European Crime Prevention Award (ECPA)

Annex I

Approved by the EUCPN Management Board in 2017

Please complete the template in English in compliance with the ECPA criteria contained in the Rules and procedures for awarding and presenting the European Crime Prevention Award (Par.2 §3).

General information

1. Please specify your country.

Greece

2. Is this your country's ECPA entry or an additional project?

ECPA entry

3. What is the title of the project?

Raise Awareness for Cyber Crime through Innovative Processes and Applications

4. Who is responsible for the project? Contact details.

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5. Start date of the project (dd/mm/yyyy)? Is the project still running (Yes/No)? If not, please provide the end date of the project.

The project started in 2011 and it is still running.

6. Where can we find more information about the project? Please provide links to the project's website or online reports or publications (preferably in English).

CYBERKID: www.cyberkid.gov.gr, www.facebook.com/cyberkid.gov.gr

7. Please give a **one page** description of the project (**Max. 600 words)**

Despite the Internet's many benefits and the helpful information it provides, there are always dangers overlooking. In this context, the Hellenic Cyber Crime Division has undertaken the following concrete actions in order to raise awareness for different types of cyber crime, dangers and internet safety among citizens, businesses, public sector institutions and Academia:

- Informative lectures and workshops are delivered to citizens, businesses, public sector and academic institutions

- Teleconferences are handled in order to inform pupils (6-17 years old) about internet safety, possible dangers and several types of internet crimes. The content of the teleconference is based on the age of the attendees.

- Study visits at the Cyber Crime Division Headquarters are held for pupils and students in order to inform them about the structure and function of the Division.

- 5 international conferences on Internet Safety were organized in order to celebrate the Safer Internet Day. During the conferences presentations by distinguished experts and scientists were handled on issues related to the future development of Internet issues, the legislation applicable in the field of cybercrime, possible threats and dangers. The minutes of the five conferences were published in printed and electronic form, in order to enable all citizens to be aware about their outcomes. Additionally, two conferences for people with special needs and their inclusion in the digital environment was organized. All the conferences were transmitted over the Internet, through live-streaming, from the website of the Hellenic Police.

- Informative leaflets are published for different types of cyber crimes and dangers: Cyberbullying, Social media, Child Sexual Exploitation, Internet frauds, Security of information and espionage, Legal Framework, The future of the Internet, Statistics, Internet safety etc

- 3 TV and 3 radio spots were produced about children's safety on the web, cyber-bullying and children seduction through chat rooms and types of Internet crimes. The spots were broadcasted through national channels and the Internet as social messages without charge.

- An informative website www.cyberkid.gr was created in order to inform parents and children about the internet safety. Except this, children can find many educative games and play online in a secure environment. Additionally, a **Facebook page named "Cyberkid"** is used in order to inform citizens on daily basis about new threats and developments. Furthermore, an innovative application for smartphones and tablets "CYBERKID" was created in order to inform citizens on daily basis about new threats and measures of protection.

- A Memorandum of Cooperation was signed with the National Confederation of Hellenic Commerce signed in order to promote and coordinate actions in favor of fair organized trade and consumers. In this scope, the website cyberalert.gr, the **Facebook page CYBER ALERT**, a **Twitter account named "@CyberAlertGR"** and the application Feelsafe were created.

Both the applications allow citizens to directly contact the Hellenic Cyber Crime Division, in case of emergency by using only one "red" button. After that a concrete process named "Cyberalert saves lives" is followed in order to provide help to the person in danger. The applications are available without charge on Android Market, App Store and Windows Store.

I. The project shall focus on prevention and/or reduction of everyday crime and fear of crime within the theme.

8. How does the project contribute to crime prevention and/or to the reduction of crime or the fear of crime? (**Max. 150 words**)

As the number of internet users grows continuously worldwide, Internet safety and awareness about threats and dangers is a growing concern for both children and adults. Almost all traditional crimes can be committed on the Internet and in most cases victims are victimized due to the lack of information.

Based on previous developments and trends, in the future we expect that the Internet will present new innovative solutions and services. In this context, the Hellenic Cyber Crime Division has developed several innovative actions, aiming to inform citizens, businesses, public organizations and Academia, about the dangers when using the internet and how these risks can be avoided.

9. How is the project contributing to raising citizens' awareness of crime prevention? (**Max. 150 words**)

The project aims at raising awareness and informing citizens about the dangers of the Internet in order to reduce the number of victims of cybercrime. Cybercrime is constantly evolving and almost every day new types of threats and dangers are showing up. In this scope the Division, except traditional ways (workshops, leaflets, websites etc), uses social media (Facebook and Twitter) and applications for mobile devices in order to inform citizens on a 24/7 basis.

II. The project shall have been evaluated and have achieved most or all of its objectives.[1]

10. What was the reason for setting up the project? What problem(s) did it aim to tackle?

The Internet has been described as the greatest invention of all time since the printing press, winning the whole world in just a few decades of life is the greatest invention. Nothing else has so radically shaped culture, media, commerce, entertainment, and communication. However, despite the Internet's many benefits and the helpful information it provides, there are always dangers overlooking that one needs to be very careful when dealing with it. Like with every aspect of new technology, the internet comes out with potential hazards if careful use is not maintained. In this context, the Hellenic Cyber Crime Division has undertaken concrete actions in order to raise awareness for different types of internet crime, dangers and internet safety among citizens, businesses, public sector institutions and Academia.

11. Was the context analysed **before** the project was initiated? How, and by whom? Which data were used? (**Max. 150 words**)

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[1] For more information on evaluation, see Guidelines on the evaluation of crime prevention initiatives (EUCPN Toolbox No.3): http://www.eucpn.org/library/results.asp?category=32&pubdate

Cyber Crime Division of Hellenic Police except from combating and prosecuting Cyber Crime pays particular attention to prevention and raise awareness.

In this scope a unique department named "Innovative Actions and Strategy Department" was developed, which is responsible for planning and implementation of awareness activities and communication with public and private sector. The department collects data about new threats and trends from the operational departments of the Division and designs concrete raise awareness actions in order to efficiently and effectively inform citizens.

12. What were the objective(s) of the project? Please, if applicable, distinguish between main and secondary objectives. (**Max. 150 words**)

The overall objective of the project is to raise awareness and inform citizens about the dangers of the Internet and reduce the number of victims of cybercrime. The application "Cyberkid" informs its users on daily basis about new threats and possible measures of protection against them. Additionally, through the website, parents are advised about how to explain to younger users how to avoid pitfalls, such as digital bullying, the unauthorized disclosure of personal data and addiction to social media and online games. Alongside, the children can obtain useful tips for safety surfing on Internet and protect themselves against possible risks.

Workshops throughout the Greek Territory aim to inform citizens about online violence, the dangers of using social networking sites and prevention and management of risks associated with new technologies in general.

Additionally, the "Cyberalert" process initiated by using the "Cyberkid" and "Feelsafe" application aims at quickly responding to emergency cases.

13. Did you build in internal goals to measure the performance of the project? If so, please describe at what stage of the project and how you measured whether the project was moving in the planned direction. (**Max. 150 words**)

The goal of the raise awareness campaign is to constantly maximize the number of the citizens informed. In this scope, we are trying to increase the number of the workshops and teleconferences organized, the number of users visiting the websites and the social media networks and downloading the applications. It is worth mentioning that during the school year 2016-2017 (September 2016 until June 2017) educative workshops in 188 schools in the Hellenic territory were organized and 30.000 pupils were informed about Internet Safety.

14. Has there been a process evaluation? Who conducted the evaluation (internally or externally?) and what where the main results? (**max. 300 words**) - *for more information on process evaluation, see EUCPN Toolbox No.3, p.9-10 & part 2 - section 2A*

There has not been a process evaluation so far.

15. Has there been an <u>outcome or impact evaluation</u>? Who conducted the evaluation (internally or externally?), which data and evaluation method where used and what were the main results? (**Max. 300 words**) - *for more information on outcome or impact evaluation, see EUCPN Toolbox No.3, p.7-9 & part 2 - section 2A*

> There has not been an outcome or impact evaluation so far.

III. <u>**The project shall, as far as possible, be innovative, involving new methods or new approaches.**</u>

16. How is the project innovative in its methods and/or approaches? (**Max. 150 words**)

> For the direct contact between citizens with the Division, the application "Cyberkid" was created, while the "Feelsafe" application aims at informing professional about safe electronic transactions. The applications are available for free for mobile phones and tablets and contain tips for safer surfing the web and newsletters on the Cyber Crime Division activities. The application "Cyberkid" also includes games for children and has earned 4 awards so far.
>
> The Hellenic Cyber Crime Division created at 2015 unique department named "Innovative Actions and Strategy Department" which is focused on the innovative actions which consists of four Special Duty Officers. The staff of the department works six days a week and seven hours a day on the described actions. Additionally, a specialized laboratory consisting of five Special Duty Officers is working on the development of innovative applications.

IV. <u>**The project shall be based on cooperation between partners, where possible.**</u>

18. Which partners or stakeholders were involved in the project and what was their involvement? (**Max. 200 words**)

> In order to effectively implement the project various organizations and companies were involved. The Hellenic Ministry of Culture, Education and Religious Affairs and the Hellenic School Network cooperated with our Division in order to conduct teleconferences with all schools in the Hellenic territory. Additionally, local authorities help to achieve participation of citizens to all informative workshops held in various cities. Moreover, ICT sector companies which are concerned about Internet security issues and safe Internet usage support the implementation of the project through donations, while a Memorandum of Cooperation was signed with the National Confederation of Hellenic Commerce signed in order to promote and coordinate actions in favor of fair organized trade and consumers. Our Division has also established stable cooperation with Academic Institutions. Furthermore, other Legal Enforcement Agencies and other Public Institutions in order to quickly respond to urgent Cyber Crime incidents through the "Cyberalert" process.

V. <u>**The project shall be capable of replication in other Member States.**</u>

19. How and by whom is the project funded? (**Max. 150 words**)

> All costs for the implementation of the project are covered by donations without burdening the budget of the Public Sector. In order to accept donations a concrete process is followed

according to the Greek legislation, while cost payments are made based on public procurement processes. Sponsors of the actions are mainly companies of the ICT sector which are concerned about Internet security issues and safe Internet usage.

20. What were the costs of the project in terms of finances, material and human resources? (**Max. 150 words**)

All costs for the implementation of the project are covered by donations without burdening the budget of the Public Sector. In order to accept donations a concrete process is followed according to the Greek legislation, while cost payments are made based on public procurement processes. Sponsors of the actions are mainly companies of the ICT sector which are concerned about Internet security issues and safe Internet usage.

The Hellenic Cyber Crime Division has a unique department named "Innovative Actions and Strategy Department" which is focused on the innovative actions which consists of four Special Duty Officers, who hold BsC and MsC relevant with Computer Science. The staff of the department works six days a week and seven hours a day on the described actions. Additionally, a specialized laboratory consisting of five Special Duty Officers is working on the development of innovative applications.

21. Has a cost-benefit analysis been carried out? If so, describe the analysis, including how and by whom it was carried out and list the main findings of the analysis. (**Max. 150 words**)

No, a cost-benefit analysis has not been carried out. However, our Division tries to limit all the costs and resources. All costs for the implementation of the project are covered by donations without burdening the budget of the Public Sector. In order to accept donations a concrete process is followed according to the Greek legislation, while cost payments are made based on public procurement processes. Sponsors of the actions are mainly companies of the ICT sector which are concerned about Internet security issues and safe Internet usage.

22. Are there adjustments to be made to the project to ensure a successful replication in another Member State?

The raise awareness campaign has been presented during meetings and conferences to other countries' Law Enforcement Agencies and a lot of them have expressed their interest to adopt similar actions. In this context both the websites cyberalert.gr and www.cyberkid.gov.gr have been translated into English, as well as the informative leaflets. All the material used can be translated to Member States' language and distributed to their citizens. Minor adjustments should be made according to the national legislation of each Member State.

23. How is the project relevant for other Member States? Please explain the European dimension of your project.

The Internet is the largest computer network in the world, which allows communication and exchange of information between any points on the planet. It has been described as the

greatest invention of all time, around the world in just a few decades of life, being now the largest society worldwide. It is a parallel "virtual" social community, which catalyses all social and cultural borders that exist in the real world and that traditional media cannot overcome. Unlike traditional media and communication, the Internet makes possible the two-way communication and enables direct participation of all users to free download, provision and dissemination of information.

As the number of internet users grows continuously worldwide, Internet safety and awareness about threats and dangers is a growing concern for both children and adults. Almost all traditional crimes can be committed on the Internet and in most cases victims are victimized due to the lack of information.

Based on previous developments and trends, in the future we expect that the Internet will present new innovative solutions and services. In this context, it is important for all Member States to focus on preventing cybercrime, except from combating it.

Please provide a short general description of the project (abstract for inclusion in the conference booklet – max. 150 words).

The Cyber Crime Division of the Hellenic Police, in order to efficiently and effectively raise awareness about Internet safety, established in 2015 a specialized department named "Innovative Actions and Strategy Department". It is focused on the innovative actions and design strategy for the raise awareness campaigns and cooperation with other stakeholders.

The campaigns include:

- Informative lectures and workshops all over the country
- Teleconferences with schools at national level
- Study visits at the Cyber Crime Division Headquarters
- 5 international conferences on Internet Safety
- Informative leaflets for different types of cyber crimes and dangers
- 3 TV and 3 radio spots
- The website www.cyberkid.gr, relevant application for mobile devices and Facebook page in order to inform parents and children about the internet safety
- The website cyberalert.gr, relevant application for mobile devices, Facebook page and Twitter account in order to inform professionals for safe electronic transactions