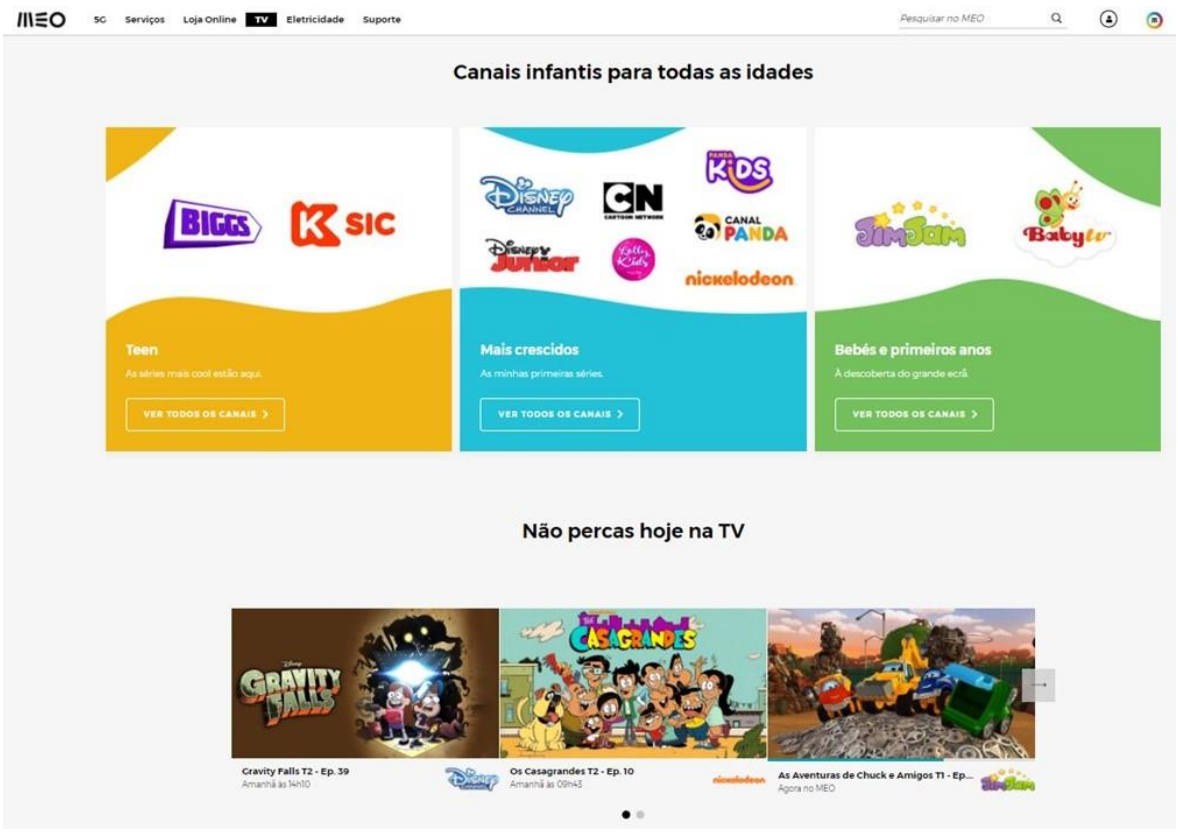
Altice Portugal offers **MEO Kids TV** service and **MEO Kids mobile plan**, which are dedicated offers to children and the youngsters, functioning as a privileged parental control “instrument”.

MEO Kids TV: closed environment with controlled, high-quality educational and entertainment contents, including dedicated VoD bouquet, TV channels, games, music, sports, music, activities, learning and playing options, exclusive events and past-times.

MEO Kiddy is the service especially designed for children from 4 to 6 y. o.

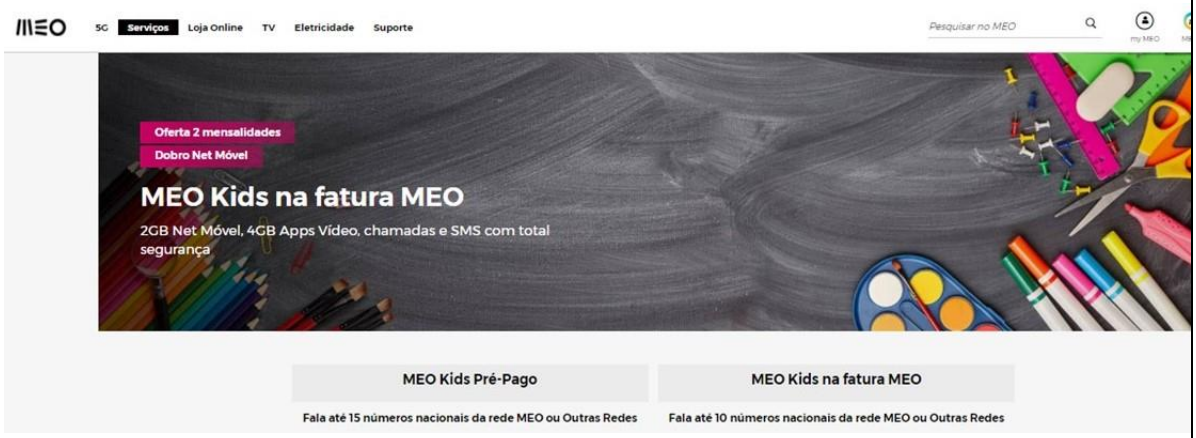
MEO KIDS TV

MEO KIDS PC


5G
Serviços
Loja Online
TV
Eletricidade
Suporte
Pesquisar no MEO
Canais infantis para todas as idades
Teen
As séries mais cool estão aqui.
VER TODOS OS CANAIS
Mais crescidos
As minhas primeiras séries.
VER TODOS OS CANAIS
Bebés e primeiros anos
À descoberta do grande ecrã.
VER TODOS OS CANAIS
Não percas hoje na TV
Gravity Falls T2 - Ep. 39
Amanhã às 14h10
Os Casagrandes T2 - Ep. 10
Amanhã às 09h43
As Aventuras de Chuck e Amigos T1 - Ep...
Agora no MEO

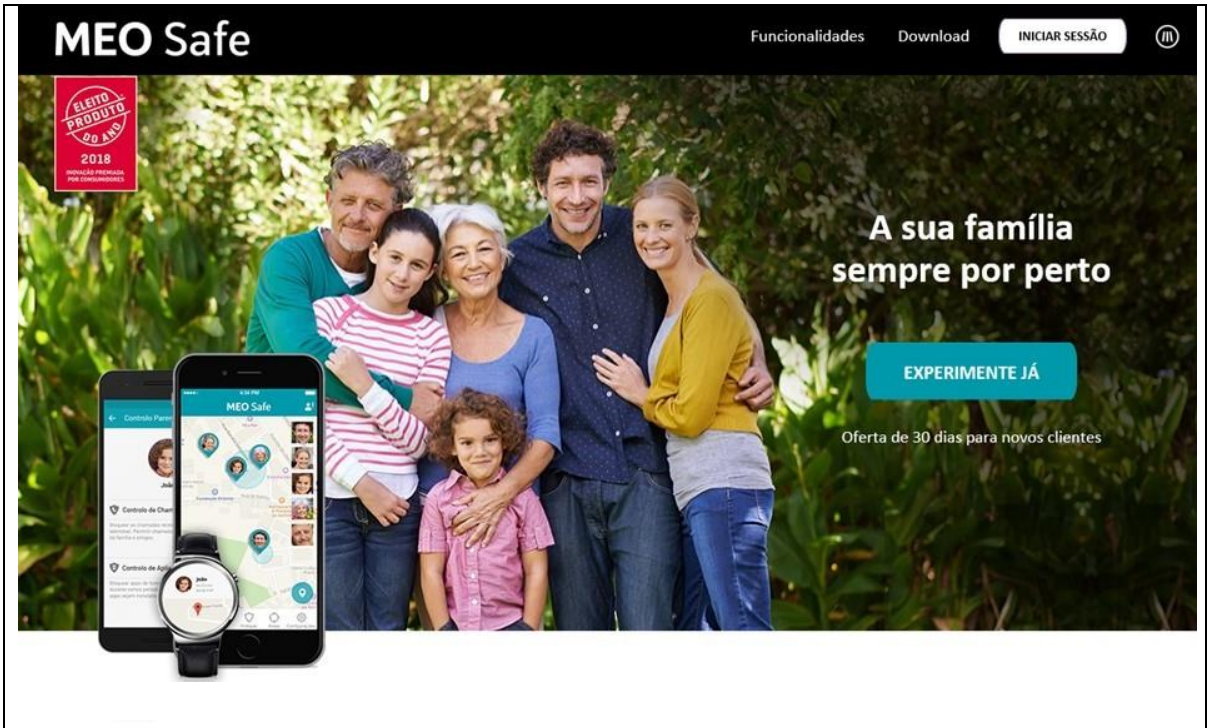
5G
Serviços
Loja Online
TV
Eletricidade
Suporte
Pesquisar no MEO
Vai buscar as pipocas, senta-te no sofá e agarra o comando
Pede aos teus pais para alugar o teu filme favorito no MEO VideoClube.
Com o MEO Go, os teus heróis andam sempre contigo
No smartphone, tablet e PC.
CONHECER
UTILIZAR

MEO Kids mobile plan, MEO's recommended plan for children, implies a set of safety oriented rules and cost controlling features:
Authorized contacts; Value-added services are barred.



MEO SAFE https://safe.meo.pt/ . It's a **family safety app**, with features such as:

- Family localization;
- Geo-fencing: creation of safety zones for family members with notifications (when arriving / leaving safety areas);
- "Check in" – allows family members to say where they are
- Alert button – allows location sharing;
- Parental control – allows limitation of apps usage/ installation and calls (in and out)
- Smartphone safety – localize, remote ring, "wipe" and "block" a lost/ stolen device.
- Multiplatform: iOS, Android and Web.



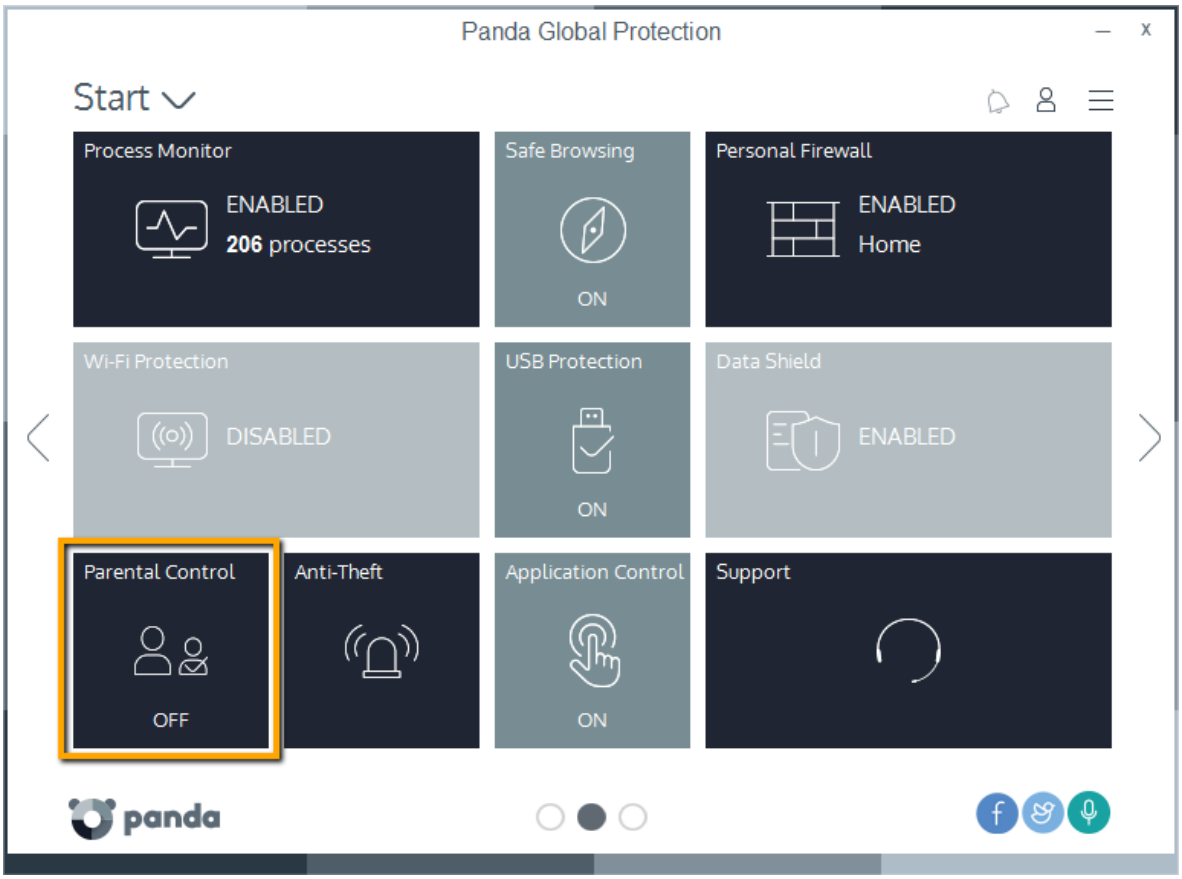
SAPO Mail Kids https://mail.sapo.pt/kids - SAPO's e-mail service for children:

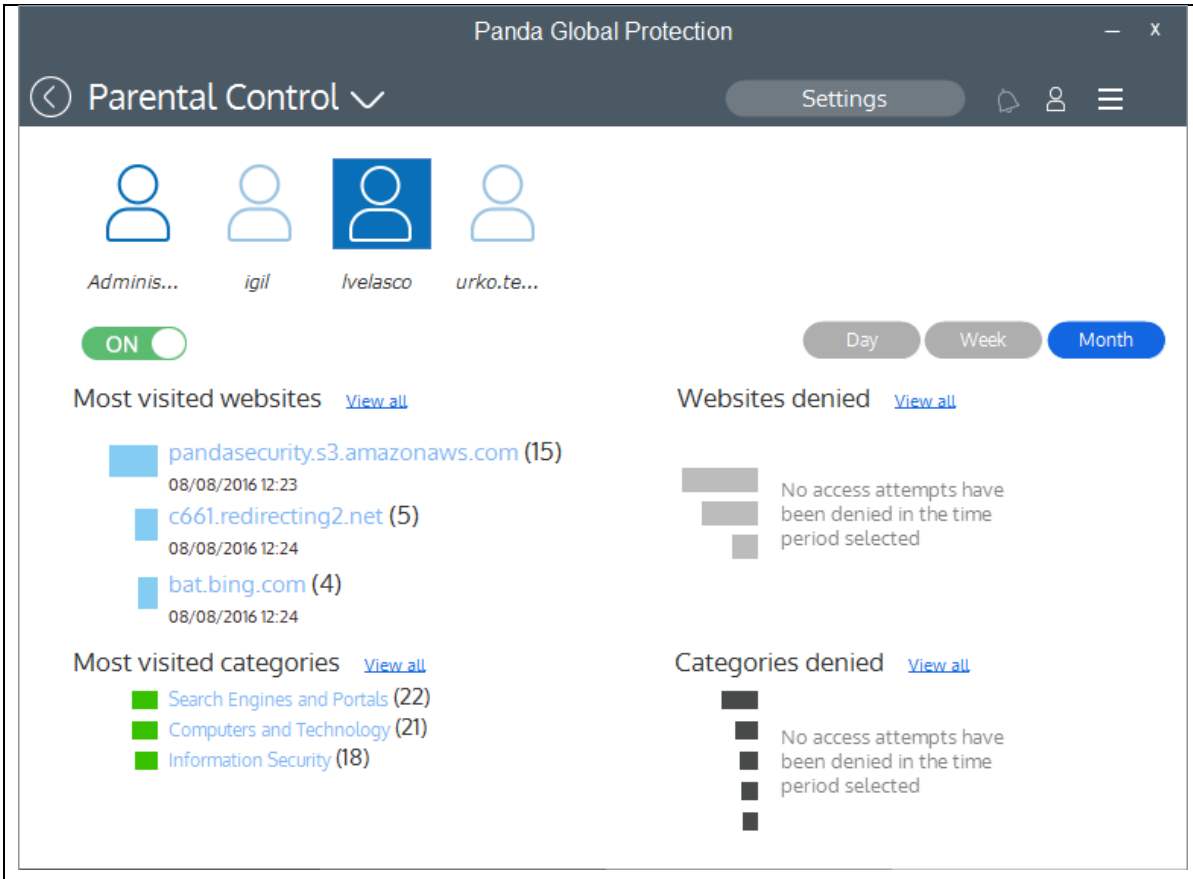
- A safe and funny service for children from 6 years
- Kids' accounts are associated to an e-mail address and a password of an adult
- Adult sets the rules for receiving and sending e-mails, including the creation of a list of authorized contacts
- The remaining e-mails are automatically deleted
- It includes anti-spam filters

SAPO Mail Kids webpage: https://mail.sapo.pt/kids

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

As its name suggests, the **Panda parental control** is installed by default and is especially useful for parents and educational leaders to prevent children and teenagers from accessing inappropriate Web pages.
Furthermore, an administrator user may apply filters to different Windows users (standard or restricted) so that they can only access the type of pages that the administrator has set for them. When a user logs on to Windows with his account, Panda will apply the filter defined for that user, preventing or allowing access to those pages accordingly.

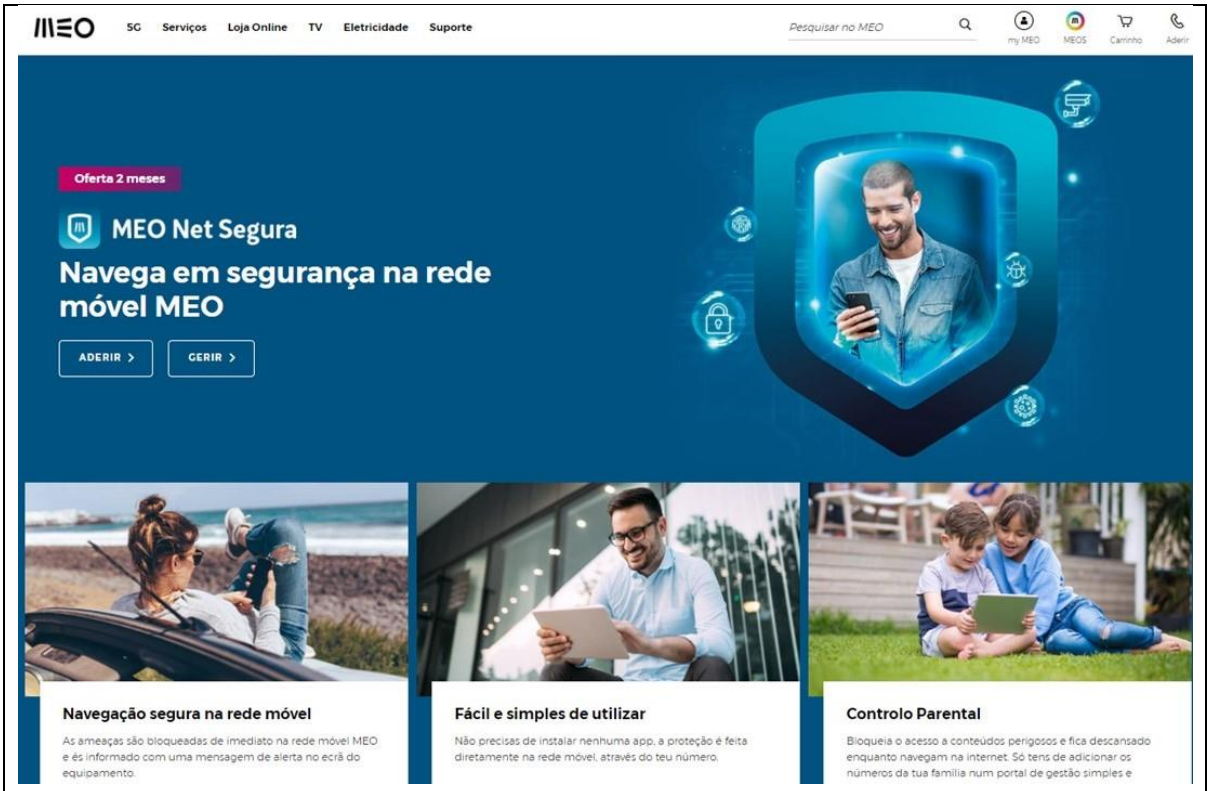


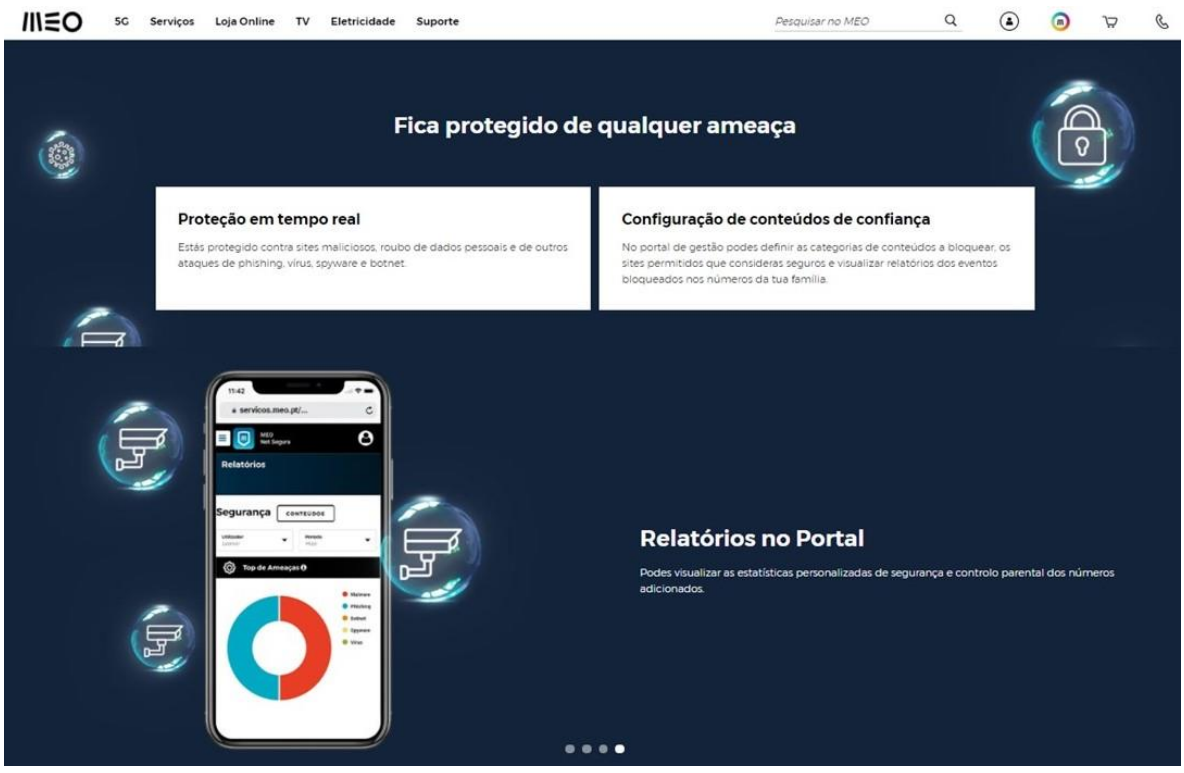


MEO Net Secure - Safely browse the MEO mobile network
https://www.meo.pt/net-segura

Threats are immediately blocked on the MEO mobile network and you are informed with an alert message on the device screen!

How does MEO Net Segura service work?
Whenever your device is connected to the MEO mobile network, it is protected while browsing. The moment you try to access a dangerous page, the service will block access to protect you. Instead of accessing this page, you will see a threat detected warning page.
On a monthly basis, you will see a report page on your device with a summary of the threats that have occurred in clients with the service. To check custom statistics, you can access the Management Portal.
On the portal, it is possible to configure the sending of email notifications, add other numbers, apply parental/content control policies by blocking pre-defined content categories, create a list of allowed sites, and view monthly safety and security reports. blocked categories.
The protection of MEO Net Segura does not cover browsing the WiFi network or roaming.


MEO
5G
Serviços
Loja Online
TV
Eletricidade
Suporte
Pesquisar no MEO
Oferta 2 meses
MEO Net Segura
Navega em segurança na rede móvel MEO
ADERIR
GERIR
Navegação segura na rede móvel
As ameaças são bloqueadas de imediato na rede móvel MEO e és informado com uma mensagem de alerta no ecrã do equipamento.
Fácil e simples de utilizar
Não precisas de instalar nenhuma app, a proteção é feita diretamente na rede móvel, através do teu número.
Controlo Parental
Bloqueia o acesso a conteúdos perigosos e fica descansado enquanto navegam na internet. Só tens de adicionar os números da tua família num portal de gestão simples e


MEO
5G
Serviços
Loja Online
TV
Eletricidade
Suporte
Pesquisar no MEO
Fica protegido de qualquer ameaça
Proteção em tempo real
Estás protegido contra sites maliciosos, roubo de dados pessoais e de outros ataques de phishing, vírus, spyware e botnet.
Configuração de conteúdos de confiança
No portal de gestão podes definir as categorias de conteúdos a bloquear, os sites permitidos que consideras seguros e visualizar relatórios dos eventos bloqueados nos números da tua família.
Relatórios
Segurança
CONTEÚDOS
Relatórios no Portal
Podes visualizar as estatísticas personalizadas de segurança e controlo parental dos números adicionados.

In **SAPO Mail Kids**, a child's account setting is available only to the child's parent. The parent may define a whitelist of approved contacts and decide between:

- The child only receives messages from contacts in the whitelist AND other messages are deleted;
- The child only receives messages from contacts in the whitelist AND other messages are delivered in an "Unknown persons" folder;

The child can receive messages from any contacts (the account behaves as a normal email account).

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*

[Please provide details including links or screenshots as relevant]

Information and advice on the use of parental control tools are widely available through Altice Portugal websites. Examples:
SAPO Ajuda ("Help") Blog – tips for parents and carers https://ajuda.sapo.pt/pais-e-educadores-9031

MEO's downloadable safety guide:
https://conteudos.meo.pt/meo/Documentos/Configuracoes/proteger-computador-quando-navega-na-internet.pdf

Altice Portugal Foundation / Comunicar em Segurança Volunteer programme
https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=1975
https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2047
https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=1980

Information in different formats: text, video, tips:
https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2047

Internal and external contacts and links: https://ajuda.sapo.pt/contactos-8745

Contactos

Contactos Portal SAPO:

O SAPO é um portal agregador de muitos serviços, alguns desenvolvidos e geridos no próprio SAPO e outros com o apoio de parceiros externos, por esta razão não temos um único meio de contacto disponível, variando o mesmo de acordo com o serviço em causa.

Utilize o formulário para um atendimento mais rápido e eficiente ou consulte no final da página a lista de contactos disponíveis para cada serviço.

Formulário de Contacto

Através de email:

Geral: apoioportalsapo@suporte.sapo.pt

Auto SAPO: autosapo@mail.sapo.pt

Auto SAPO VendaJá: contato@autosapovendaja.pt

Casa SAPO: comercial@janeladigital.com

SAPO Emprego: comercial@emprego.sapo.pt

SAPO Promos: info@promos.sapo.pt

Tek: geral@tek.sapo.pt

SAPO Voucher: voucher@suporte.sapo.pt

Parceiro do SAPO Voucher: faturacao.voucher@telecom.pt

Questões de Abuse/Segurança: abuse@suporte.sapo.pt

Pesquisar

OK

skype

Canal de Suporte SAPO em testes
User: apoioportalsapo@suporte.sapo.pt

Chat

Atalhos

Contactos
Ajude-nos a Melhorar
Passwords seguras
Pais e educadores
Agradecimentos

Principais serviços
Blogs
Mail
Voucher

Perguntas frequentes
Mail: Eliminar conta
Mail: Controlar SPAM
Mail: Conta suspensa
Voucher: Não recebi voucher
Voucher: Atraso na entrega
Voucher: Devoluções
Voucher: Portes de envio

Aplicações mobile: *mobile@suporte.sapo.pt*.

Através de telefone:

Alertas SAPO: 16200

SAPO Mail: 16200 (só serviço Mail)

Auto SAPO VendaJá: 800 200 333

Para os restantes temas contacte-nos através do formulário de contacto.

Através do Facebook:

Geral: https://www.facebook.com/sapo

Casa: https://www.facebook.com/CasaSapo.pt

Através do Twitter:

Geral: https://twitter.com/sapo

Auto: http://twitter.com/autosapo

Emprego: http://twitter.com/sapoemprego

Contactos Meo:

Formulário de suporte: https://www.meo.pt/formulario-de-contacto

Linhas de apoio: https://www.meo.pt/linhas-apoio

Facebook: http://www.facebook.com/meo

Twitter: http://twitter.com/meopt

Contactos Meo:

Formulário de suporte: https://www.meo.pt/formulario-de-contacto

Linhas de apoio: https://www.meo.pt/linhas-apoio

Facebook: http://www.facebook.com/meo

Twitter: http://twitter.com/meopt

Provedoria de Cliente PT:

Formulário: https://www.telecom.pt/pt-pt/contactos/Paginas/provedoria-cliente.aspx

Morada: Av. Fontes Pereira de Melo nº40, 1069-300 Lisboa

SEGURANET (Safe Internet Center/ INHOPE) www.internetsegura.pt

Recommended websites and videos in MEO's downloadable safety guide include:
Segurança SAPO https://ajuda.sapo.pt/
www.cert.pt (Centro Nacional de Cibersegurança)
www.internetsegura.pt
http://linhaalerta.internetsegura.pt

7. Recomendações MEO

Para saber mais sobre segurança na internet, consulte os sites ou veja os vídeos que lhe recomendamos.

Sites recomendados

- seguranca.sapo.pt
- www.cert.pt
- www.internetsegura.pt
- antivirus.sapo.pt
- linhaalerta.internetsegura.pt

Vídeos recomendados

Sobre segurança na internet

- Segurança na Internet
- PJ dá lição sobre cibercrime

Phishing

- Phishing
- Fraude bancária na Internet

Vírus

- Vírus informáticos
- Vírus Sobig à solta
- Vírus informático no Ministério da Justiça

Spam

- "Spam" faz 30 anos
- Falsa mensagem da PSP com convocatória judicial
- Saiba como os spammers ganham dinheiro

Controlo parental

- Sabe onde está o seu filho?
- Riscos para os mais novos
- Crianças chantageadas na internet
- Operação da PJ sobre pedofilia na Internet

Violação de direitos de autor

- Fechados sites de partilha de ficheiros

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?

N.A.

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.

Altice Portugal, then "PT", signed a collaboration agreement with the National Scientific Computing Foundation – FCCN , nowadays FTC (Fundação para a Ciência e a Tecnologia), the national institution that coordinates the consortium promoting the National **Safer Internet Centre,** covering the areas of computer security and safe use of the Internet.
In terms of safe use of the Internet it safeguards the identification and reporting of manifestly Illegal content, aiming primarily to remove and prevent access to content related to child sexual abuse or violation of human rights, specifically, violence and racism.

Altice Portugal provides clear and easy to use processes to report content and behavior which is illegal or breaches services' terms and conditions. There are reporting buttons, contacts and external links available.

- Please see also answers to questions 5 and 6 / section 1 – Content –

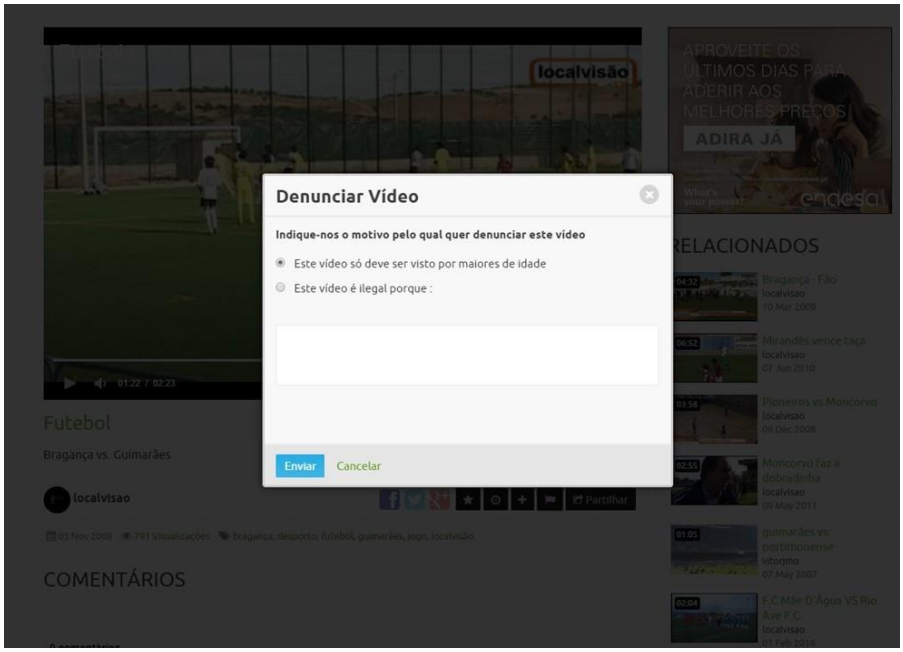
Altice Portugal's reporting review process:
Manifestly illegal material (pedophile, violence, xenophobia) proactively identified by Altice Portugal's team or reported by a user is immediately removed.
Report of material which breaches the CoU: treated according to the "penalties" identified in the service CoU, which may include content's immediate removal, the suspension or cancellation of access to the service or the termination of customer's account.
Unclear report (not unfounded, not against the Conditions of Use and not manifestly illegal): Altice Portugal advises the user to contact the competent authorities.
Altice Portugal removes immediately any illegal content following an **authority notification**.
All users' reports have a priority treatment: internal teams analyze, classify, and remove, if applicable.

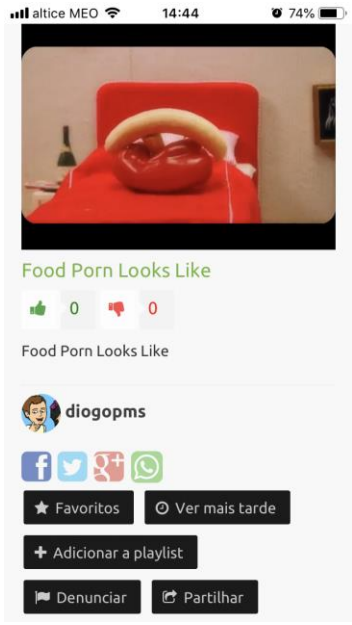
2. Please describe the *process or mechanism* available for users to report abuse/misuse (involving images, videos, text and other content or behaviour) on your product or service).

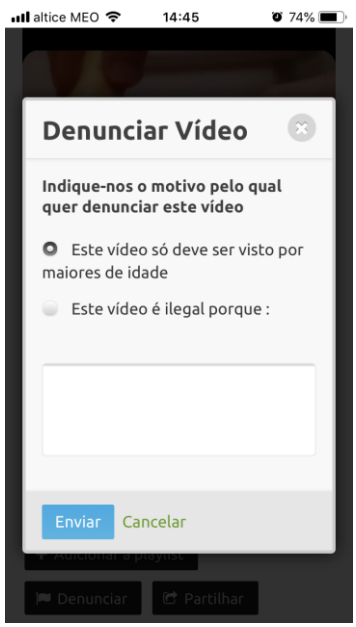
[Please provide details including links or screenshots as relevant]

Reporting buttons available in the relevant services (UGC), namely
- SAPO Videos
- MEO Kanal (Directly on the TV and also on the website http://kanal.pt/denuncia)

SAPO Videos

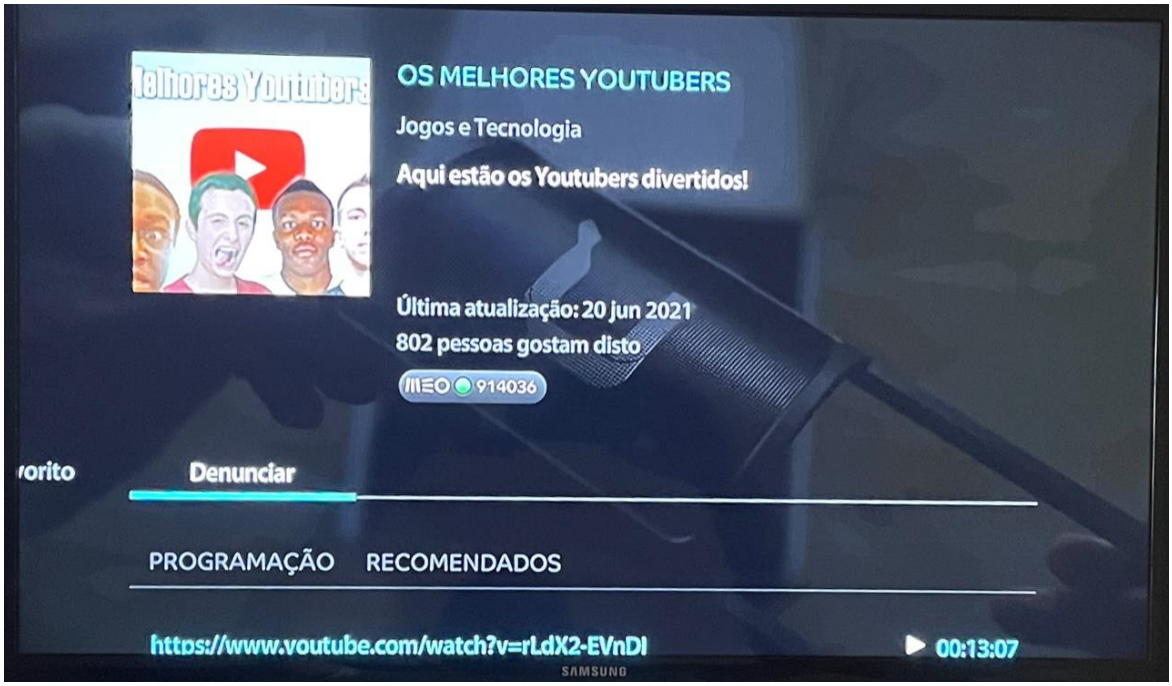


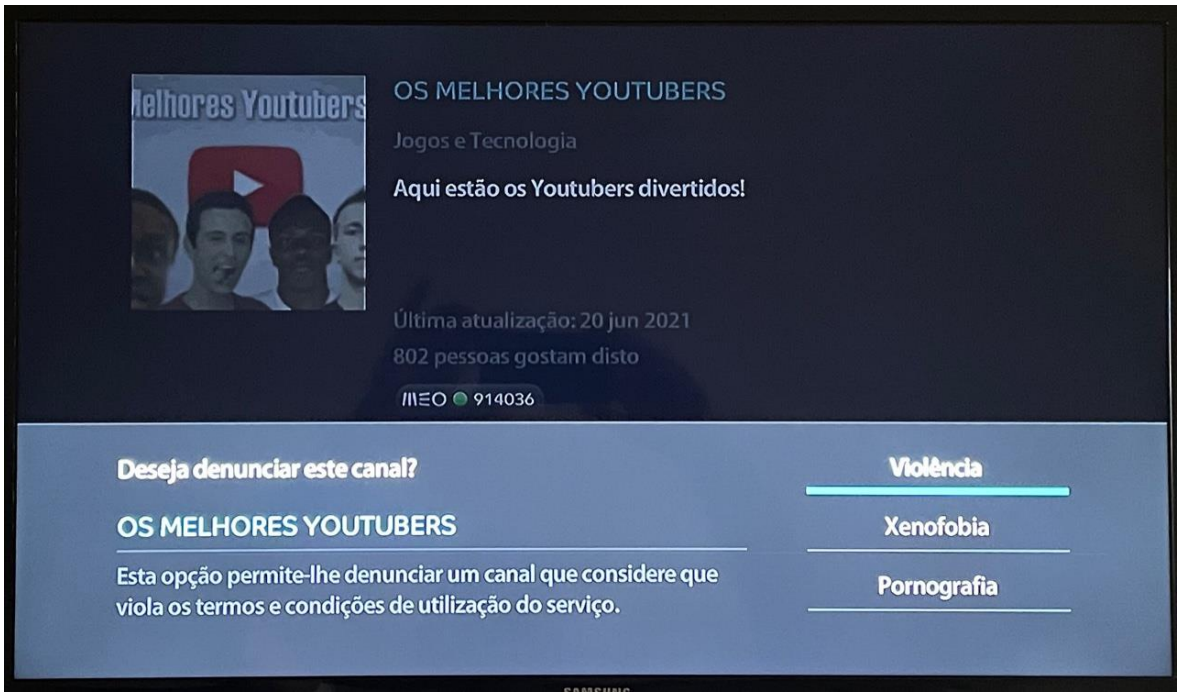


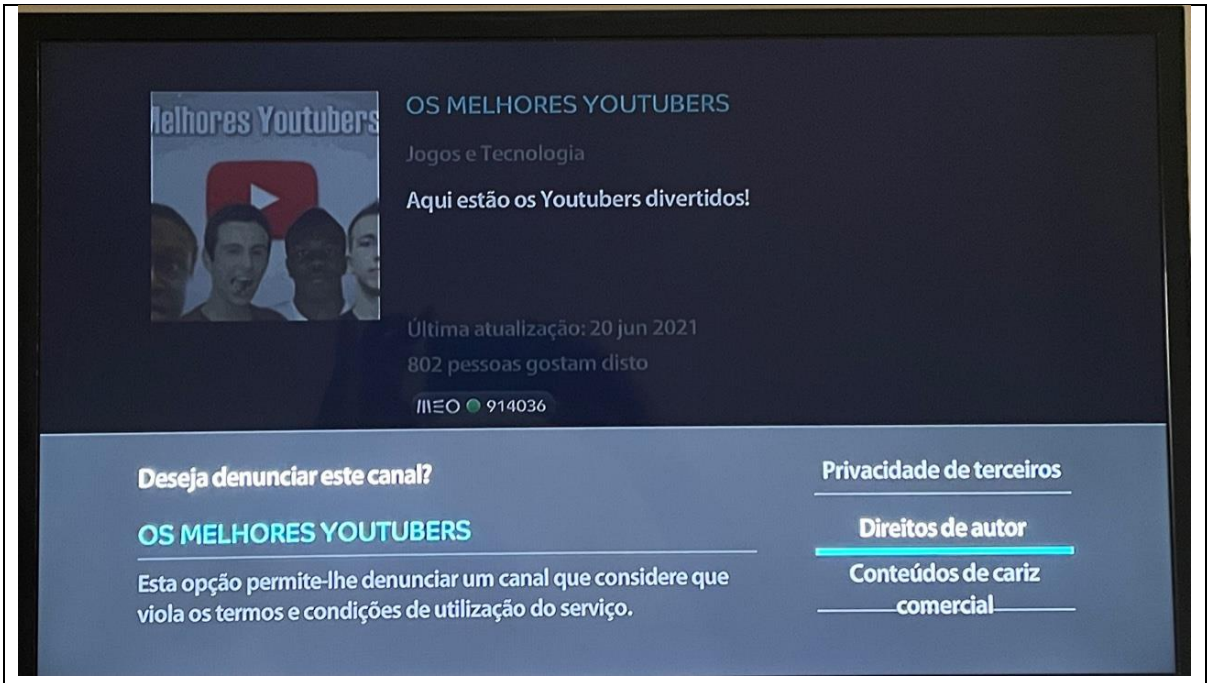


Reporting tools in **Meo Kanal**:

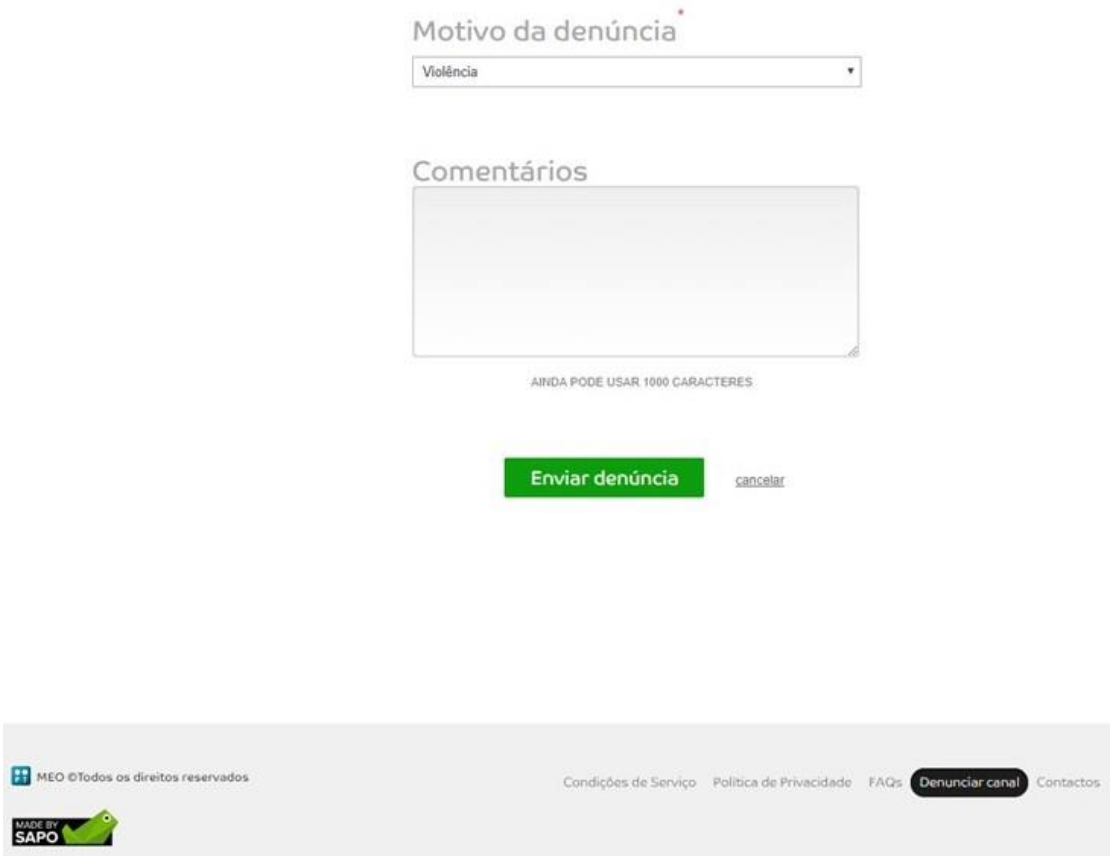
On the TV:

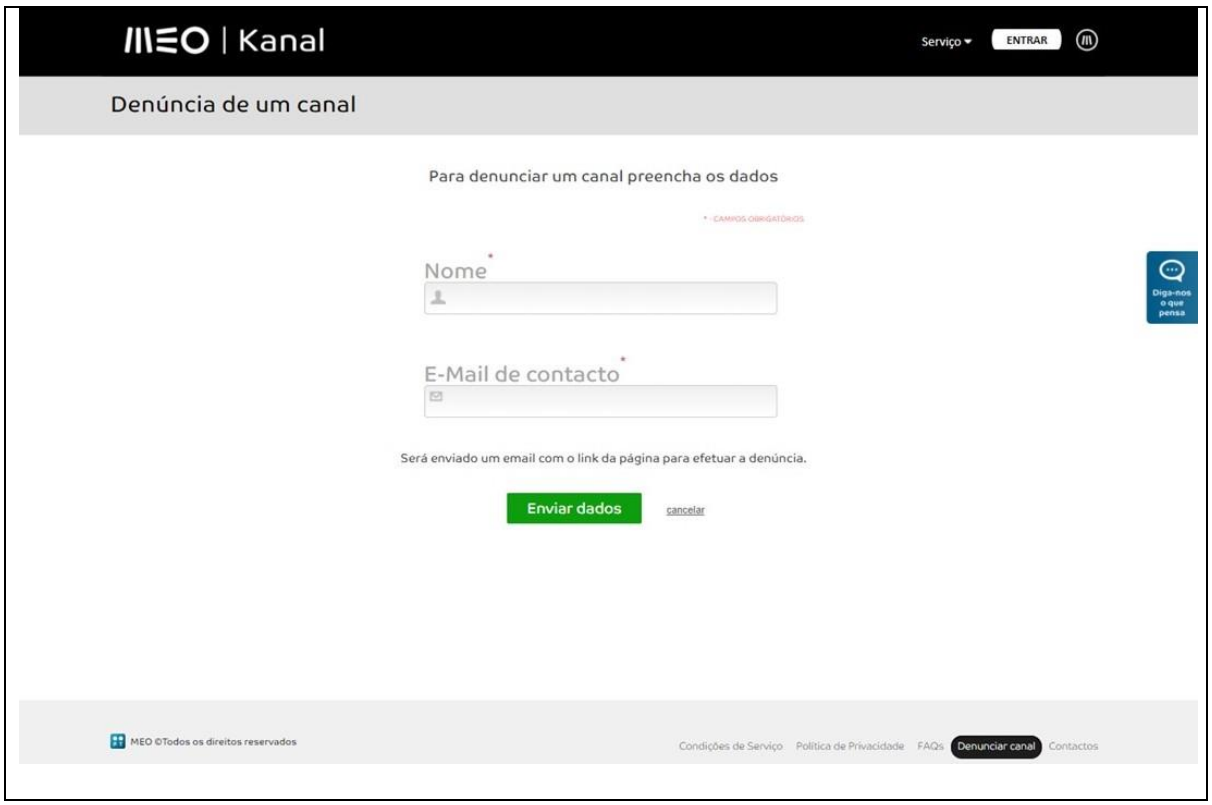




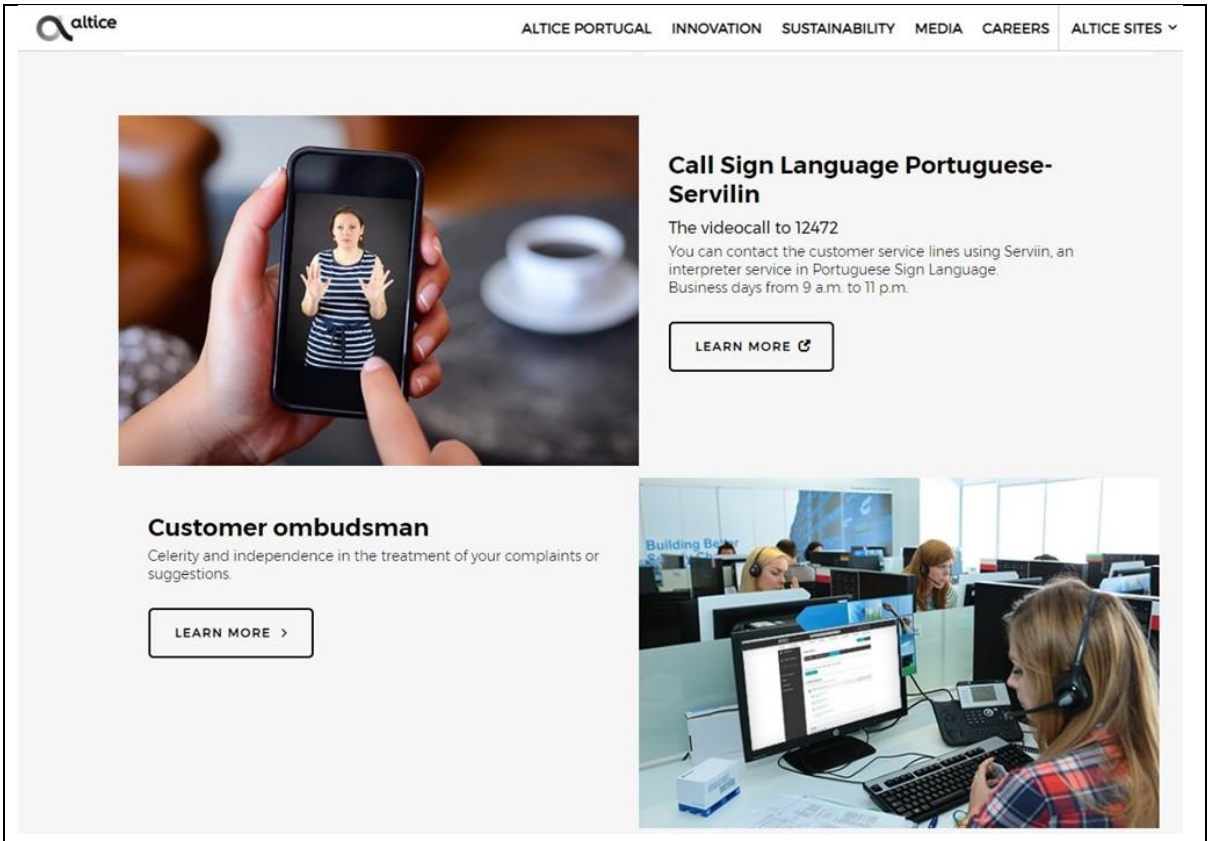

OS MELHORES YOUTUBERS
Jogos e Tecnologia
Aqui estão os Youtubers divertidos!
Última atualização: 20 jun 2021
802 pessoas gostam disto
914036
Deseja denunciar este canal?
OS MELHORES YOUTUBERS
Esta opção permite-lhe denunciar um canal que considere que viola os termos e condições de utilização do serviço.
Privacidade de terceiros
Direitos de autor
Conteúdos de cariz comercial

On the PC:


Motivo da denúncia
Violência
Comentários
AINDA PODE USAR 1000 CARACTERES
Enviar denúncia
cancelar
MEO ©Todos os direitos reservados
Condições de Serviço
Política de Privacidade
FAQs
Denunciar canal
Contactos
MADE BY SAPO


MEO | Kanal
Serviço
ENTRAR
Denúncia de um canal
Para denunciar um canal preencha os dados
* CAMPOS OBRIGATÓRIOS
Nome *
E-Mail de contacto *
Será enviado um email com o link da página para efetuar a denúncia.
Enviar dados
cancelar
Diga-nos o que pensa
MEO ©Todos os direitos reservados
Condições de Serviço
Política de Privacidade
FAQs
Denunciar canal
Contactos

Internal and external contacts and links are also available in the relevant areas of the service and in other Altice Portugal websites:
Corporate website - Contacts https://www.telecom.pt/en-us/contactos/pages/contactos.aspx



SAPO Client Support Webpage "Ajuda SAPO" https://ajuda.sapo.pt/contactos-8745 and https://ajuda.sapo.pt/pais-e-educadores-9031

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): .....

Please see print screens and links in the previous answer.

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): .....

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

Inappropriate user behavior;
Illegal content (pedophilia, violence, xenophobia);
Inappropriate, mislabeled content
Pornography
Content breaching conditions of use
Copyrights
Commercial content
"Other"

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): .....

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

Anyone can use any Altice Portugal channel available (web, e-mail address, telephone number, physical address) to report content or behavior.
Altice Portugal: https://www.telecom.pt/en-us/contactos/pages/contactos.aspx (this link includes contact to our Customer's Ombudsman)
SAPO: https://ajuda.sapo.pt/contactos-8745 including Skype support channel
MEO: https://www.meo.pt/en/contacts
Social media accounts (facebook, twitter)

[Please provide details including links or screenshots as relevant]

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

N.A.

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): .....

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

Manifestly illegal material (pedophile, violence, xenophobia) proactively identified by Altice Portugal's team or reported by a user is immediately removed.

Material which breaches the CoU proactively identified by Altice Portugal team or reported by a user is treated according to the "penalties" identified in the service CoU, which may include content's immediate removal, the suspension or cancellation of access to the service or the termination of customer's account.

Unclear report (not unfounded, not against the Terms of Use and not manifestly illegal): Altice Portugal advises the user to contact the competent authorities.

Altice Portugal removes immediately any illegal content following an **authority notification**.

SAPO has a call center working from Monday to Friday (09:00h to 18:00h). Within this period, support team receives reports, analyzes them and classifies as “inappropriate” or immediately deletes the content, as appropriate. Reports are handled in less than 12h, except if received on Weekends.

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): ……..

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?

N.A.

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?

Altice Portugal published privacy/ data protection policy (https://www.telecom.pt/pt-pt/Paginas/politica-privacidade.aspx) doesn't address specifically minors. Nevertheless, minors' privacy is carefully considered by other means:

- Information/ advice on privacy widely available online and provided directly to kids and parents through *Comunicar em Segurança* programme (namely its User Guide)
- Privacy options available in the relevant services
- Altice Portugal services' CoUs have specific recommendations to minors, in CAPITAL LETTER.

Examples:
CoU SAPO Portal: https://ajuda.sapo.pt/condicoes-de-utilizacao-portal-sapo-60556
CoU SAPO ID "Registration/ account creation": https://ajuda.sapo.pt/condicoes-de-utilizacao-sapo-id-61045

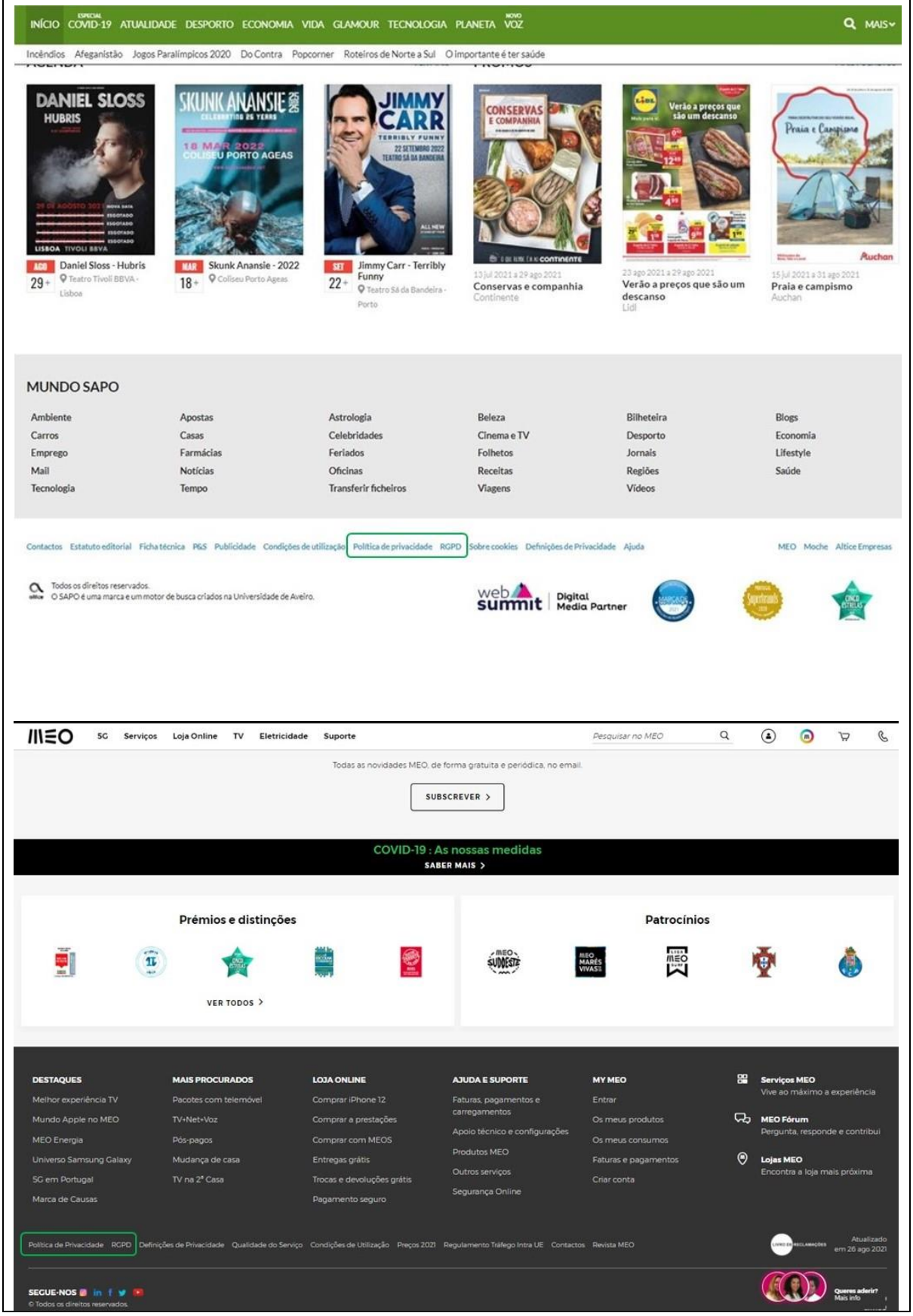
http://ajuda.sapo.pt/pt-pt/security/politica-de-privacidade . É muito importante que leia estes documentos, pois eles contêm regras de utilização e informação adicional que podem ajudar a utilizar o canal ou o serviço pretendido da melhor forma.

SE TIVER MENOS DE 16 ANOS, PEÇA AJUDA AOS SEUS PAIS PARA LHE EXPLICAREM ESTAS CONDIÇÕES DE UTILIZAÇÃO. CASO SINTA QUE É NECESSÁRIO, DEVE APENAS UTILIZAR O PORTAL, OU QUALQUER UM DOS SEUS CANAIS E SERVIÇOS, COM A SUPERVISÃO DOS SEUS PAIS OU ENCARREGADOS DE EDUCAÇÃO.

SE TIVERES MENOS DE 16 ANOS, PEDE AJUDA AOS TEUS PAIS OU ENCARREGADO DE EDUCAÇÃO PARA TE AJUDAREM E TE ACOMPANHAREM DURANTE O PROCESSO DE REGISTO. NÃO TE REGISTES SEM ANTES FALARES COM OS TEUS PAIS, NEM SE ELES NÃO TE DEIXAREM REGISTAR.

SE TIVERES MENOS DE 16 ANOS, RECOMENDAMOS-TE AINDA QUE ESCOLHAS UM E-MAIL E NICKNAME QUE NÃO REVELEM INFORMAÇÕES PESSOAIS SOBRE TI, OU QUE AS PESSOAS POSSAM LIGAR A TI. O E-MAIL E O TEU NICKNAME TAMBÉM NÃO DEVEM UTILIZAR PALAVRAS OU EXPRESSÕES QUE POSSAM SER CONSIDERADAS OFENSIVAS OU AMEAÇADORAS. A MEO PODE REJEITAR A ESCOLHA DE E-MAIL E DE NICKNAME.

Relevant Altice Portugal websites have links to the published Privacy and Data Protection Policy and to an informative webpage on GDPR:



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)*: .....

If yes, please briefly outline available age-appropriate privacy settings (Provide details including relevant links/ screenshots on your website)

SAPO mail Kids (6-13 y.o.) – adult set the rules for sending and receiving e-mails, including the creation of a list of authorized contacts.
MEO Kids Mobile plan – limited numbers allowed, defined by parents; value added services barred.

Please identify default settings for each *age category* of under 18s, as relevant:

Please see above.

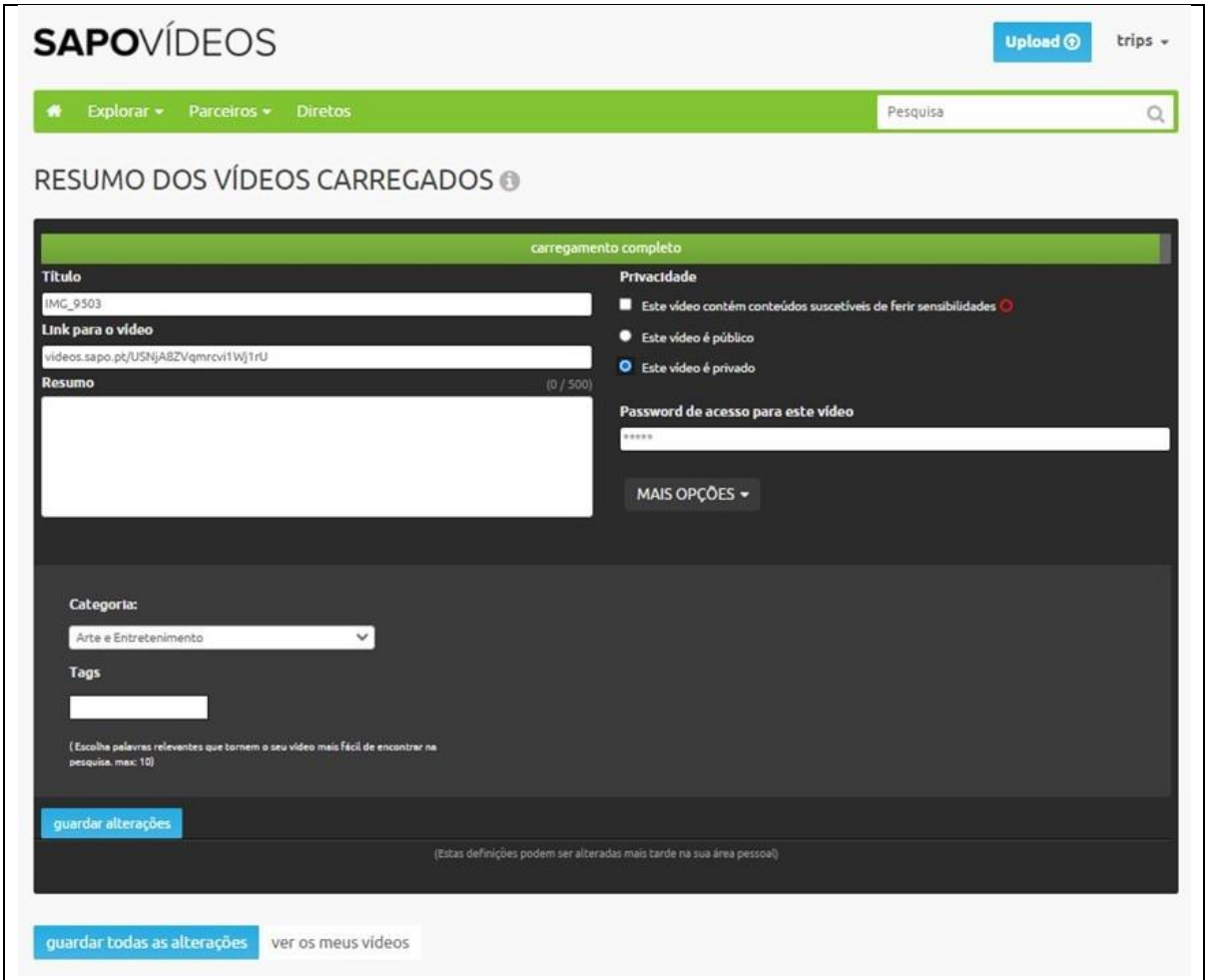
Please identify any steps you have taken to ensure that these settings are *easy to understand, prominently placed, user friendly and accessible*.

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

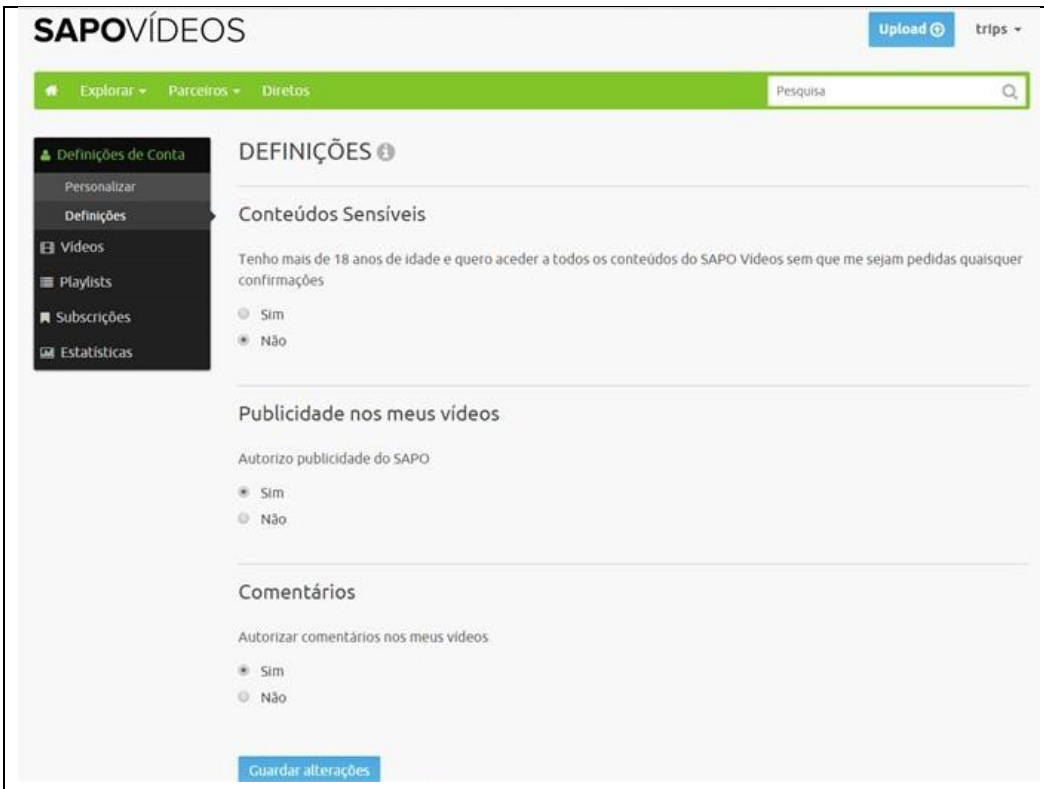
☐ *On each page of the website/service*
☐ *At each point where content may be posted*
☐ *In separate location such as a settings/safety/privacy page*
☐ *In a browser extension*
☐ *In a separate app for a connected device*
☐ *Other (please specify):* .....

[Please provide details including links or screenshots as relevant]

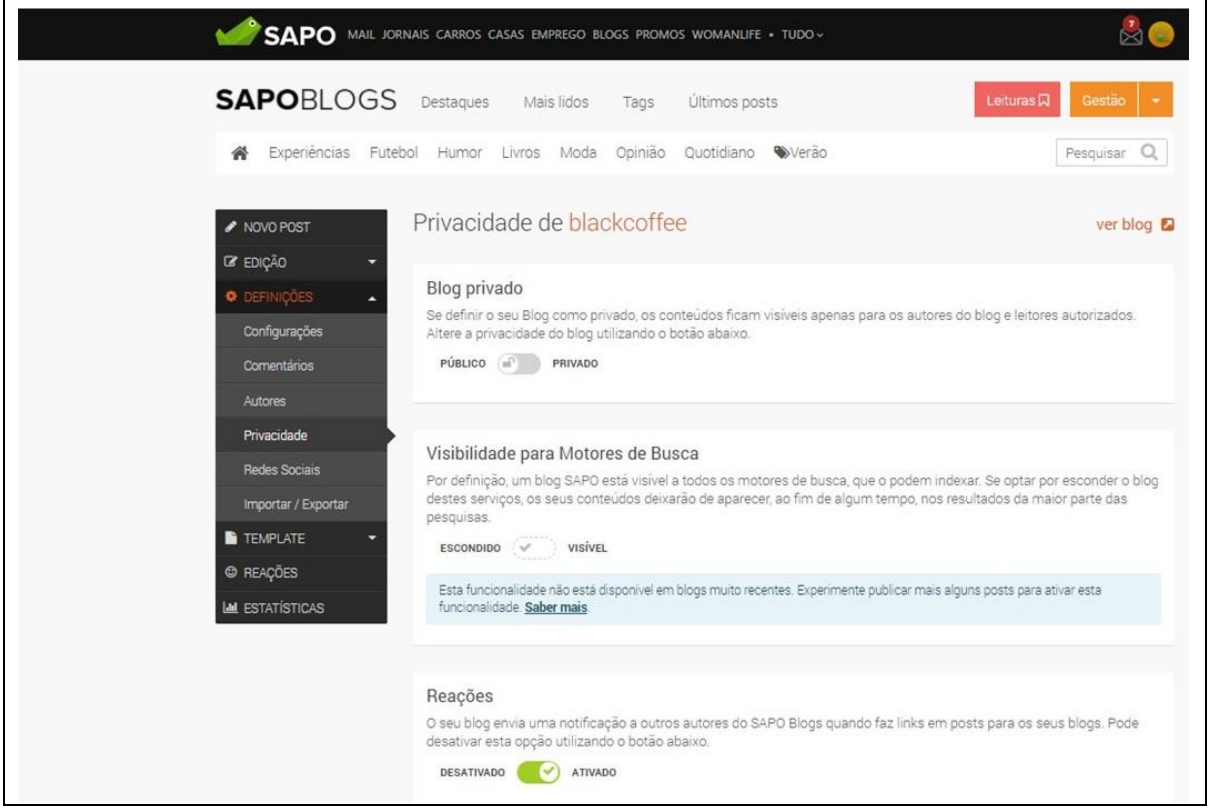
In **SAPO Videos** user may see and choose privacy status in the moment of the upload of a content/ or creation of a playlist and may check/ edit the status in the settings page of "my account".

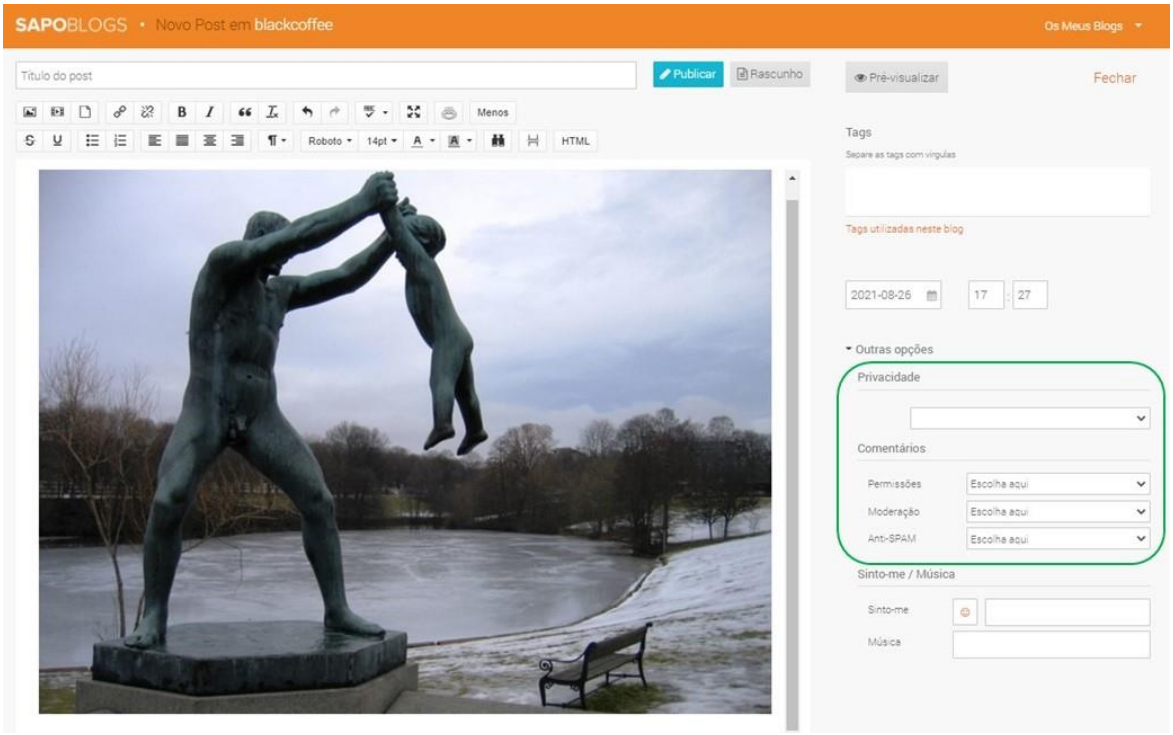


Other options are available regarding (i) access to sensitive contents, (ii) advertising in my own videos and (iii) allowing comments to my videos:



SAPO Blogs: privacy is at distance of a "click". User may choose to make "private" specific posts or entire blogs; he is also able to define who is authorized to read and comment his Blog. User can manage his Privacy settings in the moment of posting and also afterwards, in the *settings* page.





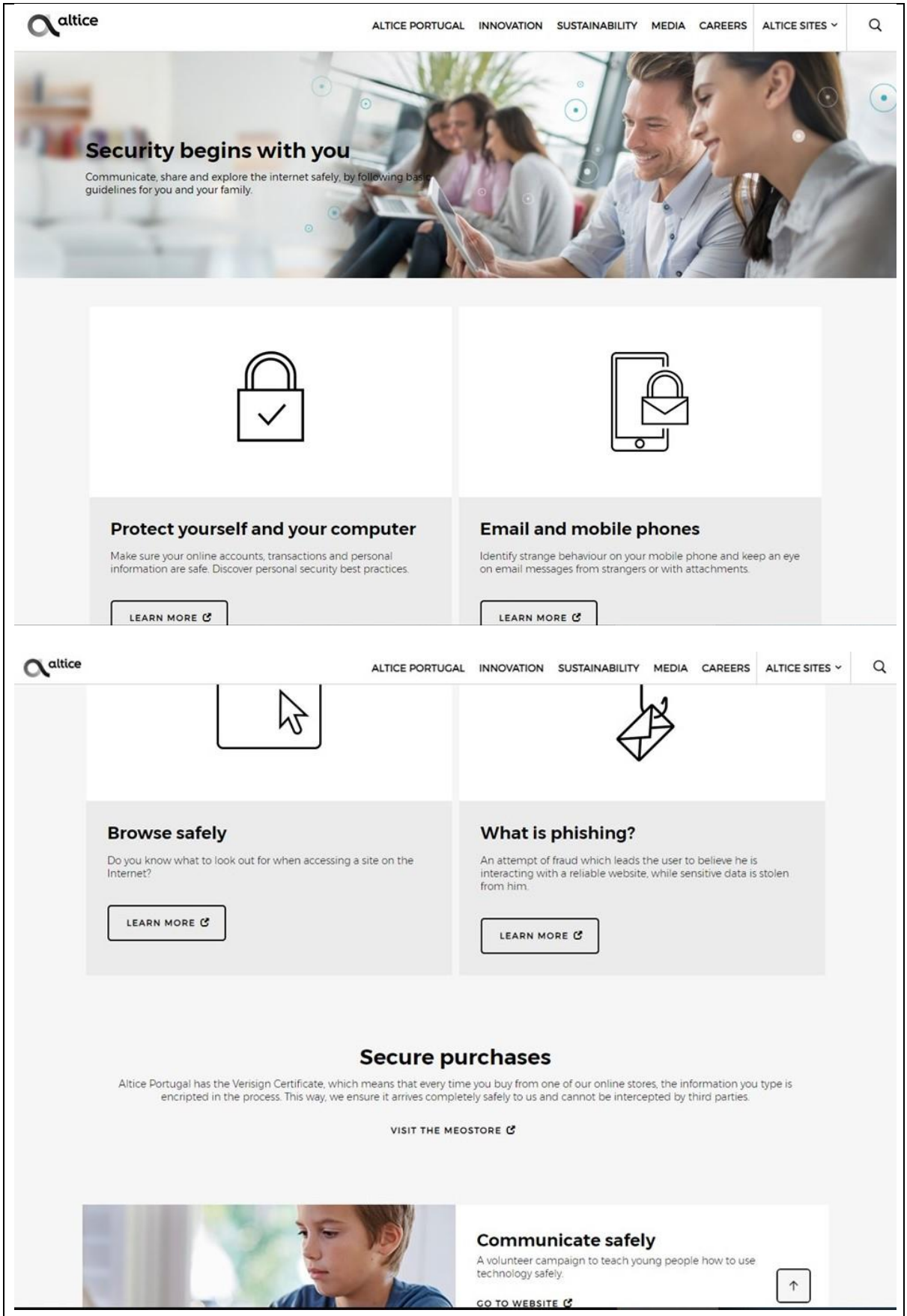
MEO Kanal: is private by default. User may opt for making it public at the moment of creation of the channel. User may also edit the preference in the *settings* page.

4. Which of the following *<u>information, resources or help features</u>* (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):* .....

Online material widely available in Altice Portugal websites, including
• Tips and advice on safety
• Good practices
• Contacts
• External links

Altice Portugal corporate website/ webpage on safety https://www.telecom.pt/en-us/a-pt/seguranca/Pages/seguranca.aspx which includes tips, links and safety information on protecting persons and PCs, safe internet browsing, e-mails and mobile, fishing, online shopping, child safety and privacy.
It also includes a link to Altice Foundation's voluntary educational program "Comunicar em Segurança" (details on this program in section 6 – Education and Awareness) https://www.telecom.pt/en-us/a-pt/seguranca/Pages/comunicar-seguranca.aspx.


altice
ALTICE PORTUGAL
INNOVATION
SUSTAINABILITY
MEDIA
CAREERS
ALTICE SITES
Security begins with you
Communicate, share and explore the internet safely, by following basic guidelines for you and your family.
Protect yourself and your computer
Make sure your online accounts, transactions and personal information are safe. Discover personal security best practices.
LEARN MORE
Email and mobile phones
Identify strange behaviour on your mobile phone and keep an eye on email messages from strangers or with attachments.
LEARN MORE
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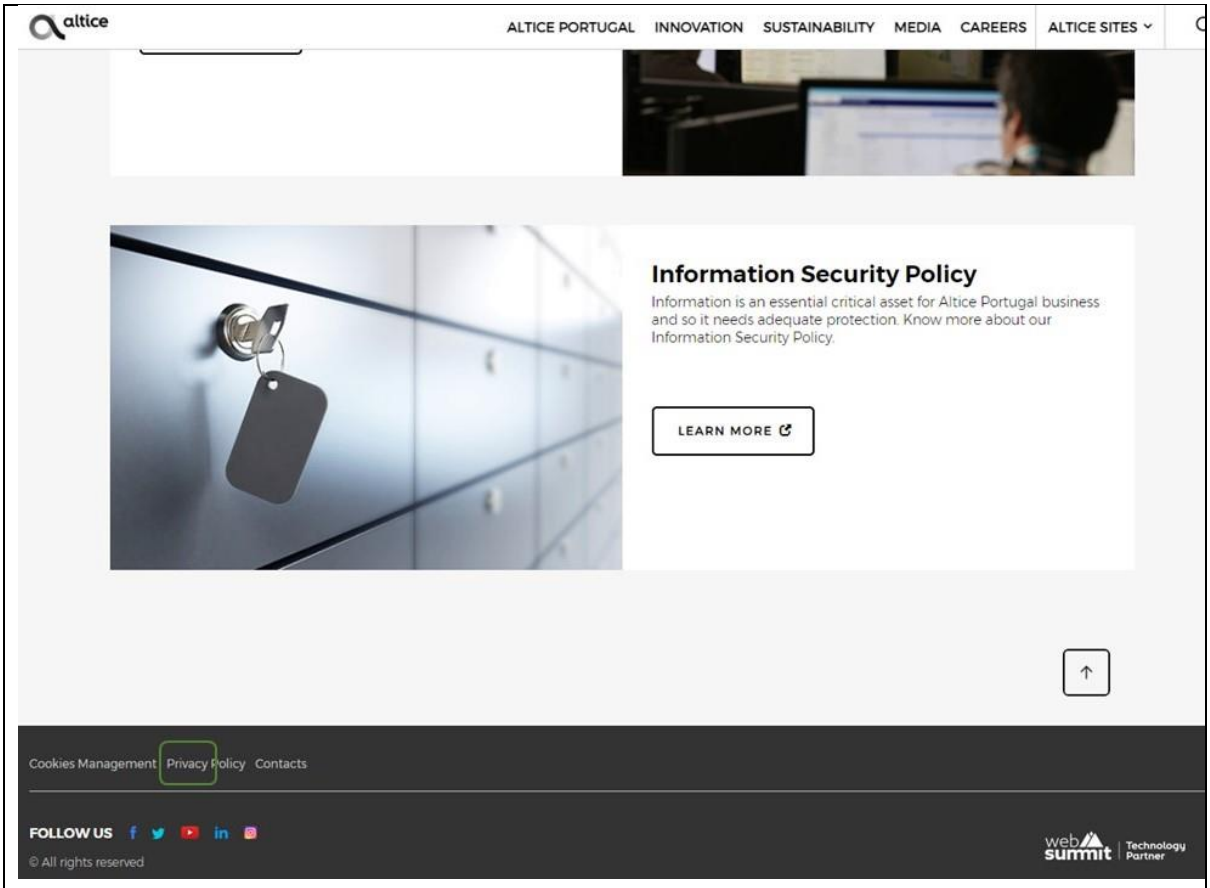
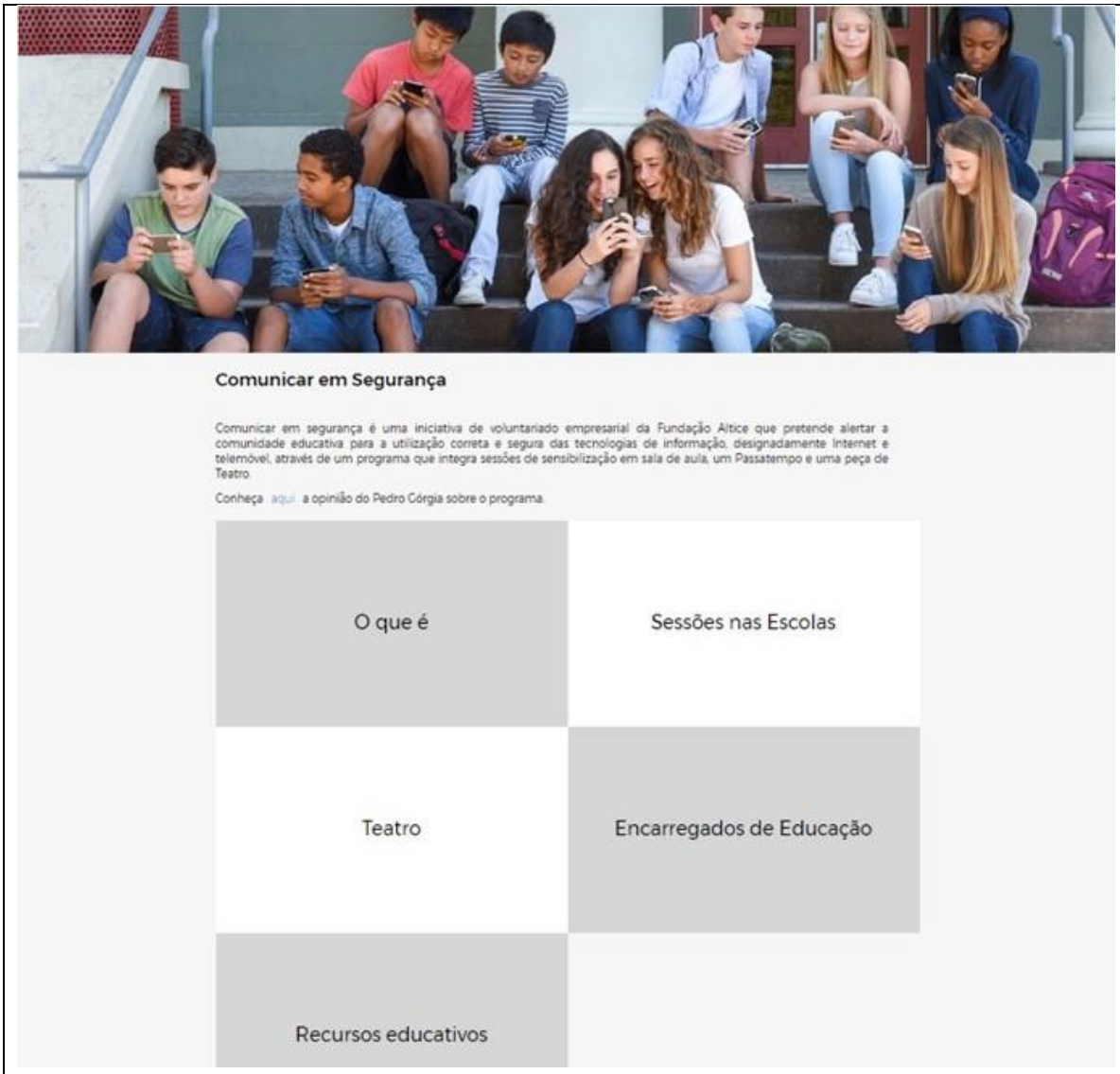
INNOVATION
SUSTAINABILITY
MEDIA
CAREERS
ALTICE SITES
Browse safely
Do you know what to look out for when accessing a site on the Internet?
LEARN MORE
What is phishing?
An attempt of fraud which leads the user to believe he is interacting with a reliable website, while sensitive data is stolen from him.
LEARN MORE
Secure purchases
Altice Portugal has the Verisign Certificate, which means that every time you buy from one of our online stores, the information you type is encripted in the process. This way, we ensure it arrives completely safely to us and cannot be intercepted by third parties.
VISIT THE MEOSTORE
Communicate safely
A volunteer campaign to teach young people how to use technology safely.
GO TO WEBSITE



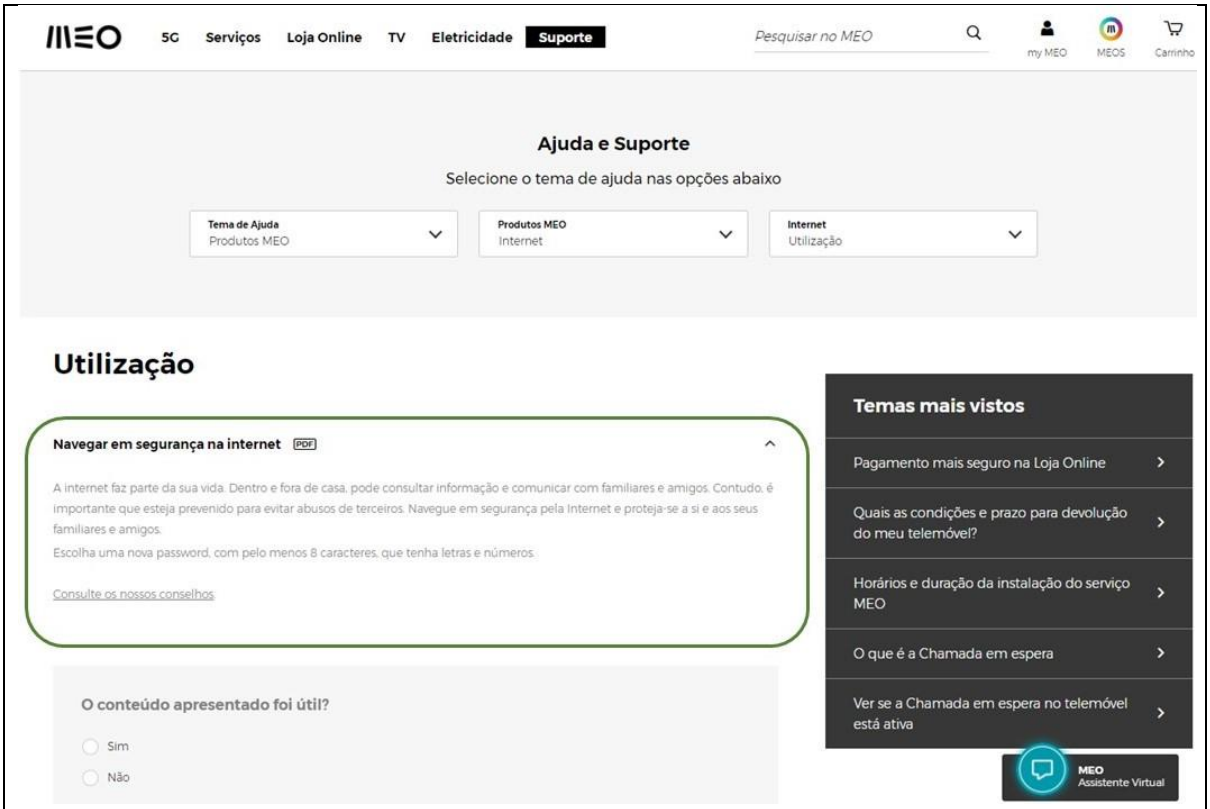
Altice Foundation "Comunicar em Segurança" program:
Comunicar em Segurança (telecom.pt)
Information in different formats: text, video, tips.

Digital resources for parents and carers:
https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=1980
https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2047

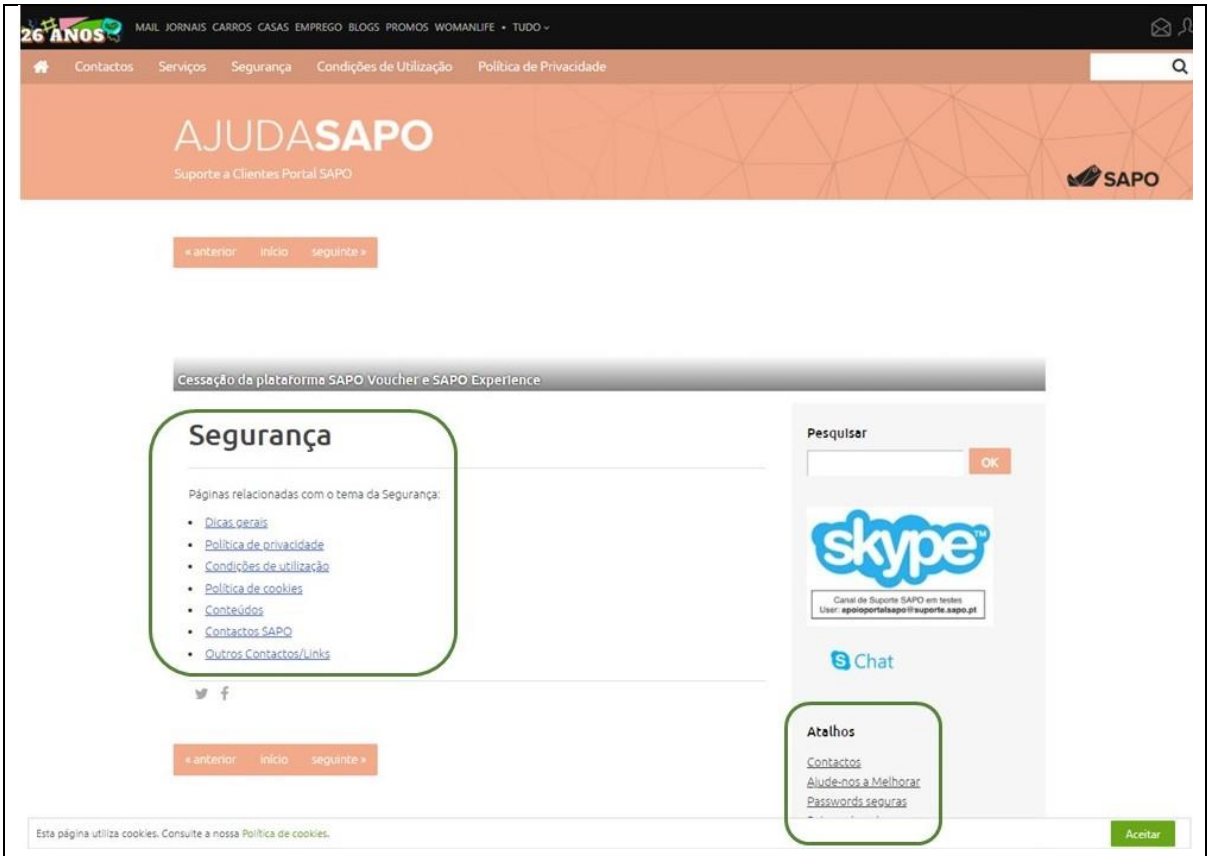


MEO website: https://www.meo.pt/ajuda-e-suporte/produtos-meo/internet/utilizacao - MEO's "help and support" webpage with tips, advice and other useful info.

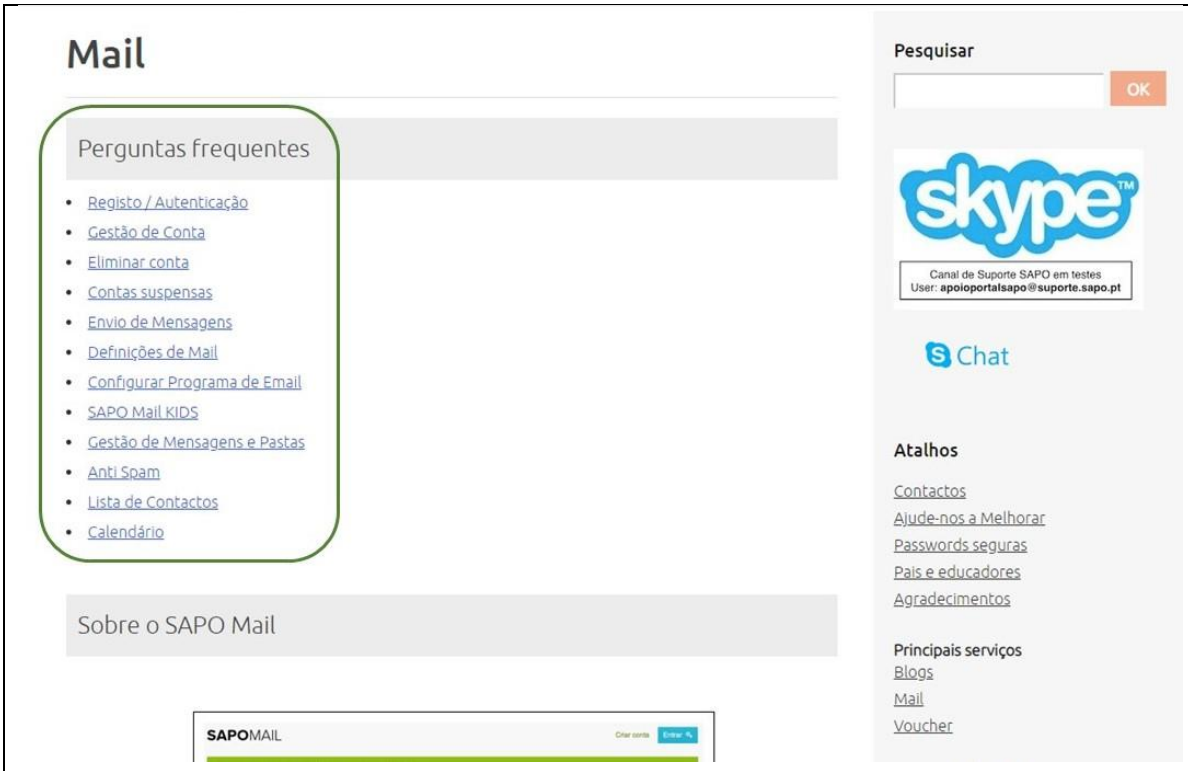
Includes a link to a pdf 8 page document on Internet Safety, with links to relevant sites, resources and reporting channels: https://conteudos.meo.pt/meo/Documentos/Configuracoes/proteger-computador-quando-navega-na-internet.pdf



SAPO Portal: https://ajuda.sapo.pt/seguranca-7920 SAPO developed this webpage easily accessible from https://ajuda.sapo.pt functioning as a central channel for "safety" matters.
It includes a repository of information, tips and advice, good practices, relevant contacts and links, all SAPO services' Conditions of Use ("CoU") and Altice Portugal's Privacy and Cookies' Policies.



Pais e educadores - Ajuda SAPO



SAPO Videos Help/ FAQ: https://ajuda.sapo.pt/partilha-de-videos-65335

SAPO Blogs FAQ: https://ajuda.sapo.pt/privatizar-o-perfil-15623

SAPO BLOG on Blogs https://ajuda.blogs.sapo.pt/privacidade-1492

Internal and External links/ contacts:
https://ajuda.sapo.pt/contactos-8745
https://ajuda.sapo.pt/outros-contactos-links-72824

Contactos

Contactos Portal SAPO:

O SAPO é um portal agregador de muitos serviços, alguns desenvolvidos e geridos no próprio SAPO e outros com o apoio de parceiros externos, por esta razão não temos um único meio de contacto disponível, variando o mesmo de acordo com o serviço em causa.

Utilize o formulário para um atendimento mais rápido e eficiente ou consulte no final da página a lista de contactos disponíveis para cada serviço.

Formulário de Contacto

Através de email:

Geral: apoioportalsapo@suporte.sapo.pt

Auto SAPO: autosapo@mail.sapo.pt

Auto SAPO VendaJá: contato@autosapovendaja.pt

Casa SAPO: comercial@janeladigital.com

SAPO Emprego: comercial@emprego.sapo.pt

SAPO Promos: info@promos.sapo.pt

Tek: geral@tek.sapo.pt

SAPO Voucher: voucher@suporte.sapo.pt

Parceiro do SAPO Voucher: faturacao.voucher@telecom.pt

Questões de Abuse/Segurança: abuse@suporte.sapo.pt

Pesquisar

OK

skype™

Canal de Suporte SAPO em testes
User: apoioportalsapo@suporte.sapo.pt

Chat

Atalhos

Contactos
Ajude-nos a Melhorar
Passwords seguras
Pais e educadores
Agradecimentos

Principais serviços
Blogs
Mail
Voucher

Perguntas frequentes
Mail: Eliminar conta
Mail: Controlar SPAM
Mail: Conta suspensa
Voucher: Não recebi voucher
Voucher: Atraso na entrega
Voucher: Devoluções
Voucher: Portes de envio

Contactos Meo:

Formulário de suporte: https://www.meo.pt/formulario-de-contacto

Linhas de apoio: https://www.meo.pt/linhas-apoio

Facebook: http://www.facebook.com/meo

Twitter: http://twitter.com/meopt

Provedoria de Cliente PT:

Formulário: https://www.telecom.pt/pt-pt/contactos/Paginas/provedoria-cliente.aspx

Morada: Av. Fontes Pereira de Melo nº40, 1069-300 Lisboa

Aplicações mobile: *mobile@suporte.sapo.pt*.

Através de telefone:

Alertas SAPO: 16200

SAPO Mail: 16200 (só serviço Mail)

Auto SAPO VendaJá: 800 200 333

Para os restantes temas contacte-nos através do formulário de contacto.

Através do Facebook:

Geral: https://www.facebook.com/sapo

Casa: https://www.facebook.com/CasaSapo.pt

Através do Twitter:

Geral: https://twitter.com/sapo

Auto: http://twitter.com/autosapo

Emprego: http://twitter.com/sapoemprego

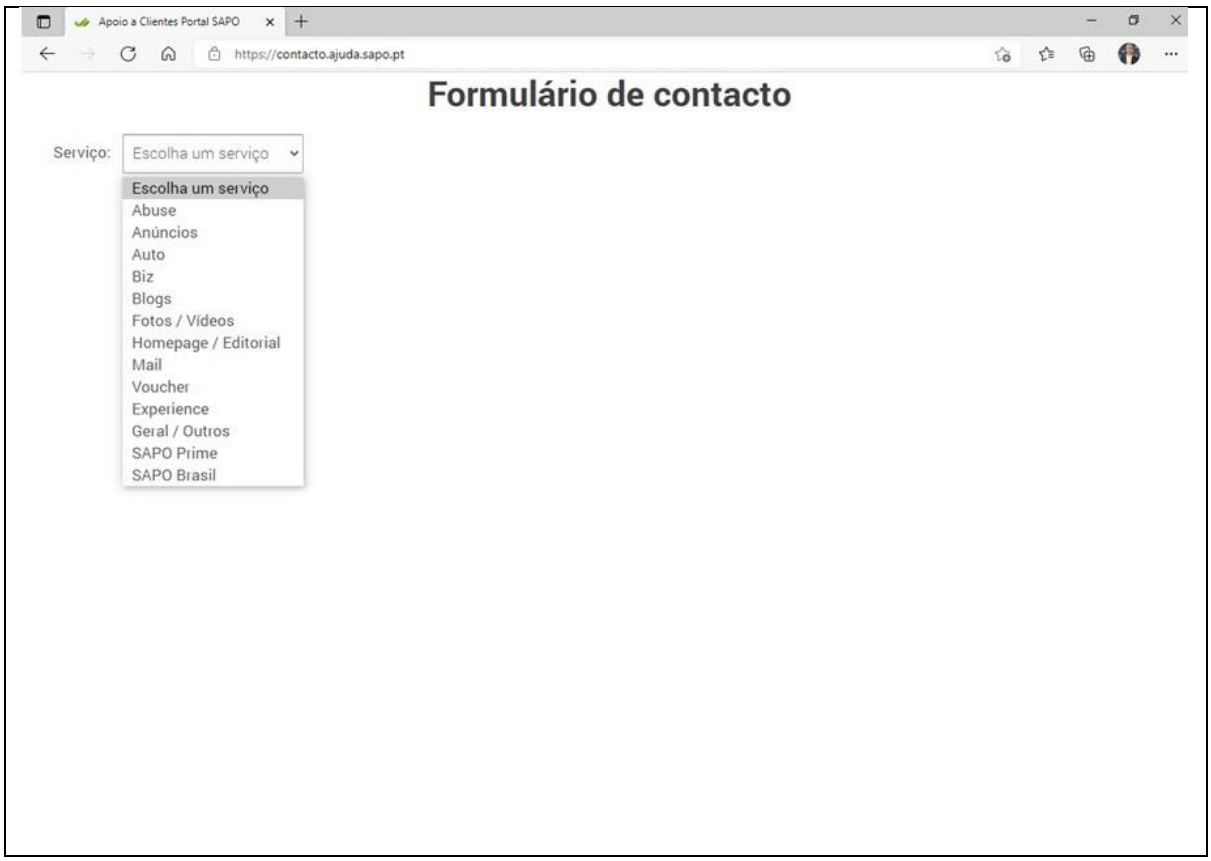
Contactos Meo:

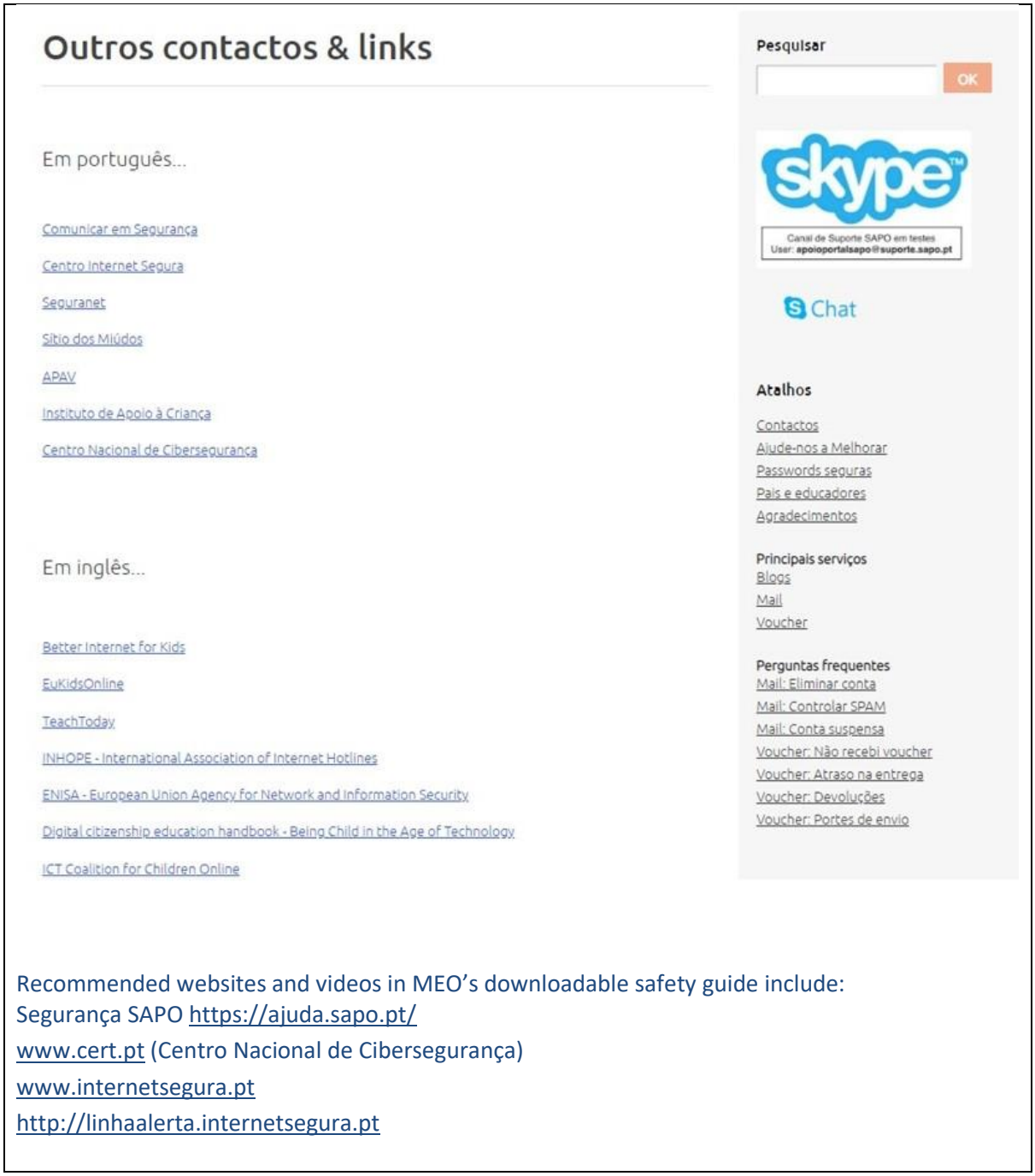
Formulário de suporte: https://www.meo.pt/formulario-de-contacto

Linhas de apoio: https://www.meo.pt/linhas-apoio

Facebook: http://www.facebook.com/meo

Twitter: http://twitter.com/meopt


Apoio a Clientes Portal SAPO
https://contacto.ajuda.sapo.pt
Formulário de contacto
Serviço:
Escolha um serviço
Escolha um serviço
Abuse
Anúncios
Auto
Biz
Blogs
Fotos / Vídeos
Homepage / Editorial
Mail
Voucher
Experience
Geral / Outros
SAPO Prime
SAPO Brasil



Recommended websites and videos in MEO's downloadable safety guide include:
Segurança SAPO https://ajuda.sapo.pt/
www.cert.pt (Centro Nacional de Cibersegurança)
www.internetsegura.pt
http://linhaalerta.internetsegura.pt

7. Recomendações MEO

Para saber mais sobre segurança na internet, consulte os sites ou veja os vídeos que lhe recomendamos.

Sites recomendados

- seguranca.sapo.pt
- www.cert.pt
- www.internetsegura.pt
- antivirus.sapo.pt
- linhaalerta.internetsegura.pt

Vídeos recomendados

Sobre segurança na internet

- Segurança na Internet
- PJ dá lição sobre cibercrime

Phishing

- Phishing
- Fraude bancária na Internet

Vírus

- Vírus informáticos
- Vírus Sobig à solta
- Vírus informático no Ministério da Justiça

Spam

- "Spam" faz 30 anos
- Falsa mensagem da PSP com convocatória judicial
- Saiba como os spammers ganham dinheiro

Controlo parental

- Sabe onde está o seu filho?
- Riscos para os mais novos
- Crianças chantageadas na internet
- Operação da PJ sobre pedofilia na Internet

Violação de direitos de autor

- Fechados sites de partilha de ficheiros

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.

Protect personal information and reasonably safeguard in an appropriate manner the sensitive data of all customers and users is one of the main goals of the company. In order to achieve this, Altice Portugal has the **ISO 27001 certification**, since 2013, and focuses on constant continuous improvement and has implemented controls throughout these years. **ISO 27001** is an international standard and reference for the management of Information Security, which recognizes the good practices of the Information Security Management System.

Altice Portugal's **Cybersecurity Direction** is committed to address all challenges to protect personal information and reasonably safeguard in a appropriated manner the sensitive data, by defining Information Security Policies, propose standards, best practices, addressing constant evolutions of technology, as needed. Included in this commitment the company has embraced the challenge to accomplish the specific needs required by the General Data Protection Regulation (GDPR).
The Direction has reviewed and published its Information Security Policy recently.

Altice Portugal has a Security Committee and a **Data Protection Officer** ("DPO"): DPOAlticePortugal@telecom.pt

Privacy Policy
Altice Portugal https://www.telecom.pt/pt-pt/Paginas/politica-privacidade.aspx
Fundação Altice https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2049
SAPO https://ajuda.sapo.pt/politica-de-privacidade-7675

Information on GDPR available on different Group websites:
SAPO https://ajuda.sapo.pt/rgpd-regulamento-geral-de-protecao-de-79278
MEO https://www.meo.pt/RGPD
PT Empresas https://www.ptempresas.pt/rgpd
PT ACS https://www.ptacs.pt/page/rgpd

Information Security Policy:
https://clubefornecedores.telecom.pt/GuiasPT/PoliticaSegurancaInformacaoAlticePortugal.pdf

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): Senior population

http://www.fundacao.telecom.pt/Home/Educação/FormaçãoaoSegmentoSénior.aspx

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) Includes also: cost control, e-shopping, e-commerce, fraud, e-banking, virus, passwords, phishing, spam, parental control, photos, apps, TV.

Please see for example Fundação Altice Portugal "Comunicar em Segurança" programme
- Programme website https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=1975
- SAPO Videos
http://videos.sapo.pt/comunicaremseguranc
- Digital resources
https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=1980
https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2047
MEO guide on safety:
https://conteudos.meo.pt/meo/Documentos/Configuracoes/proteger-computador-quando-navega-na-internet.pdf

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): .....

Altice Portugal actively promotes knowledge through its ongoing educational/ awareness rising initiatives, such as "Comunicar em Segurança" program, online educational materials and campaigns.

As we've seen along this report, online educational material is widely available in Altice Portugal's websites:
Corporate – here, here
Fundação Altice/ Comunicar em Segurança (including its Safety Guide for Parents and Carers)
Brands SAPO, MEO (and MEO's guide here)
Materials include tips and advice on safety, good practices, useful/ reporting contacts and external links.

Besides online material and resources, Altice Portugal has its own corporate volunteer program, the already mentioned **Comunicar em Segurança**, managed by Altice Foundation.
More information on this educational project is available in question number 7 of this section.

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

Links to relevant external organizations include:

Em português...

Comunicar em Segurança

Centro Internet Segura

Seguranet

Sítio dos Miúdos

APAV

Instituto de Apoio à Criança

Centro Nacional de Cibersegurança

Em inglês...

Better Internet for Kids

EuKidsOnline

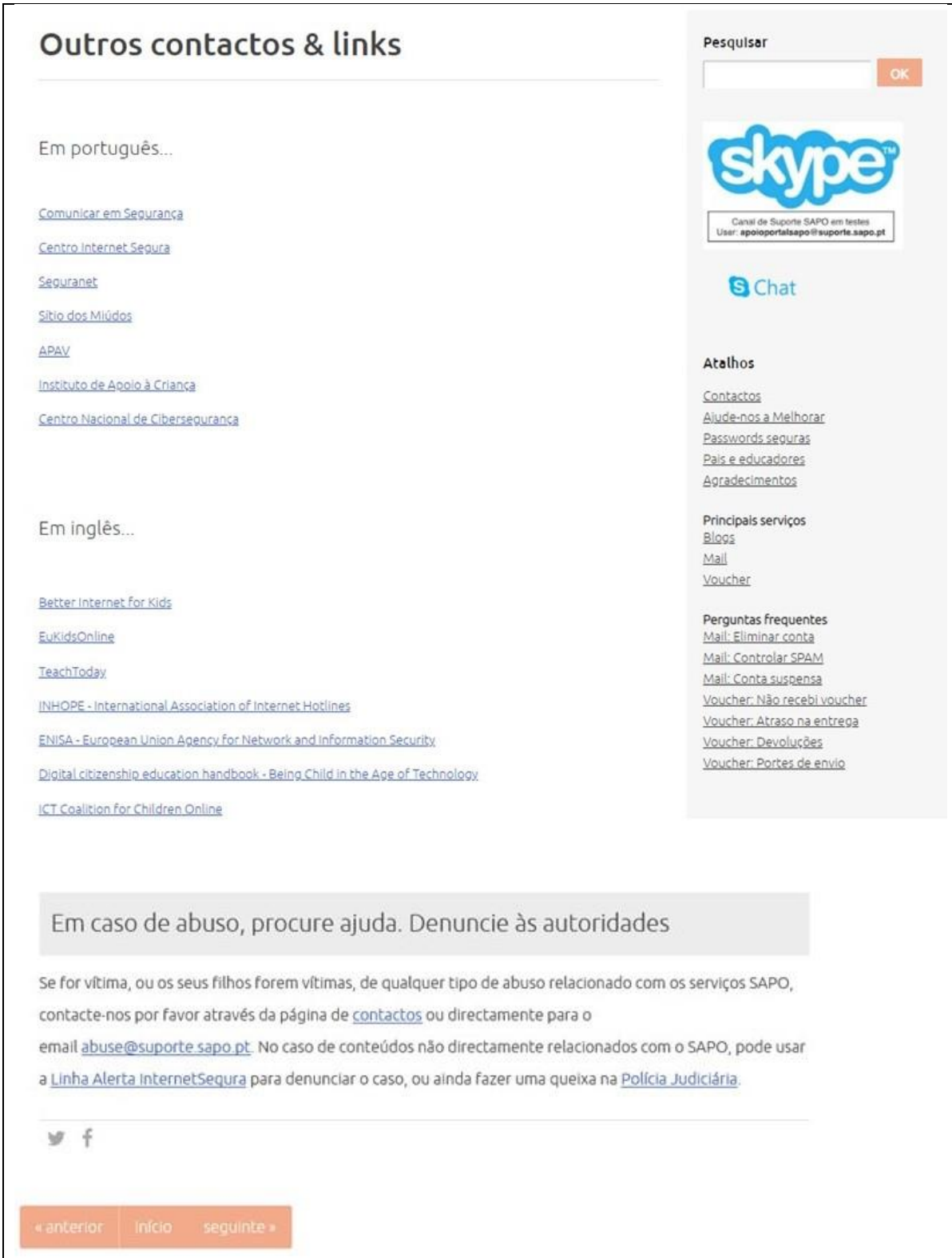
TeachToday

INHOPE - International Association of Internet Hotlines

ENISA - European Union Agency for Network and Information Security

Digital citizenship education handbook - Being Child in the Age of Technology

ICT Coalition for Children Online



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?

- Code of Good Practices in Commercial Communication to Minors
- ETNO Corporate Responsibility Charter. "ETNO represents Europe's telecommunications network operators and is the principal policy group for European e-communications network operators. ETNO's primary purpose is to promote a positive policy environment allowing the EU telecommunications sector to deliver best quality services to consumers and businesses".
- Altice Portugal is member and coordinator of the ETNO Online Child Protection Task Team, created in 2009 with the objectives: (i) to contribute in making ICT services and its usage safer for children (concerning content), (ii) to benchmark and promote the exchange of best practices on Child Protection initiatives and actions amongst ETNO members and (iii) to identify and monitor related external initiatives (International Organisations, other fora and stakeholders).
- Portuguese Mobile Operators Code of Conduct for activities involving the provision of content services developed in 2008 in the scope of the *European framework for the Safer use of Mobile Phones by Children*
- ICT Coalition for Children Online ICT Principles for the Safer use of Connected Devices and Online Services by Children and Young people in the E.U.
- Portuguese Safer Internet Center Consortium

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.

Partnerships: PSP (Police); Safer Internet PT Consortium, ANPRI (Nat. Assoc. of Computer Teachers), RBE (School Library Network), APAV/ ROAR Project

- **Partnership with PSP** (www.psp.pt) – Polícia de Segurança Pública in the scope of **Comunicar em Segurança** programme: Officers are trained and able to promote awareness sessions in schools.

- **Partnership with APAV** (Associação Portuguesa de Apoio à Vítima) and **IAC** (Instituto de Apoio à Criança), namely in the scope of the implementation of the **ICT Principles**. These two NGOs followed closely the developments of the ICT Coalition and are aware of Altice Portugal's efforts in Online Child Safety.
Altice Portugal participated as a speaker in the Seminar "Infovictims – The right of victims of crime to information" organized by APAV.

- **Altice Portugal is the industry partner in the ROAR European Project**. ROAR is an European project aiming to promote prevention and reporting of cybercrime and improve support to and protection of its victims. Coordinated by APAV, the Portuguese Victim Support Association, the partnership included the Portuguese Public Prosecutor Office (PGR), the National Republican Guard (GNR), Altice Portugal, Weisser Ring (Germany) and Equality and Human Rights Action Center (Romania). This project was financed by the Internal Security Fund - European Union Police. Altice Portugal contributed with its industry perspective and experience, specifically by ensuring, through its Foundation, awareness sessions in the school community. Excellent feedback was received from schools.

More info: https://apav.pt/publiproj/index.php/96-projeto-roar

- **Altice Foundation (former "PT Foundation") joined the Portuguese Safe Internet Consortium in 2016**, following the invitation received in the framework of the "Comunicar em Segurança" program, Altice Foundation national initiative based on awareness sessions aiming to provide students and teachers of primary and secondary schools, as well as parents and guardians, with the ICT knowledge needed for a responsible and safe use of the internet and mobile phones.

The Safe Internet Consortium in Portugal is coordinated by Fundação de Ciência e Tecnologia (FCT) and composed by Direção Geral de Educação (DGE), by Instituto Português da Juventude e do Desporto (IPDJ), by Microsoft and, as of 2016, by PT Foundation. Its objectives are the promotion of a safe use of the Internet, combating illegal content, minimizing negative impacts on people and raising awareness of the society to the risks associated with the incorrect use of the Internet. Over the years, the Consortium has coordinated the development and joint efforts regarding activities in the areas of awareness, combating illegal content, content filtering and labeling; it has involved civil society in the Child Safety topic and created a solid database of information related to the use of new technologies by young people.

The integration of Altice Foundation in this Consortium strengthens its own positioning in the field of online child safety and improves the support provided by the Consortium to the community, including by making Portuguese Hotlines ("Help" and "Alert" lines) free for the users, by sharing its own experience and educational resources and, in general, by extending the scope of its actions.

Comunicar em Segurança Program:
Comunicar em Segurança (telecom.pt)

Portuguese Safe Internet: http://www.internetsegura.pt

First Digital Security Forum: Inform, Prevent and Protect, October 2017, Ribeira Grande, Azores
The Ribeira Grande Secondary School hosted the "First Digital Security Forum: Inform, Prevent and Protect", which counted with the participation of **Altice Foundation**, **Altice Portugal**, Safer Internet Center and the Portuguese Institute of Youth and Sports.
The Forum organized by Ribeira Secondary School in collaboration with the Ribeira Grande PSP Squad promoted the discussion of various topics related to education and digital citizenship, such

as Password Security, Internet of Things, Fake News, Hate Speech, and the New General Data Protection Regulation.

Safer Internet Day 2018, Braga
PT Safer Internet Center (SIC) consortium organized its main event (a SID seminar) in Braga. This event was delivered over two half-day sessions, targeting project stakeholders and young people separately.
Morning seminar, targeting project stakeholders and the generic public

- *Mobile apps: from gaming to dating*
- *Where is my data?*
  (Speaker from **Altice Foundation** in the panel)

Safer Internet Day 2019: Madeira
The Consortium of the Portuguese Safer Internet Centre (PT SIC) organised a Safer Internet Day Seminar on 5 February 2019 in the Autonomous Region of Madeira.
Themes: Human Rights Online and the challenges of creating web content. It was also an opportunity to announce and hand out the prizes for the "e-safety label", "SeguraNet challenges" and for the winners of the competition, organised especially for young people from Madeira.

During February 2019, **Altice Foundation**, through its voluntary scheme, developed awareness sessions in schools (confirmed 172 sessions in 30 schools, covering 5,100 students) and conducted 8 theatre play sessions - ID a Tua Marca na Net, targeting at least 1,800 students.

As a result of the pandemic, we adapted our Comunicar em Segurança program to the online context and all the awareness sessions which were normally given in schools are now online. The theater play “ID a tua marca na NET” has also an online version, and the resources we are developing - Digital brochures, animations and videos are all available online.

- Digital brochures for parents and teachers
  https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2277

- Digital animations for parents and teachers https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2279
- Theater Play "ID a tua marca na NET" videos https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2278

In the context of the Safety Internet Month, Altice Portugal promoted **internal awareness sessions** for colleagues and their children on "how to minimize risks online". This initiative was very timely and very well attended also due to the present situation in which teleworking and online classes are becoming more and more common.

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.

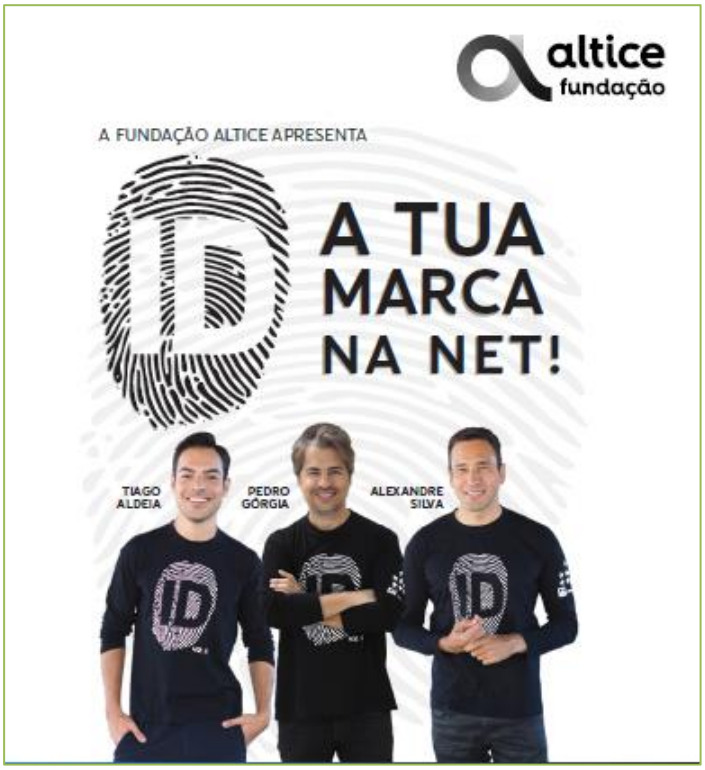
Comunicar em Segurança "Communicating Safely" ("CS") is an Altice Foundation program aiming at contributing to a digital education and to a conscious, safe and responsible digital citizenship among the younger, parents and carers - and also extended the senior population -, through its awareness sessions, a theatre play and the promotion of relevant contents and resources in different *media*.
This program was created in 2009, following the company's social responsibility policy, as a business volunteer initiative with the aim of raising awareness and combating illiteracy in the use of information technologies, especially among the younger.
As already referred, as of 2016, the program is part of the Portuguese Safer Internet Center Consortium.

Main program areas:

1. Awareness Sessions in class - Short-term actions promoted by volunteer employees. The contents are reviewed annually and adapted to the targeted audience. The sessions reflect various subjects (safety tips, privacy, parental control, passwords, cyber bullying, connected toys, social networks, fake news, sexting, online addiction…), and are structured by school years, covering all education cycles, as well as parents and carers - and senior citizens. The goal is to promote digital education and a more informed and responsible digital citizenship.
Altice Portugal has a partnership with Polícia de Segurança Pública ("PSP"), which ensures a vast territorial coverage. Police officers well trained by Altice Portugal in ICT opportunities and risks, give lectures in some schools associated as part of the *Comunicar em Segurança* program.

2. Theatre play –This new play is also performed by (the same) 3 well known Portuguese actors. It is called **"ID, A tua marca na Internet"** ("ID, Your presence in the internet) and focuses online safety, virtual behaviors and their consequences. The play is aimed at the school community as well as adults. In 2019/2020 school year, there were 40 theatre sessions reaching 7.680 students. The action has also a social dimension, since the value of symbolic price paid per person (1 Euro) reverts to a social cause.

The Theatre play was also adapted to the pandemic context: 25 live streaming and the publication of a video on the SID (with 5k views).



3. Digital resources (new topics)

- **Videos and Tutorials for Children, Youth, Parents and Seniors**
- **Digital games**

Cenas da NET

- **Digital Toys**
- **Fake news**
- **Online addiction**
- **Sexting**
- **Password**
- **Online shopping**
- **Fraud**

- **Social networks**

Videos for Children & Youth

- **Using Internet for learning**
- **Physical health**
- **Sharing personal data**
- **Installing Apps**
- **Fraud, Virus**
- **Digital ID**

Tutorials

- **Malware**
- **Ransomware**
- **Online shopping**
- **Passwords**
- **PC security**
- **Public WiFi**

ID a tua marca na net vídeos *2021!*

- **Online friendship**
- **Info exclusion**
- **Online addiction**
- **False profiles**
- **Stalking**
- **Teleworking**

- Minuto Seguro ("Safe Minute") – a set of around 50 episodes with 1 minute each with "tips" on security for educators and youngsters. Available on *Comunicar em Segurança* website and on SAPO Videos channel;

Additional information:

Safe and Alert Internet Lines (Hotlines) – As of October 2016, the national help and reporting lines became free (as a direct result from Altice Foundation's joining the Safer Internet Center Portugal Consortium).

Website – Comunicar em Segurança website works as the contact point for schools to enroll and also as a useful "hub" for information and tips on online safety, including its Safety Guide for parents and Carers.

The website integrates many resources (guide with advice and tips, awareness sessions' plans, videos and animations).

Online tips and advice on safety (Internet, Mobile Phones and TV) + guide to parents and carers + "agreement" parents-kids: https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=1980

FUNDAÇÃO | TECNOLOGIAS E CONHECIMENTO | ACESSIBILIDADE E BEM ESTAR | CULTURA | PROGRAMA INCLUI

Pais e Educadores

A segurança online de menores é um tema cada vez mais pertinente e no qual todos devem participar no sentido de garantir experiências positivas e uma melhor cidadania digital.

As redes sociais tornaram-se muito populares. Os jovens tornaram-se sofisticados na forma como usam as apps, redes sociais, sites e jogos, e nos diversos dispositivos que utilizam como sejam os smartphones, tablets ou consolas de jogos.

Contudo, estas novas formas de comunicação pública revestem-se de muitas vantagens mas também de alguns riscos. Nem todos os riscos se transformam em problemas reais, embora seja aconselhável que as crianças conheçam os riscos, para que possam precaver situações negativas.

É fundamental dotar os pais e educadores de conhecimentos sobre segurança nos meios digitais, de forma a que possam acompanhar melhor os comportamentos online dos menores. Por isso, criamos um guião de boas práticas para que os pais e educadores possam acompanhar as crianças e jovens na utlização das Novas Tecnologias. E, para facilitar a tarefa aos pais e educadores e também às crianças e aos jovens, o Comunicar em Segurança disponibiliza um contrato, que deve ser assinado pelo educador e pelo jovem, que estabelece as regras que cada um deve seguir na utilização dos meios online.

Guião de boas práticas online para pais e educadores	SAIBA MAIS
Contrato para crianças até 10 anos de idade	SAIBA MAIS
Contrato para crianças com mais de 10 anos de idade	SAIBA MAIS

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2. Se alguma coisa me incomodar na Internet, vou contar aos meus pais ou a algum adulto.
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6. Antes de fazer alguma coisa mal na Internet a alguma pessoa, tenho de perguntar: Eu gostava que me fizessem isto?
7. A minha *password* é como um código secreto – não posso partilhar com ninguém, excepto com os meus pais.
8. Tenho de ter *passwords* fáceis para mim, mas difíceis dos outros descobrirem!
9. Tenho de cumprir as regras que os meus pais definem para utilizar a Internet – por exemplo utilizara internet 1 hora por dia, jogar 30 minutos, ter o computador na sala, etc.
10. Tenho de estar atento a *emails* estrangeiros; *emails* que peçam os meus dados pessoais ou que me ofereçam alguma coisa. Tenho de me lembrar que ninguém dá nada a ninguém, e que estes *emails* podem ser falsos.
11. Não posso fazer o *download* de programas livres da Internet. Tenho sempre de pedir ajuda aos pais.
12. Na Internet, devo tratar os outros como gostava de ser tratado. A Internet é igual ao mundo real.
13. Prometo ajudar os meus pais a compreender e a divertirem-se com as Novas Tecnologias!

Eu concordo com todos os pontos

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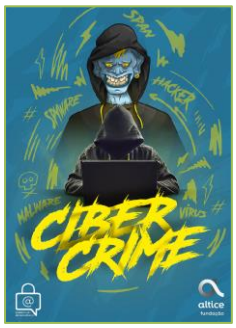
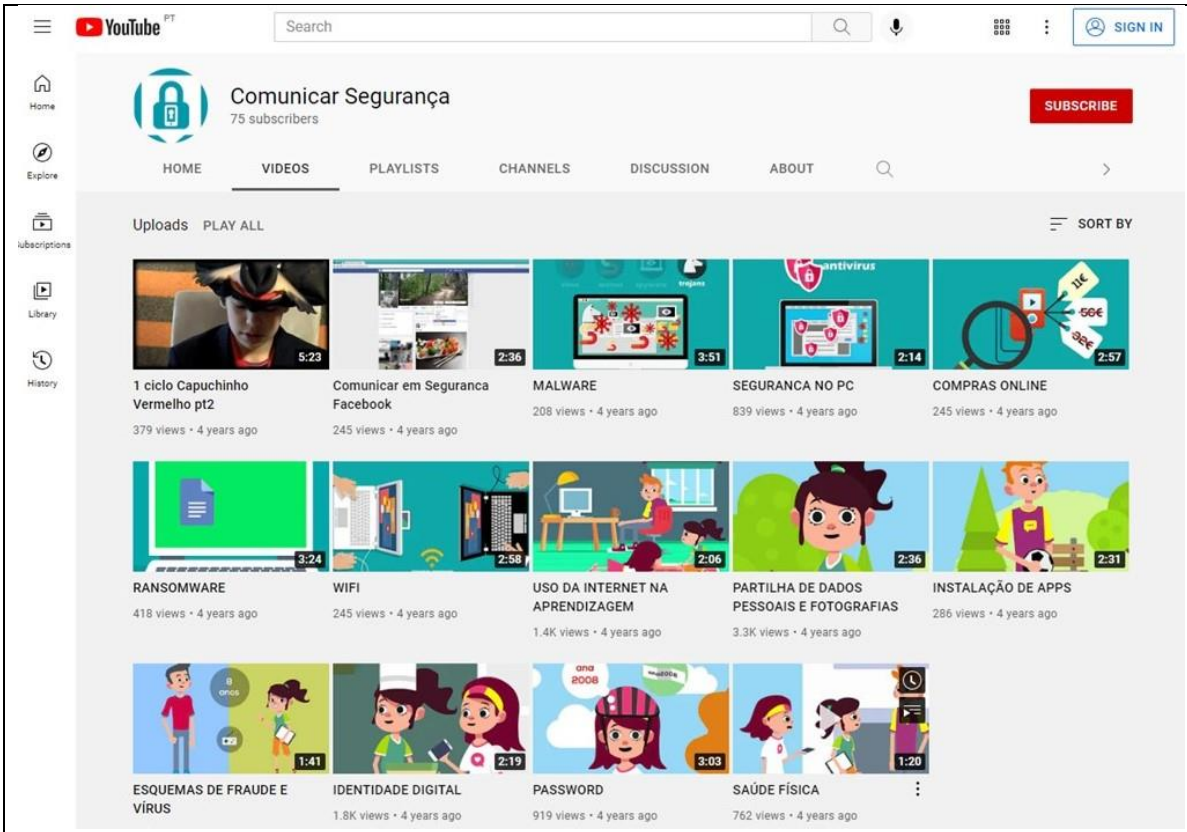
Monthly Digital Brochures (10)

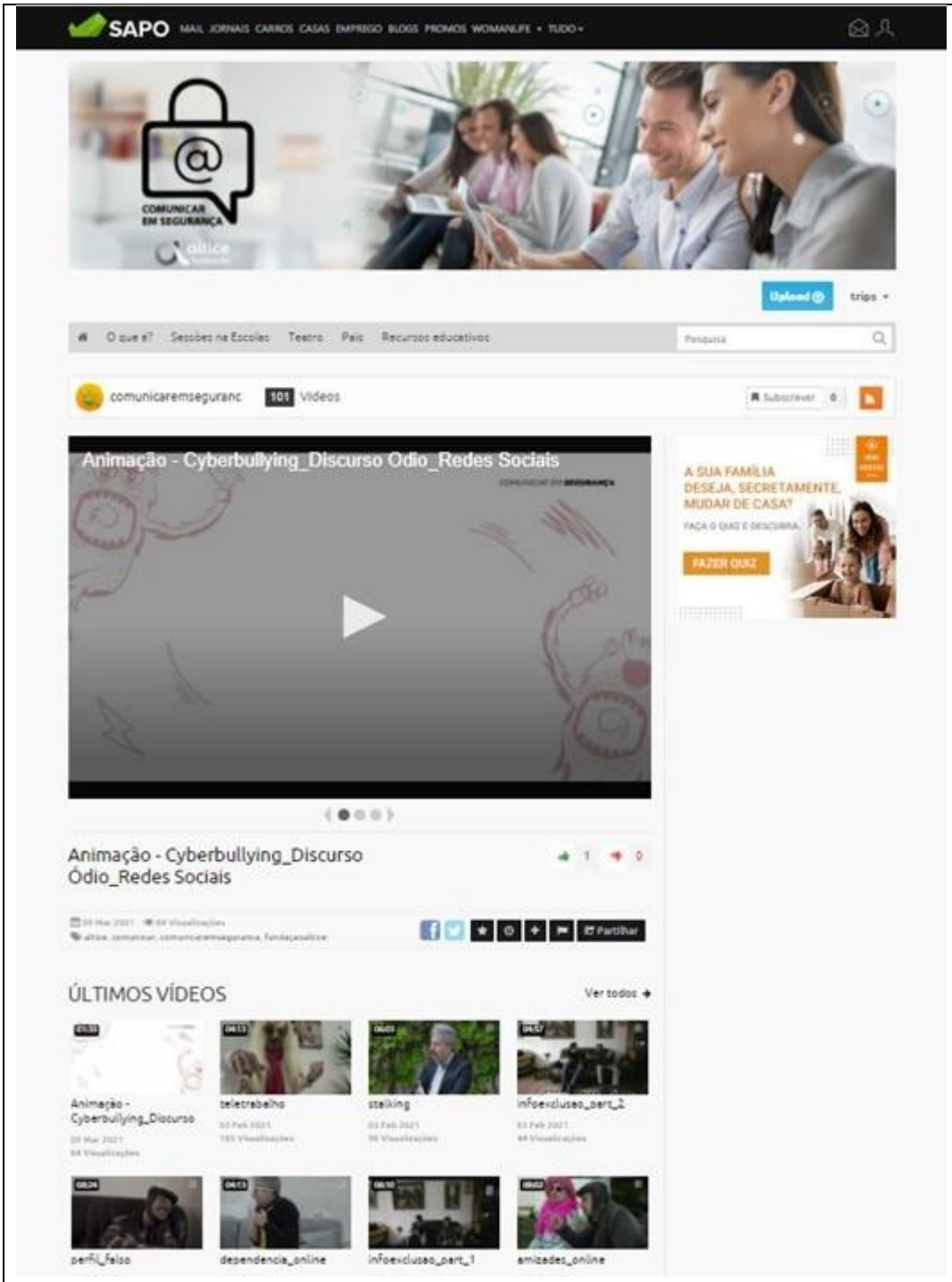


Digital animations (4)

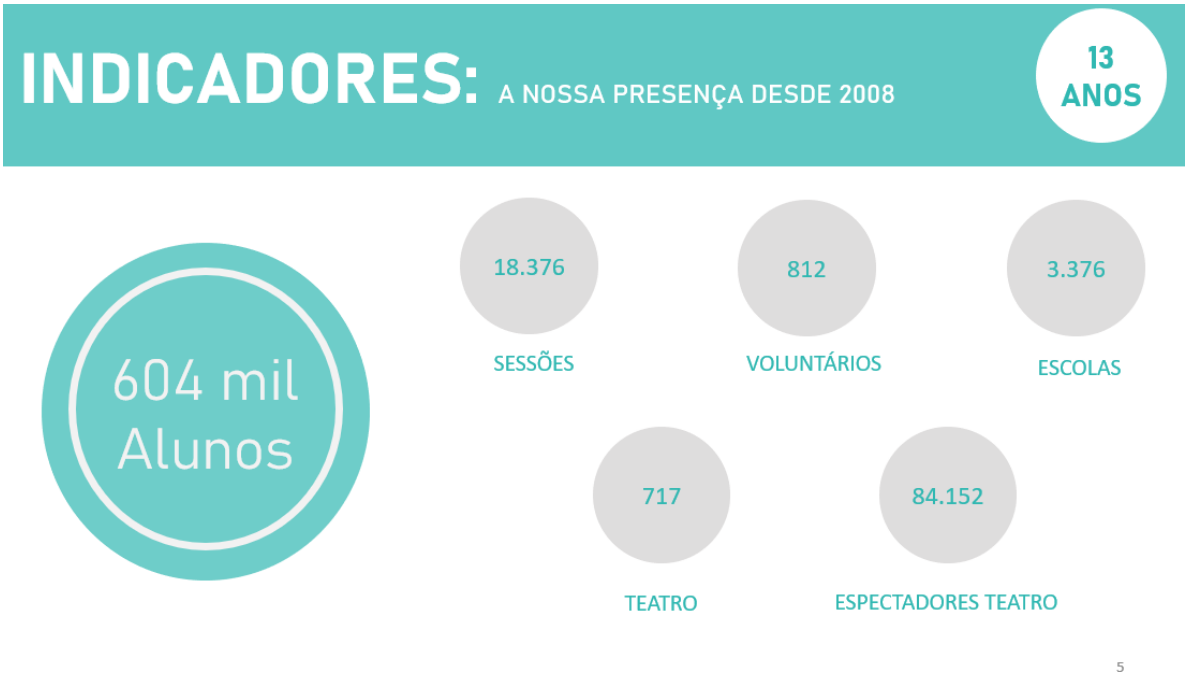
Safety videos available also on Youtube: https://www.youtube.com/channel/UC-zDTJVhCB93STXOr0DMH8A/videos



Videos "Minuto Seguro", available in SAPO videoshttp://videos.sapo.pt/comunicaremseguranc


SAPO
COMUNICAR EM SEGURANÇA
Animação - Cyberbullying_Discurso Odio_Redes Sociais
A SUA FAMÍLIA DESEJA, SECRETAMENTE, MUDAR DE CASA?
FAZER QUIZ
Animação - Cyberbullying_Discurso Ódio_Redes Sociais
ÚLTIMOS VÍDEOS
Ver todos
Animação - Cyberbullying_Discurso
teletrabalho
stalking
infoexcluseo_part_2
perfil_falso
dependencia_online
infoexcluseo_part_1
amizades_online

Main indicators (aggregate 2008-2021):



604.000 students
18.376 classroom sessions
3.376 schools
812 Altice volunteers
717 theatre sessions, 84.152 viewers
Solidarity campaign (1€ per person/ theatre session in Municipal Theatres reverting to social causes): 32.514€

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.

Altice Portugal believes parental/ teacher guiding is crucial for minimizing online risks and misbehavior and therefore we strongly advise parents and teachers to talk to their children/ pupils about those risks and how to behave safely (using internet and mobile phones). These messages, including concrete tips on the risks and on "what to tell them" are widely available in our educational material and educational and awareness initiatives, such as *Comunicar em Segurança*.

Tips and advice on the safer use of internet include:

- Keep track of child's activities on the Internet
- Limit computer use to an accessible area
- Establish clear, but realistic boundaries for the use of internet
- Alert to the dangers of talking to strangers
- Teach children to protect their image
- Opt for dialogue. Positively influence the choices of the child
- Install parental control, filters and monitoring software on the PC

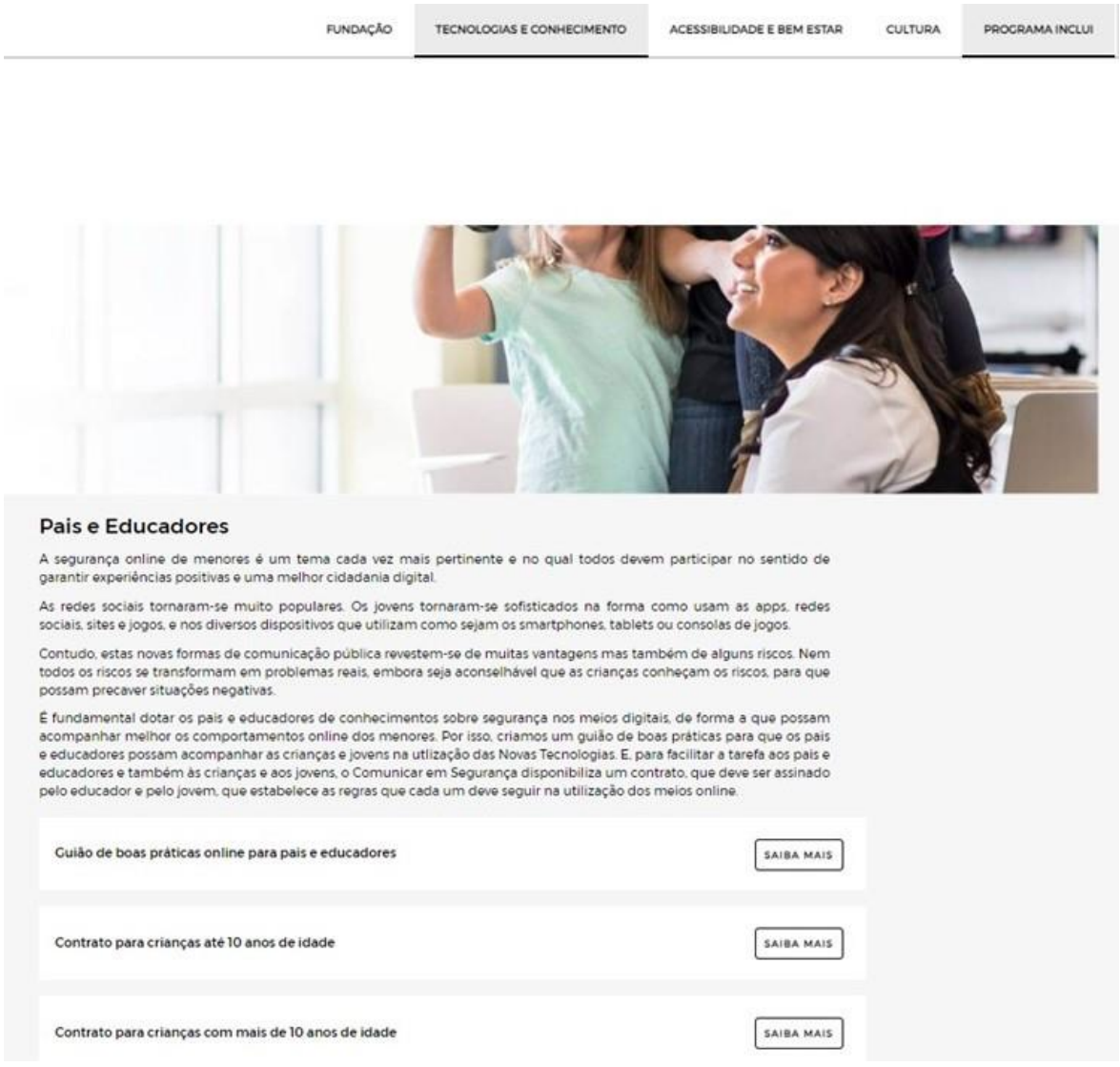
- Check if child's school network has parental control, filtering and monitoring software
- In case of abuse, seek help. Report to authorities

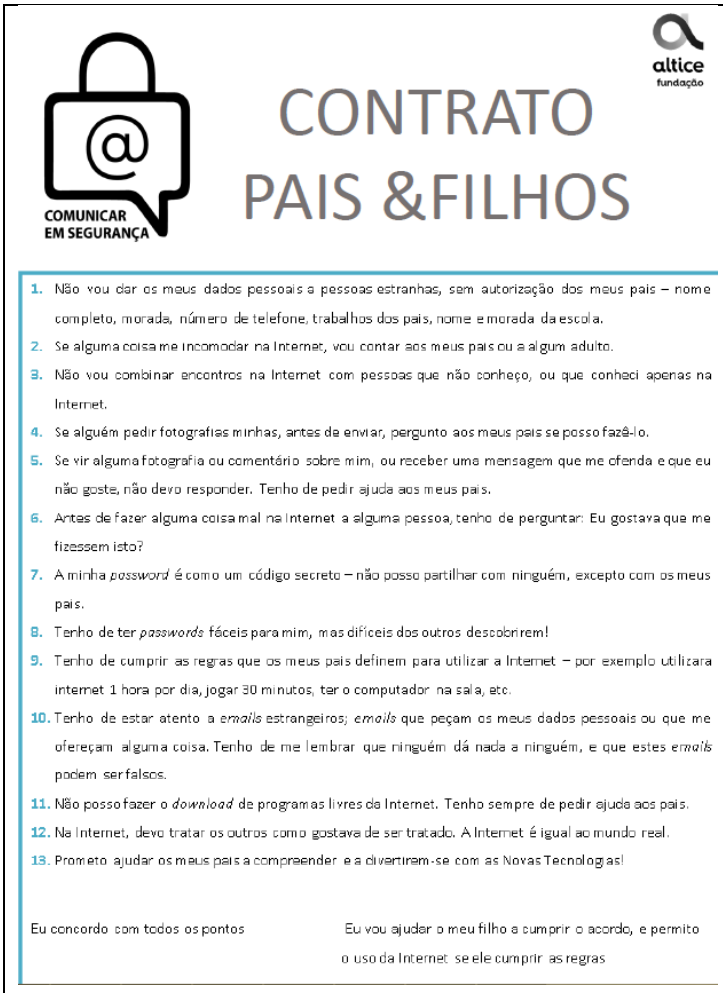
Examples of ways to promote dialogue and guidance:

- Extension of *Comunicar em Segurança* program to **parents**: in school year 2013-14 we started educational sessions to parents and more than 1.000 parents participated already (figure excludes sessions promoted by PSP).

- Guides for parents, teachers and carers
https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=2047
https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=1980

- Agreement to be signed by parents and children regarding a responsible use of internet:
Below 10 y.o.: https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=1980





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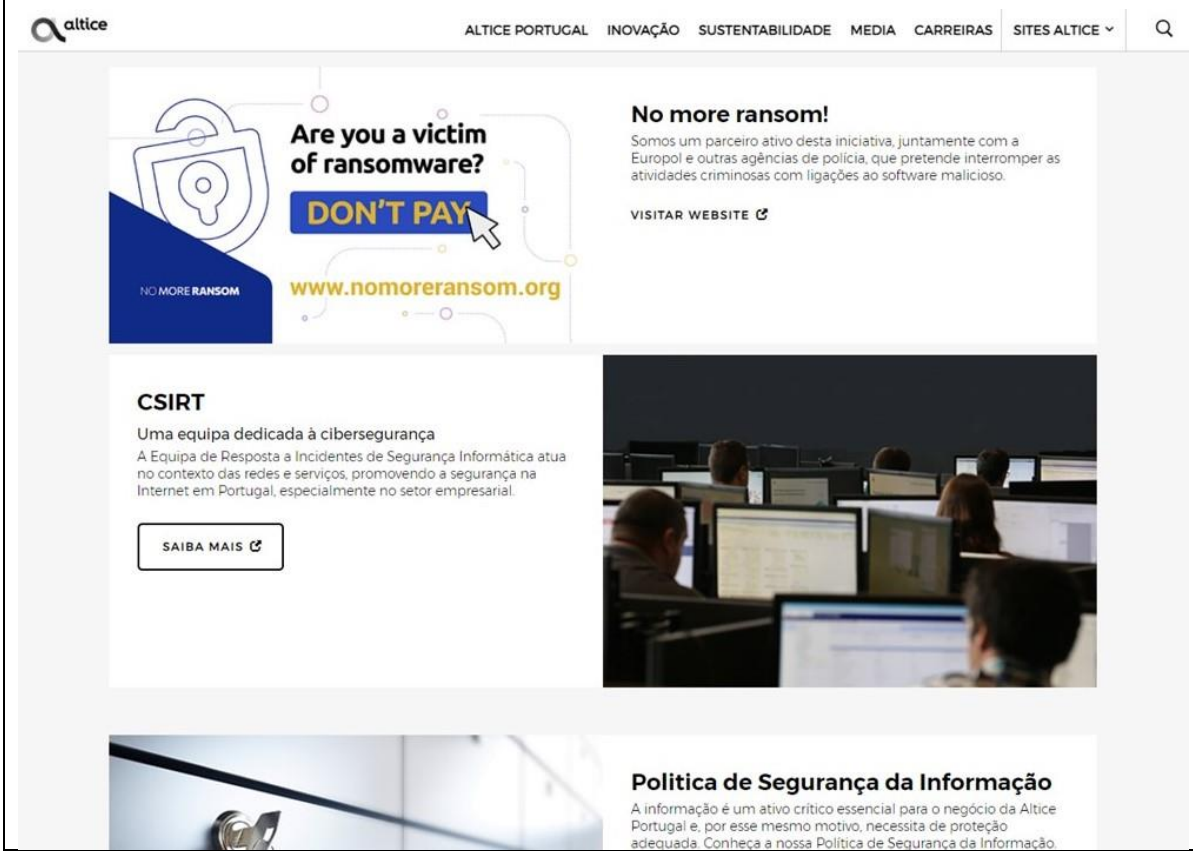
Tips and advice regarding mobile phones address:
Apps, Bluetooth, value –added calls (costs), photos/ camera, unknown numbers and calls, access and blocking PIN, protection of devices against theft.

For more detail, please see
Tips available on Fundação Altice website/ Comunicar em Segurança (Safety Guide for Parents and Carers) [direct https://fundacao.telecom.pt/Site/Pagina.aspx?PageId=1980]
Tips available on the Comunciar em Segurança website
Tips available on SAPO website: "General tips" https://ajuda.sapo.pt/dicas-gerais-8201
"Parents and educators" https://ajuda.sapo.pt/pais-e-educadores-9031
Tips available in MEO webpage
Tips are also available in video format (CS website here, in SAPO Videos here).

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

No More Ransom! – Altice Portugal is one of the partners of this project to combat cybercrime. Launched in July 2016 by the European Cybercrime Center (EC3) of Europol, the Dutch National Police, Kaspersky Lab and Intel Security, *No More Ransom!* project aims to improve the level of

cooperation between the police and the private sector in the fight against ransomware, a malware that blocks computers and mobile devices by encrypting users' files and data.
Since its launch nine months ago, more and more law enforcement agencies and public and private partners around the world are joining the initiative, allowing more victims of ransomware to recover their files without having to pay cybercriminals.

No More Ransom! ensures a useful resource of information and decryption tools for victims of ransomware through the portal https://www.nomoreransom.org where they can learn about what it is, how it works and how they can protect themselves from this type of malware.

Altice Portugal's safety webpage has a link to the project (https://www.telecom.pt/pt-pt/a-pt/seguranca/Paginas/seguranca.aspx):