



International Network Against CyberHate

Second INACH Report



INTERNATIONAL NETWORK AGAINST CYBER HATE

Second Report

"ZARA sees a crucial connection between hate speech spread by the media and hate action. More needs to be done in order to raise public awareness for the issue of cyber hate. But as long as authorities do not see the benefit of more actively supporting work against hate speech, it will remain difficult for ZARA to effectively combat cyber hate."

ZARA –Zivilcourage und Anti-Rassismus-Arbeit, Austria

"For us, membership of an International network like INACH contributes to the sharing and exchanging of information, the improvement of skills in our field and the acquisition of new valuable expertise. It also offers us possibilities to increase our effectiveness on content and on technical issues."

People Against Racism (PAR) Slovakia

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1 INACH – A 15-country strong network against hate

Since its founding in 2002 the International Network Against Cyber Hate (INACH) has developed into a cross-national NGO consisting of 15 antiracist organizations from both sides of the Atlantic. All of them monitor and counter hate on the Net in order to get content removed and perpetrators prosecuted.

The vision of an international co-operation between complaints bureaus against discrimination that allows the sharing of knowledge, the exchange of best practice and not at least coordinated measures against hate speech on a solid basis is still the main goal and motor of INACH.

The following report describes current challenges on a fast growing Internet surrounding, gives an overview of INACH activities during the last year and reflects on how the network has developed since 2005. While the first report included detailed country-by-country information for each network node, this report mainly covers new developments and concludes with a collection of INACH members' profiles.

Unfortunately not all members were able to make a written contribution to this compilation. In all these cases the daily work and network activities were – in spite of enormous expertise and huge commitment and level of dedication – hampered by a lack of political encouragement and financial support in their countries.

Lasting support is the condition for professional work and the sustainability of INACH. One of the most important tasks the network has to deal with is helping members to establish stable structures for their daily work against cyber hate. This report will show that there is both a big need and a high potential to do so.

2 Hate on the Net: Current Challenges

Since many years the Internet is an important communication, information and entertainment tool. Especially the number of children and youngsters using the unbounded possibilities of surfing, chatting and fun around the globe is constantly growing. At the same time, the Internet has become the most significant propaganda instrument for hate mongers. Neo-Nazis use all Internet services to deny the Holocaust, to spread their propaganda and to incite to hate crime.

2.1 Cyber Hate and hate crimes – still on the rise

The current report of the Office for Democratic Institutions and Human Rights (ODIHR) on "Hate Crimes in the OSCE Region" states that online incitement is still on the rise and that the Internet is "increasingly used to transmit hate-motivated discourse and propaganda".¹ This is what INACH also experiences. The partners notice a growing number of hate expressions and a professionalized use of the Internet, especially by organized racists and neo-Nazi groups.

In many cases online hate speech disseminated by hate mongers via Internet services leads to violence offline. A climate of hate is created on the web, in chat boxes and newsgroups. This climate legitimizes violence against, and murder of Jews, Gays and Lesbians, Muslims, Roma and Sinti, those of African descent or anybody else that does not fit into the worldview of "Aryans" and white supremacists.

Already in 2004, INACH voiced concern on the connection between hate speech and hate crime with the publication "Hate on the Net. Virtual Nursery for in Real Life crime". The network nodes documented many cases in their countries and showed that it is just a small step from a neo-Nazi hit list targeting people to actual physical attacks². Although some years ago the OSCE and the EU both noted the problem and made commitments on the necessity to combat all forms of discrimination, nowadays racist, xenophobic and antisemitic hate speech is growing and with it the number of hate motivated crimes.

¹ Hate Crimes in the OSCE Region: Incidents and Responses. Annual Report for 2006, OSCE/ODIHR, p.8

² Hate on the Net. Virtual Nursery for in Real Life Crime, INACH 2004.

2.2 Neo-Nazis targeting users on web2.0 platforms

Web2.0 became a synonym for a new development of a web based Internet that integrates multimedia presentations and multidimensional interactions within more and more comprehensive communities. Participation and sharing data are characteristic principles, the web itself provides the application. Social Networks like MySpace and video platforms like YouTube are manifestations of this phenomenon and they extract their vitality from those who join them. The free and mostly anonymous registration on such platforms allows to present material like music, videos and texts with less effort but immense effect: the most frequently watched YouTube-video in September 2007 counted more than 3.5 Million monthly hits.

Neo-Nazis are very much aware of the possibilities web2.0 platforms offer for recruiting the e-generation and for infiltrating youth culture. YouTube and MySpace are used by millions of youngsters around the globe and propaganda posted in these communities reaches pandemic levels of distribution. It is no wonder that within the last year INACH members documented hundreds of hate expressions in user profiles on social networks and recruitment and promotional videos of extreme right groups on YouTube.

3 One Goal – Multidimensional strategy

The exponential growth of content and users show the new dimension: a variety of authors uploads daily (or hourly) uncountable amounts of data on the different web platforms, so that multidimensional strategies are required to get rid of hate and discriminatory content.

3.1 Complaints and Monitoring – permanent observation of cyber hate

INACH members have observed cyber hate for the last five years. All of them handle complaints received from Internet users. This is not only the precondition of an INACH membership but also an important instrument to monitor and tackle hate content. The daily work of INACH complaints bureaus has shown that there is a huge willingness of users all around the globe to complain about online hate mongers. Some organisations – in most cases with hardly any resources – also do their own intensive research.

In 2006 INACH members monitored more than 7.500 instances of online hate and discrimination, found by Internet users or staff on websites, web forums, in guest books, chat sessions, video clips or music files. As a common trend members from all countries report a huge growth of hate videos on YouTube. Antisemitic expressions are still at a high level and especially hate against Muslims is on the rise. The link between hate speech online and hate-motivated violence is also significant.

3.2 Notice and Takedown – effective counter measures

National laws limit the range of INACH member's activities. Web forums and newsgroups, hate videos on web 2.0 communities and trans-national neo-Nazi platforms are often hosted abroad. Therefore INACH is working on transnational solutions that aim at communities combating hate and advocating tolerance as well as at Internet services willing to remove racist and discriminatory content on basis of notice and takedown principles. In 2006 INACH members succeeded in removing nearly 1.000 hate sites or expressions.

Although in many countries – by use of the law or provider's Terms of Service – the success rate is constantly increasing, there are still requests for removal that are not acted upon. In these cases it is

essential that INACH members in the involved states act together, put pressure on Internet service providers and file the cases to authorities or police in order to secure the removal of hate content and to get neo-Nazis convicted.

3.3 International Co-operation – Joint advocacy for common guidelines

INACH breached the issue of cyber hate on the EU and OSCE level. During several conferences and expert meetings network nodes presented results of their monitoring and introduced successful approaches to counteract the problem. The INACH activities showed that there is a big need in Europe and abroad for data on the magnitude, scope and influence of hate propaganda on the Internet. INACH has recently created a new online registration system that allows the collection of data and the assessment of registered cases, using the same categories. In future, this will help to improve the quality of the work of the network nodes and the result of INACHs' data collection as a whole.

One important issue INACH is advocating for is the harmonization of laws against cyber hate. In April 2007 the Ministries of Justice within the EU member-states achieved a political agreement on a framework decision to combat racism and xenophobia. In future public incitement to violence and hatred, as well as the denial or gross trivialisation of genocide out of racist or xenophobic motives, will be sanctioned across Europe. To gain real impact member-states will have to implement this guideline into national law and consequently punish its violation.

3.4 Educate Users – Promote tolerance and non-discrimination

The best protection against xenophobic, antisemitic, racist, homophobic and all other kinds of discrimination is helping children and youngsters to develop media literacy skills. Competent dealing with the Internet not only includes knowledge of technical background and the use of services (internet-savvy users) but also the ability to critically assess the validity of information on the Internet. Helping kids to recognize the rhetoric of hate speech is of utmost importance if we want to prevent them from becoming misled, indoctrinated and recruited by racists and neo-Nazis.

This is why educational efforts to promote tolerance and non-discrimination are an indispensable complement to all other strate-

gies. A lot of INACH members are active in the field of education. They developed concepts to teach users, educators, parents, police and other relevant groups on the phenomenon of hate speech on the Internet and on ways to combat it. Moreover, they published tools like CD-ROMs, brochures and books to raise awareness and realize a broad sensitization of individuals and groups.

4 Concrete INACH Activities

Since its start in 2002, INACH grew from 4 to 15 members today. Since 2006 the Latvian Centre for Human Rights, the Austrian initiative Zivilcourage und Anti-Rassismus-Arbeit (ZARA) and the Romanian Agentia de Monitorizare a Presei (AMP) became members. The Ligue International Contre le Racisme et l'Antisemitisme (LICRA) in France is planning to join the INACH ranks this year.

Within the last one and a half year since the first INACH report was published, members, board and secretariat not only on a daily basis tackled online hate but also enhanced the internal networking and advocated for international regulations and joint activities against hate on the Net, in meetings and discussions on OSCE and EU level.

4.1 Internal Activities

Trainings for INACH members and start-ups

INACH supports its member's daily work and organizations that are planning to set up a complaints bureau. Workshops are an excellent way to transfer practical knowledge and to optimise working procedures. They also help to facilitate similar procedures of filing and documenting cases and, finally, strengthen a comparable data-output of online-discrimination. Lastly, by sharing of casework and know-how, workshops help identify and upgrade effective ways to combat online hate.

In June 2006 INACH organized a training workshop in co-operation with the Friedrich Ebert Foundation for volunteers and staff of INACH member People Against Racism (PAR). In August 2007 a workshop for all INACH members took place in Amsterdam. Both were mainly organized for the complaints handlers. Participants discussed best practice models, technical issues and transnational cases.

All workshops made clear that members have, in spite of a lack of funding and support by their governments, much expertise on countering cyber hate. For the future INACH decided to focus more on hate in social networks, especially on YouTube.

Annual conference in Warsaw 2006

The Never Again Association from Poland organized the 5th INACH Annual Conference in Warsaw in October 2006. The public part took place during the Human Dimension Implementation Meeting (HDIM) of the OSCE. INACH members discussed with the public issues like

the impact of fascist music and the way it is used to recruit youngsters for extremist ideology. Another issue was the liability of ISP for illegal Internet content.

One day was reserved for an internal member's meeting in the Office for Democratic Institutions and Human Rights (ODIHR). Main issues of discussion were the network development and lasting problems like the lack of funding. The Latvian Center for Human Rights was introduced as a new member of INACH and the central registration system that should help getting comparable data was discussed and finally approved.

Launch of the central registration system

One of the main efforts of INACH since its founding is to produce comparable data on Cyber Hate. As the definition of hate speech and the comparability of categories differ from country to country, great endeavours were necessary to build up a central registration system that is practical for all members. The system was built by the Dutch partners of Magenta Foundation. Since the INACH workshop in Amsterdam the system is in use by all members, making it possible to publish fully comparable data at the end of 2008.

4.2 Activities on OSCE-level

INACH has put the subject of online hate firmly on the agenda of the Organisation for Security and Co-operation in Europe in 2002, resulting in the June 2004 conference on the relationship between racist, xenophobic and antisemitic propaganda on the Internet and hate crimes. Since then INACH made interventions, organized Side Events and advocated for a multidimensional approach to face hate speech whilst OSCE conferences.³

During the HDIM 2006 INACH organized a side event with the focus on discrimination on the Internet. The event was sponsored by the German Ministry of Foreign Affairs. INACH members gave an overview of their activities and showed for example forms of effective co-operation with police bodies (Anti Defamation League), successful transnational countermeasures against sites like redwatch Poland (Never Again Association) and practical ways to educate teachers and students on the issues of hate speech on the Net (jugend-schutz.net).

³ See <http://www.inach.net/?link=events>.

The OSCE conferences in Berlin, Paris, Cordoba and Bucharest have only scratched the surface when it comes to dealing with hate speech on the Net. To remind the OSCE participant states on commitments already made by the Ministerial Council in 2004, INACH did an intervention during the HDIM in September 2007, recommending the OSCE to follow-up the Paris 2004 conference by organizing an expert-meeting on all forms of hate speech on the Internet and the relation between online incitement and hate crime and to create financial support for NGOs that counter and monitor cyber hate. As it looks now, this expert meeting will take place mid-2008.

4.3 Activities on the EU-level

In November 2006 the anti-Racism and Diversity Intergroup of the European Parliament organized a meeting to put cyber hate on the agenda of the European Union. The potential for movement on the Framework Decision presents a real opportunity to make progress in this area. During the meeting in Strasbourg two representatives of INACH demonstrated the impact of cyber hate on minorities. Through an interactive session, participants of the Intergroup had the chance to get an insider's view of the reality of cyber hate. Finally a first draft of a Written Declaration was presented and discussed.

On April 17th, 2007, INACH was invited to the press Launch of the Intergroup's Written Declaration on Race Hate on the Internet⁴. INACH gave examples of its work and answered questions. All members of the EU Parliament got a special info CD ROM regarding hate speech on the Net. INACH managed to mobilise a number of MPs who submitted the Written Declaration. More than 100 MPs have signed the Written Declaration since then. The aim is to make it become a Parliamentary Resolution.

⁴ See <http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//NONSGML+WDECL+P6-DCL-2007-0042+0+DOC+PDF+V0//EN&language=EN>.

5 Member's reports

5.1 Austria – Zivilcourage und Anti-Rassismus Arbeit (ZARA)

Zivilcourage und Anti-Rassismus Arbeit (ZARA) is an Austrian anti-racist NGO founded in 1999. ZARA's mission is to enhance civil courage and to help building a racism-free society in Austria.

ZARA offers workshops to a broad range of target groups including companies, educational institutions and public authorities. These trainings primarily focus on prevention. ZARA's public relations work aims at raising awareness for racism and at political advocacy for meaningful legislation against racism.

The counselling unit is a place of refuge for victims and witnesses of racism and functions as a helpdesk. It deals with all forms of racist discrimination people encounter in their everyday lives by supporting clients and accompanying them on mutually agreed courses of action (e.g. filing complaints, initiating proceedings at the National Equality Body) and by documenting their complaints.

Based on this documentation ZARA annually publishes its "Racism Report"⁵.

Online-Hate – Present Developments

Within the last years ZARA has witnessed an increase in the number of complaints related to Internet issues. ZARA only deals with complaints and is not involved in active Internet monitoring because of a lack in resources. Therefore, the documentation is the result of user's awareness. One of the main goals, as a new member of INACH, is to sensitize the public to the problem of hate speech on the Net and its influence on hate action.

The degree of professionalism of hate mongers' Internet activities varied. They are often located in the US or in other countries outside of Austria. This makes interventions complicated due to different legal situations.

There are different kinds of users on Internet forums. Some of them

⁵ See <http://www.zara.or.at/materialien/rassismus-report>.

act frequently in more than one forum and spread their hate systematically. Others rather act intermittently and do not seem to belong to well organized groups.

Counter Activities and Successes

Among the received complaints, most of the cases cover Internet forums especially from newspapers. Most owners of those followed ZARA's complaints and deleted hate speech or closed the forum.

The second highest number of complaints concerned websites. ZARA did not deal with sites located outside of Austria in 2006. This severely limited ZARA's scope of action, a drawback that has been alleviated by the INACH approach. Transnational co-operations are useful and essential for the fight against cyber hate and shall gain a greater importance in ZARA's daily work in the future.

A significant number of cases related to e-mails. ZARA received a lot of e-mails with heavy racist and anti-Semitic content attacking its anti-racist work. Only a small number of cases concerned chat rooms and web logs.

As a new member of INACH it is important for ZARA to keep in contact with the other partner organisations, to exchange experiences and learn from different approaches. Countering hate on the Net is work in progress. New media are rapidly developing therefore we have to become even faster in exchanging and acting. Preventive and educational work will be crucial to raise public awareness.

5.2 Germany – jugendschutz.net

Since 2000 hate on the Internet is one of the key issues of jugendschutz.net. The successful multidimensional strategy of effective measures was continued in 2006. It included steady monitoring to control and point out new developments, effective countermeasures against online activities of hate mongers, networking on national and international level and educational prevention.

Online-Hate – Present Developments

The number of hate content on websites in German language is still increasing, especially sites of neo-Nazi groups (so called *Kameradschaften*), mail-order companies and hate music. Multimedia and interactive elements still play an important role and enhance the attractiveness of websites. Besides that, hate propaganda is also spread via Web2.0 technologies and communities, e.g. on the video platform YouTube.

In 2006 Kameradschaften professionalized their websites and used a total of 187 homepages for recruiting and mobilization purposes. They target youngsters and offer event-based activities. Although the (neo-) Nazi ideology is essential, in many cases the content of these sites is toned down so they cannot be prosecuted under criminal or media law.

The number of websites of the German right-wing extremist party NPD (Nationaldemokratische Partei Deutschlands) with youth-oriented design has grown. In total jugendschutz.net documented more than 200 NPD groups being active on the Net. In September 2006 the NPD started its own online news channel, the "*Kritische Nachrichten der Woche*" ("Critical News of the Week"), which was spread as a video on several websites and achieved broad impact by uploading on YouTube.

Counter Activities and Successes

Based on complaints and continuous monitoring, jugendschutz.net handled 2.355 cases in 2006. 365 of those had illegal content, mainly related to the spread of Nazi symbols or expressions (65%), the spread of racist hate (23%) and Holocaust denial (5%). 7% were considered dangerous to youth because of revisionist, racist, or anti-democratic statements.

60% of the illegal content was hosted by German ISPs. In 265 of all cases, jugendschutz.net succeeded in getting content removed, all in all successful counter-activities were taken in 79% of all illegal cases that were hosted in Germany and abroad (previous year: 72%).

To sensitize youth and adults to the problem of right-wing extremist propaganda on the Internet is another important aim of jugendschutz.net. Therefore since 2001 the development of didactical concepts and the realization of media-educational workshops have been a main focus of jugendschutz.net's work in this field. In 2006 jugendschutz.net lead a total of 30 workshops with teenagers and teachers as well as with police and law enforcement officials.

5.3 Netherlands – Complaints Bureau for Discrimination on the Internet (MDI)

Since 1997, the Dutch Complaints Bureau for Discrimination on the Internet (MDI) handles complaints about discriminatory expressions based on religion, descent, sexual preference, gender, skin colour and/or age. MDI's attention focuses mainly on the Dutch part of the Internet. For several reasons not all discriminating expressions which

are online are reported to the MDI. A short 'tour' on web forums and web logs learns that there is in fact a strong underreporting going on.

Online-Hate – Present Developments

2006 was the year of increasing hysteria towards Muslims in the Dutch society. Both at the administrative level and in the rest of the society distrust of Muslims increased, which expressed itself in offending and depreciatory language, depicting Muslims as terrorists and security risks, as persons belonging to a 'backwards' religion etc. This social development impacted on the Internet.

After small 'dip' in 2005, antisemitism is back as one of the larger categories of complaints at the MDI. The situation in the Middle East frequently plays an important role in the level of (online) antisemitism. Particularly the war between Israel and Lebanon was 'reason' for a large quantity of antisemitic expressions.

Noticeable is the increase of complaints about expressions aimed against indigenous Dutch (116, of which 86 illegal). This is three times as much as in 2005 (38). The number of reported expressions concerning sexual preference (93, of which 54 illegal) has almost doubled with respect to previous year (45).

In 320 cases, expressions are also accompanied by threats and/or calls for or incitement to violence, which is a strong increase. Online incitement and calls for violence inevitably have offline impact and consequences. Lately, discriminatory inspired violence (among others aimed against Antillians and Gays) is increasing.

Counter Activities and Successes

In 2006 the MDI almost exclusively sent requests to remove to authors of expressions or to site-owners, not to Internet Service Providers (ISPs). The MDI sent a request to remove in 535 cases assessed as illegal. The removal-percentage for 2006 is with 97% nearly the same as the 96% of 2005.

Within the last year 'YouTube' became very well known and more and more discriminating videos and comments were published on this do-it-yourself video site. The MDI received reports concerning 58 YouTube videos in 2006. Since YouTube/Google is established in the United States, taking action is very labour-intensive. Nevertheless, after communication with Google/YouTube the MDI has succeeded in getting 49 videos (or discriminating responses on those) removed.

The MDI observes that certain web forums did not succeed in increasing their self-regulatory capacity. 30% of all expressions re-

ported to the MDI in 2006 were done on web forums (515, of which 274 illegal). In spite of the fact that the majority of the expressions are removed after a request to this end by the MDI, we find this a worrisome development. The MDI expects of owners or administrators of web forums that they keep their forum 'clean' themselves, and not wait for the MDI to send a request to remove.

5.4 Poland – Never Again Association

Never Again Association has been active in the anti-racist field since 1996. Besides activities to promote human rights and democracy Never Again, in response to the growing number of websites in Polish language, since 2003 has also monitored and handled complaints about hate sites and tried to get content removed.

Online-Hate – Present Developments

The year 2006 witnessed a considerable growth in the popularity of racist websites. Small amateur sites were replaced by a growing number of large, complex and attractive ones created by several people. The editing of websites is more and more professional and the number of their supporters and sympathizers is growing, it may even exceed ten thousand people. Besides that YouTube and other similar services have become very popular amongst Polish Internet users.

The Redwatch Poland site is a serious - so far unsolved - problem. Although in co-operation with INACH partners in the Netherlands, Germany and the USA Never Again succeeded in temporarily shut down the site and in spite of activities by the Polish police which led to the arrest of a few people suspected of managing the website in Poland, the site is online again. It currently uses web space based in the US and still publishes names and surnames of well-known Polish politicians, scientists and people active in the field of culture.

Another serious problem are the websites of the official political parties and affiliated organizations, such as the National Revival of Poland (Narodowe Odrodzenie Polski) or All-Polish Youth (Młodzież Wszechpolska) – with more than ten websites for each region. They present extreme views but within the bounds of law, so host providers refuse removing them from their servers.

Open discussion forums, run by the largest Polish portals are another serious problem, especially the comments added without being asked for signing in or authorization. Forums are used for internal information exchange within groups and for recruiting new members. The

growing popularity of extreme attitudes on the hip-hop music forums is a relatively new phenomenon. Racist comments are still extremely popular on sports club forums, mainly on those related to football, and they are often silently accepted by club authorities.

Counter Activities and Successes

Altogether in the year 2006 Never Again received 2000 complaints, mostly about well-known web services. About 90 new sites were reported. Never Again took action against 42 sites and succeeded in 28 cases. The number of small amateur websites with illegal content is decreasing and there is also a considerable decrease in the number of those presenting extremely racist extremist views.

In most cases when racist and nationalistic views were expressed on public Internet communities the owner of the websites agreed to remove the respective threads or profiles. The situation is similar in the case of weblogs – the majority of those with racist extremist attitudes were eliminated. Some problems encountered if small, housing estate networks are involved. For many reasons (the fear of losing a client, social relations and the fear of vengeance) their owners are willing to co-operate.

Most of the closed and monitored websites included racist and antisemitic themes. They are usually connected with nationalistic views. In some cases – e.g. humor websites – they were not politically conditioned. 80% of the websites were hosted on Polish servers. Apart from that Never Again encountered the use of Slovakian and American servers.

5.5 Slovakia - People Against Racism (PAR)

People Against Racism (PAR) is active against racism and neo-Nazism since 20 years. Main activities of PAR are education and information in the sphere of hate and tolerance and working on solutions against discrimination, racism, neo-nazism and other expression in society and on the Net. Therefore PAR also monitors the Internet.

Online-Hate – Present Developments

Hate expressions have an increasing tendency in Slovakia. The spread of hate expressions presents a great risk, mainly according to the influence on young generation for which the Internet is an everyday tool of communication and acquiring information. The most frequent hate expressions occurred on discussion forums, chat communications and web pages. Within the last year there was also a sig-

nificant increase in the use of music and videos platforms like YouTube. The offenders in many cases stayed unknown or used pseudonyms.

Professionalism of extremists in promoting the spread of Hate Ideology is increasing. Offenders have become more cautious, they use phraseology and idiom that's on the edge of legality, showing that they are pretty aware of what is illegal and what is not. Illegal expressions are mostly published on neo-Nazi platforms such as Blood & Honour or ns.info. Among those who spread hate are very often youngsters. At public forums PAR often documented Nazi symbols and racist jokes e.g. about Roma people.

Counter Activities and Successes

In 2006 PAR monitored 35 websites/online expressions and handled 25 complaints. In 20 cases PAR took action, nine of them were been removed as a result. Neither the police nor the prosecutor's office has experience with this type of criminal activity in Slovakia. All PAR crime reports were rejected by the police, who said that "the acts were not classified as criminal offences". Based on this, PAR thinks that it is inevitable to organize education and training programs for police forces and judiciary.

Based on our suggestion, during the last year, a meeting was held with administrators of the largest discussion portal azet.sk. An agreement was reached on common strategies against the spread of hate speech on the Internet. As a consequence the access for the most frequent authors of discriminatory articles was blocked and a filter was installed for words and signs that promote hate speech.

Another effort was the workshop "Hate on the net – practical solutions to countering racist, xenophobic and neo-Nazi websites" organized in co-operation with the Friedrich Ebert Foundation and jugendschutz.net for staff of People against Racism. The training was held in form of lectures and a practical workshop. There were almost a dozen young people present, mainly volunteers of PAR who monitor racist expressions on the Internet.

5.6 Spain – Movement against Intolerance (MCI)

The Movement Against Intolerance (MCI) is the largest anti-Racist organization in Spain, located in several cities. The Movement is combating right-wing extremism by means of law, information campaigns and education.

Online-Hate – Present Developments

The influence of right-wing extremists and hate groups in general is growing extraordinarily among youngsters. According to the data of the Internet Users Association, up to 80% of the Internet users are between 15 and 24 year old while in total 48% of the population using usually Internet. This is the average age of the right-wing extremist membership.

During 2006 the growing relevance of hate sites used as a prime instrument of propaganda and recruitment for right-wing extremists continued in Spain. Internet is essential for the very existence of such groups and offers an unique way to operate efficiently for their own interest. Its rapid growth since 1995 has consolidated what the neo-Nazis coined as “the white revolution”.

The first well-known site the MCI had to deal with was the StormFront White Nationalist Community, located on a server in Florida, USA, owned by Don Black, a former “Grand Dragon” of the Ku Klux Klan. Stormfront has its aim being a “forum for strategic and political training of groups in society, in order to maintain the white western culture”. Spain’s hate groups are using the information produced by Stormfront and the Ku Klux Klan since 1997. That year marked an important turning point and a change of tendency. Since then, the growth of hate sites increased spectacularly.

Counter Activities and Successes

There are approximately 400 stable hate websites in Spanish that might be considered illegal according to Spanish legislation in 2006. The link between hate speech and hate action is clear. The RAXEN Report of MCI stated 4000 attacks by hate groups in more than 200 cities around the country. During the last 15 year 75 people have been killed by hate-motivated crime.

The Movement against Intolerance had several meetings with the Attorney General and the Minister of the Interior about hate sites but nothing serious has been done by the authorities. Terrorism is still the main security priority in Spain so it is really difficult to raise some awareness on the danger of hate-groups and hate-speech on the Internet.

Nevertheless, some progress was made, e.g. the Spanish revisionist Pedro Varela was detained in April of 2006 by members of the Catalanian police for spreading racist, xenophobic and holocaust denying books via Internet. The right-wing extremist site Infonacional was closed after a complaint filed by MCI. This site used to spread de-

famatory statements and more or less clear threats against anti-racist activists.

5.7 Russia – SOVA Center for Information and Analysis (SOVA)

Founded in late 2002, SOVA Center for Information and Analysis (SOVA) researches nationalism and xenophobia, hate crime, hate speech and efforts to counter them. SOVA acts on a volunteer basis. It rarely receives complaints from internet users but carries out its own monitoring of a hundred websites and popular blogs, primarily on the activities of ultra-nationalist groups and organizations. Sova identifies the most dangerous websites and asks host providers to remove material that is clearly in violation of the law and/or the providers' policies.

Online-Hate – Present Developments

In Russia cyber hate has become a noticeable and growing problem in 2006 – not only due to the appearance of more websites promoting hate, but also because ultra-nationalists have been rapidly adopting new methods.

In Russia where the sphere of free media has substantially been reduced, the social network LiveJournal has become a forum of communication for many intellectual, public and political activists. On LiveJournal, the promotion and incitement of violence is even more intense than on standard websites. This kind of hate speech is not only spread by neo-Nazi and other nationalist groups but by many users who are not involved in political activities.

Ultra-nationalists have begun to use online-video, not at least due to the fact that the overall technical professionalism of ultra-nationalists has grown substantially. Particularly popular is the website of Format 18, whose members have filmed or collected video-recordings of racist violence. The site has encouraged a certain kind of competition among skinheads and has undoubtedly promoted more violence. In a later stage, ultranationalists started to use YouTube (including its Russian version) for the same purpose, although violent videos have been promptly removed in many instances by YouTube.

In 2006 ultra-nationalists for the first time proceeded to compile and publish lists of “enemies of the Russian people” with personal addresses, photos and direct appeals to kill them. A website which is particularly well-known for such expressions is the *Russian Will*. Notably, law enforcement authorities have for a long time refused to

open criminal investigations into the death threats, believing the threats not to be serious. The site was closed several times by host providers, but after each time it was subsequently re-opened.

Counter Activities and Successes

In 2006 the SOVA Center monitored more than a hundred highly relevant websites and popular blogs maintained by nationalists. SOVA also takes action against the most dangerous websites by asking hosting providers to remove the materials which are clearly in violation of the law and/or the providers' policies. In approximately half of the cases that SOVA has taken action on, the providers have agreed to remove the content.

In 2007, the SOVA Center has been expanding its efforts to counteract cyber hate but the progress has been slow because Sova relies on voluntary work acts in between the ongoing escalation of nationalism in Russia which has kept the Center increasingly occupied with its core activities.

Some providers and owners of larger portals have refused to remove websites out of principle, referring to the freedom of expression in their arguments. SOVA has faced such refusals from U.S. providers, for example, <http://infostore.org/>, as well as from an Ukrainian entertainment portal, which refused to remove an explicitly neo-Nazi video.

Materials promoting ethnic, racist and religious xenophobia are very numerous on the Russian part of the web, so concentrating on removing the most aggressive and dangerous of them appears as the best way to counter. Some types of xenophobia – e.g. aggressive attitudes towards certain religious groups or homophobia – are so common that it is virtually impossible to have all such materials removed.

On the other hand, the Russian State is increasingly enforcing legislation designed to combat hate propaganda by persecuting oppositional and independent groups. The recent legislation in this sphere raises serious criticism from a human rights perspective. Therefore, we find it risky to appeal to questionable legal norms, and we believe it necessary to counteract only those cases of xenophobic propaganda where we see imminent public danger.

5.8 United Kingdom – Community Security Trust (CST)

The Community Security Trust (CST) is the defence agency of the Jewish community in the UK. Established in 1994 as a charitable

trust, it works closely with the Board of Deputies of British Jews as well as with police and relevant departments of state. CST is entirely funded by and provides training and assistance to the entire Jewish community.

Online-Hate – Present Developments

The CST does research the publication of antisemitic hate online and the use of the Internet for command and control by extremist groups opposed to the Jewish community. The Internet is used by all the far right and neo-Nazi groups to advertise their ideologies and activities, at the national and local levels.

The British National Party (BNP), National Front, British Peoples Party, England First Party, Blood and Honour, and others, all maintain websites, and publish material both regularly and intermittently. It is now rare for any of the above groups to publish hate material online.

Blogs and forums provide a growing medium for the expression of hate online. Forums of note include: Skrewdriver.net (Blood and Honour/Combat 18 members); Viking News Network; the UK section of stormfront.org. The National Front guestbook was open during 2006, but is currently inactive. Several leading BNP activists maintain blogs.

Islamist groups have promoted Holocaust denial in the UK but few do so openly now. This change is reflected in their online presence, and no cases have been reported in 2006.

Counter Activities and Successes

The legal regime in the UK is generally proactive in investigating and prosecuting illegal material, although police forces have been slow to follow up complaints, usually because of resource and manpower shortages. Neither the British police nor the Crown Prosecution Service will consider prosecuting illegal content on forums or blogs, unless it is terrorism related. Incitement online regarded as too fleeting. There are also evidential and jurisdictional concerns.

Generally the above groups do not use UK based service providers; their sites are now hosted by service providers in states where the legal regime is permissive and tolerant of hate online.

CST does not contact providers or file cases of online hate itself but refers offensive websites to the Internet Watch Foundation (IWF) or the British police. The Internet Watch Foundation does however re-

spond to and investigate complaints about racist hatred, although their primary focus is on paedophilia and illegal pornography.

During 2006 they received 115 reports of hatred on line. Of these, 10 reports were referred to the police for intelligence purposes: 5 were anti Muslim, 3 were anti black, 2 were antisemitic. Following investigation they were able to report that none of the sites were hosted in the UK.

6 Member's profiles

Austria – Zivilcourage und Anti-Rassismus-Arbeit (ZARA)

Website: www.zara.or.at

Contact: office@zara.or.at

Based: Vienna

Founded: 1999

INACH-member since: 2007

ZARA is an anti-Racist NGO whose work is based on three pillars: training enhancing awareness and civil courage, public relations and counselling of victims and witnesses of racist discrimination. ZARA deals with all forms of racism. ZARA receives no funding for dealing with cyber hate and has no resources to monitor the Internet on a regularly basis at the moment, but it responds to complaints it gets and takes action against hate sites.

Denmark – Documentation and Advisory Centre on Racial Discrimination (DACoRD)

Website: www.drcenter.dk

Contact: drc@drcenter.dk

Based: Copenhagen

Founded: 1994

INACH-member since: 2003

DACoRD assists in cases of racist discrimination and gives advice, guidance and legal assistance to persons who are victims of or have witnessed hate. This includes bringing cases to the police, courts and even to international bodies like the UN Committee on the Elimination of all forms of racist discrimination (CERD). It also observes hate speech on the Internet properly.

Germany – jugendschutz.net

Website: www.jugendschutz.net/rechtsextremismus/

Contact: buero@jugendschutz.net

Based: Mainz

Founded: 1997

INACH-member since: 2002

jugendschutz.net is the cross-national organisation for the protection of minors on the Internet, founded in 1997 by the German Family Ministries. Its tasks are defined in the Youth Media Protection Treaty (JMStV), the German law about media use and youth protection.

jugendschutz.net deals with all kinds of harmful content, since 2000 running a specified project combating right-wing extremism.

Latvia – Latvian Center for Human Rights (LCHR)

Website: www.humanrights.org.lv/
Contact: office@humanrights.org.lv
Based: Riga
Founded: 1993
INACH-member since: 2006

LCHR was established with a view to promoting human rights and tolerance in Latvia through monitoring, research, advocacy, legal assistance and training activities. Since its establishment LCHR's main focus has been on two broad areas: human rights in closed institutions, and social integration, which includes all minority-related and tolerance issues. Since 2003 LCHR has broadened its focus to anti-discrimination (all prohibited grounds), anti-racism and hate crime issues. Since 1998, LCHR is member of the International Helsinki Federation for Human Rights.

Moldova – Youth Helsinki Citizens Assembly of Moldova

Website: www.hca-moldova.org
Contact: yhca_moldova@yahoo.com
Based: Chisinau
Founded: 1998
INACH-member since: 2004

YHCA of Moldova purpose is the building of civil society in Moldova and promoting of human rights. It also craves for promotion of the European democratic ideas and values in Moldova. YHCA directs towards ethnic tolerance, rights of national and linguistic minorities, fight against racism, fascism and antisemitism, Transnistrian and Gagauzian regional conflicts in Moldova, conflict prevention policies.

Netherlands – Meldpunt Discriminatie Internet (MDI)

Website: www.meldpunt.nl
Contact: meldpunt@meldpunt.nl
Based: Amsterdam
Founded: 1997
INACH-member since: 2002

MDI is part of Magenta Foundation, founded as reaction of increasing number of discriminatory and racist expressions on the Internet. It handles complaints about discrimination based on religion, descent,

sexual preference, gender, skin colour and/or age and tries to get content removed. MDI's attention focuses mainly on the Dutch part of the Internet. Educating kids, multipliers and police is another important part of MDI's work.

Poland – Never Again Association

Website: www.nigdywiecej.prh.pl
Contact: redakcja@nigdywiecej.org
Based: Warsaw
Founded: 1996
INACH-member since: 2003

As a leading anti-racist organisation in Poland, the Never Again Association aims at promoting human rights, multicultural understanding and the development of a democratic civil society in Poland. It is particularly concerned with the problem of education against racist and ethnic prejudices amongst youngsters.

Romania – Media Monitoring Agency (MMA)

Website: www.mma.ro
Contact: office@mma.ro
Based: Bucharest
Founded: 1994
INACH-member since: 2007

The Media Monitoring Agency (MMA) is a human rights advocacy NGO aiming at promoting minority rights and the values of democracy. MMA does research, educational trainings and regularly monitoring of hate expressions on the Internet.

Russia – SOVA Center

Website: www.sova-center.ru
Contact: mail@sova-center.ru
Based: Moscow
Founded: 2002
INACH-member since: 2005

The SOVA Centre researches and monitors nationalism and xenophobia as well as hate crimes in Russia. SOVA does not receive regularly funding and its work is volunteer based. The most important goal is to counter hate. SOVA also deals with hate speech on the Net on the basis of complaints and monitoring and takes action against the most dangerous websites.

Slovakia – People Against Racism (PAR)

Website: www.rasizmus.sk
Contact: info@rasizmus.sk
Based: Bratislava
Founded: 1987
INACH member since: 2004

PAR started on a volunteer basis and is working since 2003 as independent civic community. Main goal is combating racism, neo-Nazis and all kinds of discrimination in society. Beneath a constantly monitoring of racism and its expressions in real life as well as on the Internet they try to reach their goals e.g. by means of co-operation with police and other civic bodies, education, information campaigns or organizing public events. One important part of the work is providing legal counselling to victims of racist violence.

Spain – Movimiento contra la Intolerancia

Website: www.movimientocontralaintolerancia.com
Contact: info@movimientocontralaintolerancia.com
Based: In several Spanish cities
Founded: 1992
INACH-member since: 2006

Movement Against Intolerance (MCI) is a plural, autonomous, open and participatory movement that works against intolerance, racism and violence. MCI aims at the defence of Human Rights and fundamental liberties, the elimination of violence as a form of conflict resolution, social eradication of all forms of intolerance, the rejection of totalitarian ideologies and civic development of tolerance, solidarity and participatory democracy.

Sweden – Expo Foundation

Website: www.expo.se
Contact: info@expo.se
Based: Stockholm
Founded: 1995
INACH-member since: 2003

Expo is a research foundation to study and map anti-democratic, right-wing extremist and racist tendencies in society. The Expo platform safeguards democracy and freedom of speech against racist, right-wing extremist, antisemitic and totalitarian tendencies throughout society. It is publisher of Expo magazine, has daily news on the homepage, maintains the Expo archive as largest source of informa-

tion on the extreme right and anti-democratic phenomena in all of Scandinavia and carries out continuous research.

United Kingdom – Community Security Trust (CST)

Website: www.thecst.org.uk

Contact: info@thecst.org.uk

Based: London

Founded: 1994

INACH-member since: 2004

CST is the defence agency of the Jewish community in the UK. It works closely with the Board of Deputies of British Jews as well as with police and relevant departments of state. CST is entirely funded by and provides training and assistance to the entire Jewish community. CST researches online antisemitism and Internet-use by extremist and refers offensive websites to the police and the Internet Watch Foundation (IWF).

USA – Anti Defamation League (ADL)

Website: www.adl.org

Contact: info@adl.org

Based: New York

Founded: 1913

INACH member since: 2003

The Anti-Defamation League (ADL) is the nation's premier civil rights/human relations agency fighting anti-Semitism and all forms of bigotry. ADL defends democratic ideals and protects civil rights for all. ADL carries out its mission through a network of Regional and Satellite Offices in the United States, as well as abroad. ADL is the leading non-governmental organization providing training on hate and extremism for law enforcement. ADL trained more than 40,000 law enforcement officers in the past three years. On the Internet, ADL's Law Enforcement Agency Resource Network (LEARN) Web pages have become a key resource for law enforcement officers, recording over 6,500,000 visits since the pages' inception.

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