



NPC

SUPPORTING PARENTS
SUPPORTING CHILDREN

NATIONAL PARENTS COUNCIL

SUBMISSION TO COIMISIÚN NA MEÁN

**DEVELOPING IRELAND'S
FIRST BINDING CODE FOR
ONLINE SAFETY CODE FOR
ONLINE VIDEO SHARING
PLATFORM SERVICES**

JAN 2024



INTRODUCTION

National Parents Council (NPC) is the representative organisation for parents of children in early, primary and post-primary education. NPC was established as a charitable organisation in 1985, under the programme for Government, as the representative organisation for parents of children attending primary school and has been extended to cover parents with children in early years in 2017 and in post-primary in 2022. NPC received statutory recognition in the Education Act 1998.

NPC Vision

NPC want to see an Ireland where every child has the opportunity to reach their full potential.

NPC Mission

NPC exists to ensure that all parents are supported and empowered to become effective partners in their children's education. NPC will work to increase the capacity and capability of the primary education sector, to achieve true partnership and deliver better outcomes for all children.

NPC's Key Activities are:

- Representing the parents' voice in all aspects of their children's education
- Advocacy
- Building participation
- Service delivery



NPC Service Delivery

NPC services are aimed at empowering parents so that they can support their children in all aspects of their education.

Helpline

The NPC helpline is a national confidential service for parents. Their helpline staff listen, give information and support to parents to help them make the best possible decisions for and with their children.

Website

The NPC's website www.npc.ie aims to provide parents with information regarding Early Years, primary, and post primary education. The site also allows parents an opportunity to give NPC their views regarding education issues.





INTRODUCTION

The National Parents Council welcomes the opportunity to respond to some of the consultation questions prepared by the Coimisiún na Meán in relation to the development of the Draft Online Safety Code. In preparing this submission, NPC has taken into account the questions that are relevant to our key stakeholder; parents. On this basis, we developed a survey to hear the insights and concerns of parents around the main issues raised in the set of consultation questions.

After closely reviewing the Draft Online Safety Code, we asked supplementary questions, which we thought would be particularly relevant to parents. This survey, regarding the consultation questions posed by the Commission, was open from Jan 24th-Jan 29th and received a response rate of 312 parents.

The Commission's previous request for consultation (the call for inputs) has also informed this submission as we have used two previous surveys of parents and children. In our initial surveys, we received 595 responses from parents and 82 from children. These surveys ran from the 28th to the 30th of August 2023. We asked for feedback on their and their child's experience of consuming video content as well as their views on important issues in the development of the code.

All surveys were sent to NPC members and those on the NPC contacts database. Links to the surveys were also displayed on our website (www.npc.ie) and on the NPC social media platforms.



Submission Structure:

The questions that NPC finds to be relevant to our stakeholders can be found below with our answers to them based on the views of parents. Each question comes under the section that reflects the main areas in it as outlined in the Draft Online Safety Code. Some of the questions have been grouped together in the same section due to their relevance to overlapping areas in the Draft Online Safety Code. All questions numbers referred to are from the list of consultation questions.

Wider Context of Content:

Q. 2 What is your view on the proposal to include user-generated content that is indissociable from user-generated videos in the definition of content to be covered by the Code?

NPC supports the proposal to include user-generated content that is indissociable from user-generated videos in the definition of content to be covered by the Code. Comment sections connected to videos shared online are often filled with negative and toxic comments, including insults, threats, and arguments. Parents were asked who they thought should be responsible for regulating the content connected to videos shared online, in particular the comments associated with the videos. 70% of parents thought that comments should be disabled for videos aimed at children, and 22% felt that the comments should be effectively monitored. The remainder of parents were unsure how they felt about this. 54% of the young people surveyed felt that comments should be allowed but they should be monitored.



Definitions:

Q. 3 What is your view on the definitions of “illegal content harmful to children” and “regulated content harmful to children”?

Q4. What is your view on the other definitions of illegal content and regulated content?

Answer: Here is our answer to Questions 3 and 4 of the Consultation questions, which we combined.

With regard to parents’ views on “illegal content harmful to children”, 48% of parents have found the definition to be inclusive of all kinds of harms, 29% of them believe it does not cover all types of harm, and 18% of them have found it confusing (See figure 1).

● Includes all kinds of harm.	150
● Does not include all kinds of har...	90
● I find this definition confusing.	57
● Other	13



Figure 1

The Draft Online Safety Code includes a definition of “illegal harmful content to children”. The definition is as follows:

‘The definition of “illegal content harmful to children” comprises the relevant categories of offence-based harmful online content defined in the Act (link below). This includes various types of content involved in sexual offences involving children, as well as illegal threats, harassment and grossly offensive communications where the victim is a child, or the content is likely to be seen by a child.’

As a parent, I find this definition:



As for their views on “regulated content harmful to children”, 68% of parents have found it to be inclusive of all types of harm, 20% have said it does not cover all types of harm, and 9% have found it confusing (See figure 2).



Figure 2

The Draft Online Safety Code includes a definition of “regulated content harmful to children”. The definition is as follows:

‘The definition of “regulated content harmful to children” includes age-inappropriate content such as pornography, and content depicting gross and gratuitous violence. It also includes dangerous challenges and covers a range of content that is included if it poses a risk to the life, physical health, mental health and/or safety of a child: cyber-bullying, encouraging eating or feeding disorders, encouragement of self-harm or suicide, and information about methods of self-harm or suicide.’

As a parent, I find this definition:

5. Do you have any comments on any other definitions provided in the draft Code? All individual comments from parents are included in the appendix below.



Terms and Conditions:

Q. 6 What is your view on the obligations in the draft Code that relate to what a VSPS provider must include in its terms and conditions?

When asked about their views on the obligations of VSPS providers to include regulations and measures that protect children from harmful content, the vast majority of parents (80%) are of the view that the Draft Online Safety Code should set out the specific regulations and measures that VSPS providers should abide by in their terms and conditions. On the other hand, only 8% of parents are in favour of the idea of VSPS providers choosing to set out their own regulations and measures in their terms and conditions. The rest of parents (10%) are not sure about how this aspect should be tackled (Figure 3).

● I agree the platform providers s...	28
● I disagree, the regulations shoul...	251
● I am not sure.	31
● Other	1



Figure 3

It is proposed in the Draft Online Safety Code, service providers who create video-sharing platforms will be responsible for writing their own regulations and rules, which stop the sharing and uploading of content harmful to children.



Q. 7 What is your view on the requirement in the draft Code for a VSPS provider to suspend or terminate an account in certain circumstances?

According to the Draft Online Safety Code, VSPS providers should make provision in their terms and conditions in relation to the suspension and termination of accounts, and suspend or terminate accounts in certain circumstances. On this basis, we asked parents if VSPS providers should be required to include a strict timeline for when they will remove content that is harmful to children, 99% of parents responded “Yes” (See figure 4).

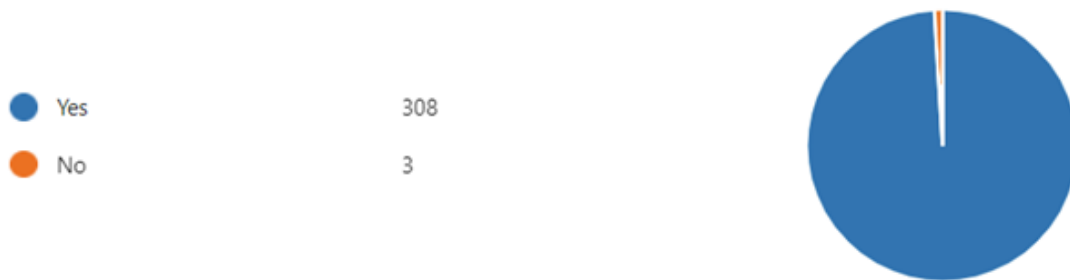


Figure 4

Do you think service providers should be required to include a strict timeline for when they will remove content that is harmful to children?

More specifically, we asked them what the timeline should be, 79% of parents said within 24 hours, 11% of them said within 3 days, and 1% said within 7 days (See figure 5).

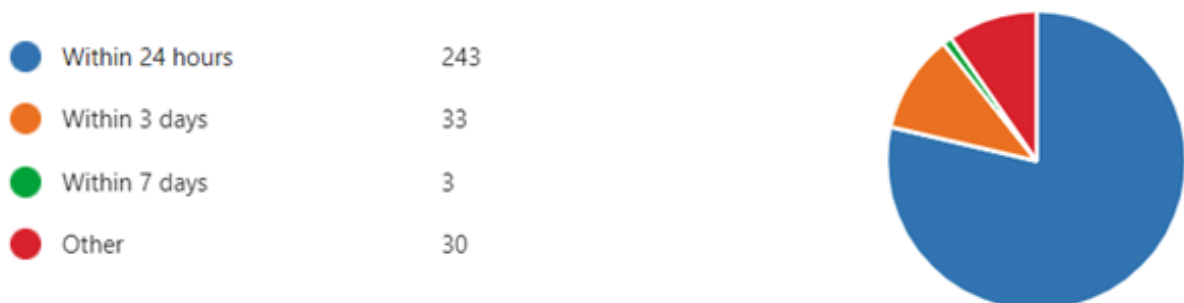


Figure 5
If yes, what do you think the timeline should be?



Complaints:

In this section, we have combined questions 8 and 12 as listed in the consultation questions as they both fit within the area of complaints. We also gave parents the opportunity to suggest features, which would be helpful in reporting content harmful to children

Q. 8 What is your view on the requirements in the draft Code in relation to reporting and flagging of content?

NPC agrees with the Draft Online Safety Code that in order to ensure that reporting and flagging mechanisms are user-friendly, they should have features that make them as such. To inquire about parents' views on the features, we included all four features of the reporting and flagging mechanisms as outlined on page 66 of the Online Draft Code. 284 parents agreed that reporting and flagging mechanism should allow parents to tailor their notification appropriately for different forms of harmful or illegal content,

268 parents agreed that the mechanisms should allow them to state the reasons they believe the content is harmful or illegal content, 251 of the parents agree that the mechanisms should include a range of default options for different kinds of harmful or illegal content and/or harmful audiovisual commercial communications on the service in question, and 244 of them agree that the mechanisms should adhere to national and European requirements with respect to accessibility for people with a disability. (See figure 6).



- Specify the type/category of har... 284
- Explain why as a parent I am fin... 251
- Use methods that are accessible... 244
- If a child reports harmful conten... 268



Figure 6

As a parent, I would like online tools that are easy to use in order to report content that is harmful to my child. I agree that these online tools should allow the following (Tick all that apply):

NPC believes if sanctions for posting inappropriate content are clear, that knowing that there are consequences for posting inappropriate content may deter some users from engaging in such behavior in the first place and publicising sanctions can serve as a deterrent to potential rule violators.

According to the Online Draft Safety Code, video-sharing platform services whose purpose is to provide access for adults to content consisting of realistic representations of, or of the effects of, gross or gratuitous violence or acts of cruelty are not required to prohibit the uploading or sharing of that content, provided that the service provider shall implement effective measures to ensure that the service cannot be used by children (Draft Online Safety Code, 2023, p. 49).



When asked if the three measures as set out in the Draft Online Safety Code (Draft Online Safety Code, 2023, p.49) (and above) are stringent enough to keep children safe, the majority of surveyed parents (63%) responded “No”, 21% said “Yes”, and 13% answered “I do not know”(See figure 7).

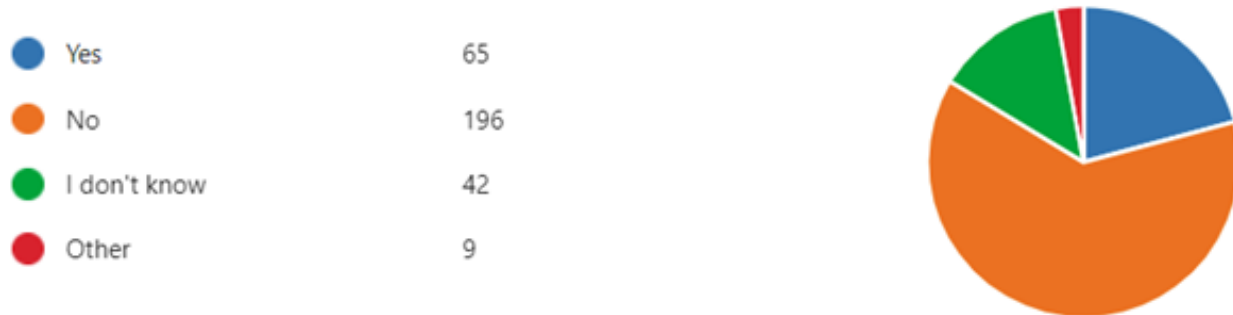


Figure 7

Video sharing platform providers will allow adults to share and upload content not suitable for children. However, they must include rules and regulations in their terms and conditions that protect children from viewing such content.

These rules are as follows:

- 1- The content should be rated as not suitable for children.
- 2- Adult users have to make sure children can't access the content.
- 3- Service providers should use tools to check the age of users.

Do you think these rules are strong enough to keep children safe online?



We asked parents what online tools they need in order for them to report harmful content to children.

All the answers are available in the Appendix, but the most common request was for an easy-to-use system such as a button on the homepage, which would link to a complaints form. Parents also suggested that the complaint be dealt with by a person rather than a robot.

Q. 12 What is your view on the requirements in the draft Code in relation to complaints?

The Commission requires service providers to report at intervals, specified in the code, of not more than 3 months on the provider's handling of communications from users raising complaints or other matters (Draft Online Safety Code, 2023, p.89). On this basis, we asked parents if this measure is strict enough. Parents' responses have been as follows: 54% of parents have answered "Yes", 33% have responded "No", and 13% of them have said "they do not know" (See figure 8).



Figure 8

The Draft online safety code says each service provider will have to report to the commission every 3 months explaining how they have handled complaints.
Do you think this is strict enough?



Age Verification:

Q. 9 What is your view on the requirements in the draft Code in relation to age verification?

When asked how important it is for parents that the Draft Online Safety Code will require service providers to take effective measures to verify the age of children and ensure that children do not view content aimed at adults, almost all parents (96%) see this as important while only 3% see this as somewhat important (See figure 9).

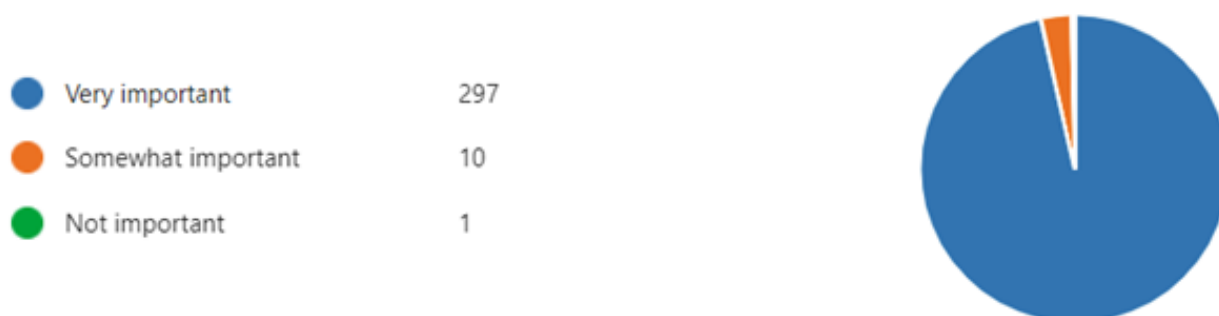


Figure 9

How important is it for you that the Draft Online Safety Code will require service providers to use effective methods that check the age of children to make sure children do not view content that targets adults?



The Online Draft Safety Code proposes a range of age verification techniques geared towards estimating or verifying the ages of children and users. We asked parents which of these techniques they would like VSPS providers to include in their platform to detect under-age users. Out of the 312 parents surveyed, 183 of them wanted Age Verification through hard identifiers to be included by VSPS providers, 107 wanted Tokenized Age Checking using Third Parties as one of the techniques to be included, 58 of parents wanted an Age Estimation technique to be included, 52 of these 312 parents wanted Biometrics techniques to be included, and 35 of them wanted a Self-declaration technique (See figure 10).

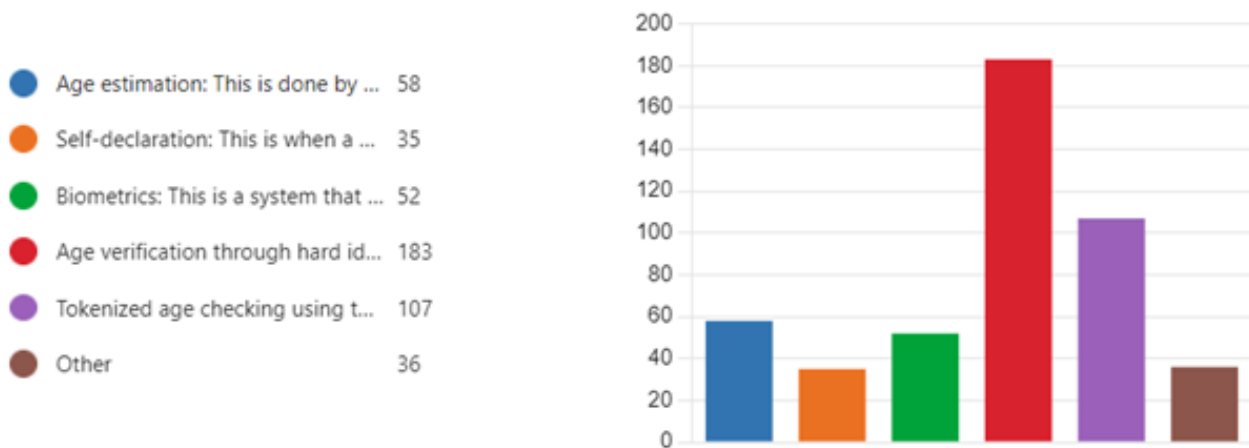


Figure 10

Service providers will have a minimum age for opening a social media account. They must check for under-age users and close their accounts.
As a parent, which of these ways would you like to be included to identify under-age users?



Given that the Online Draft Safety Code defines a child as anyone below the age of 18, we wanted to know from parents whether content should be restricted in the same way to all children regardless of their cognitive abilities, which vary depending on the old of the child. More specifically, parents were asked if VSPS providers should restrict content to all children under the age of 18 in the same way. Interestingly, half of the parents (51%) believe that content should be restricted to all children regardless of their age. On the other hand, the rest of the parents (46%) believe that restrictions of content should vary depending on the child’s age (See figure 11).

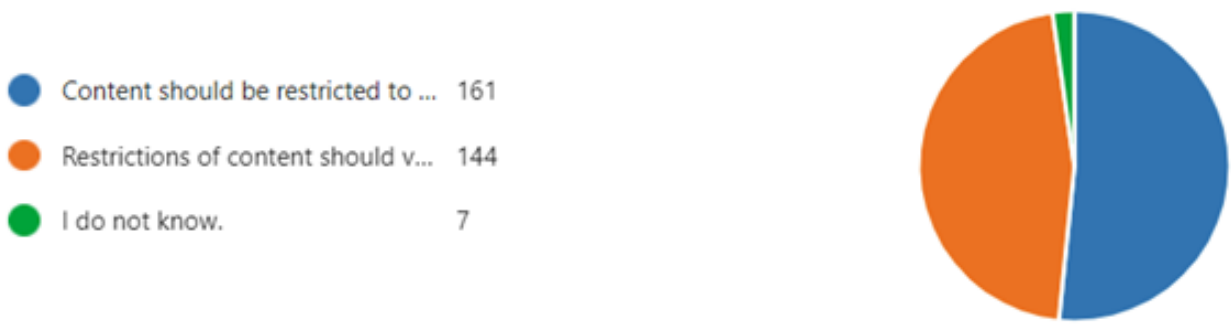


Figure 11

The Draft Online Safety Code suggests providers will restrict content to all children under the age of 18 in the same way. As a parent, I believe:



When asked if it would be effective to have a range of different age bands (e.g. 4-8, 8-13, 14-17), where content is either accessed or restricted based on how old the child is, the majority of parents (70%) responded “Yes” while 30% responded “No”. (See figure 12)

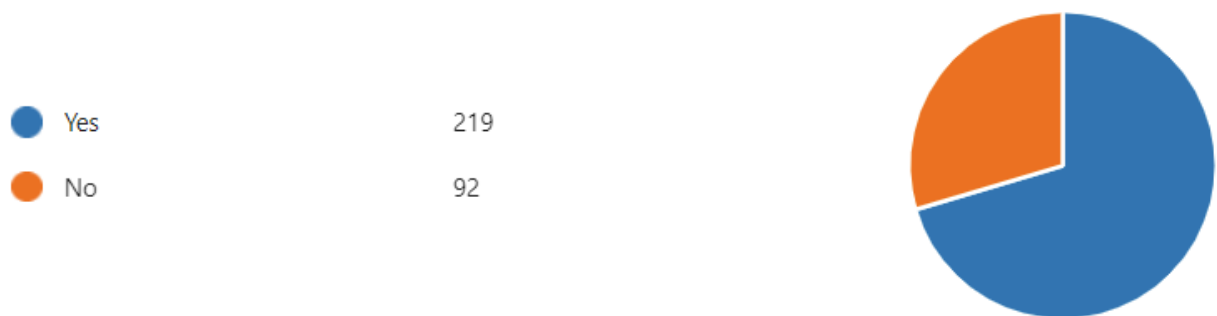


Figure 12

As a parent, I think it is a good idea to have a range of different age bands (e.g. 4-8, 8-13, 14-17), where content is either accessed or restricted based on how old the child is.



Content Rating:

Q.10 What is your view on the requirements in the draft Code in relation to content rating?

Parents were asked if they were familiar with different systems used to rate video content, and 55% of parents stated that they were somewhat familiar with them. The survey then asked what type of system they thought might be most useful to them.

54% favoured a system of age rating similar to that used for cinema content as a way of ascertaining whether content was suitable for their child or not. Some parents stated that they relied on websites such as (Common Sense Media: Age-Based Media Reviews for Families | Common Sense Media) for information about content. 48% of parents were not aware of any content rating information for selecting content on video sharing platforms, and 30% said they had only used them occasionally. 67% of parents felt that video sharing platforms did not provide enough information about their content to allow users to make informed decisions before watching them. 40% of young people said they found descriptions of the content the most useful when deciding whether to view it or not, and 39% said the age ratings were more effective, however, the majority of them (69%) said they were unaware or unsure if they had seen any of the platforms with these descriptions on them. The survey asked the children and young people, if they had seen the descriptions in advance would they have changed their minds about viewing content. 57% said that it may have and 47% said there was not enough information provided by the platforms before they viewed the content.



Parental Controls:

11. What is your view on the requirements in the draft Code in relation to parental controls?

NPC agrees with the Commission that effective controls are necessary in order to allow parents or guardians to protect children from harmful or illegal content and/or harmful audiovisual commercial communications. NPC specifically supports the recommendation of the Commission that video-sharing platform providers in developing and applying parental controls should be premised on the set of features proposed by the code (Draft Online Safety Code, 2023, p.69).

Accordingly, we asked parents which of those features they find to be necessary to protect their children from harmful content. In general, most of the parents have found all 13 features to be necessary. More specifically, the vast majority of parents (296) have highlighted the necessity of a feature that allows for the blocking of access to any accounts the child may encounter that could expose them to videos that may impair their physical, mental or moral development, the feature that received the second highest response rate in terms of its necessity (288 parents) is the default to privacy settings being turned on for a child, and the third highest response (286) was for the feature allowing the limiting of a child's aggregate screen time per day or week to an amount determined by the parent or guardian. As for the rest of the features, the response rate regarding their necessity ranged between 278 – 257 parents supporting the development of such features. Noticeably, the feature that received the lowest response rate from parents (161) is the one where the default to content which is universally suitable for children and when age of the user is unknown (See figure 13).



- A feature that allows a parent to... 286
- A feature that allows for the par... 278
- A feature that allows the parent ... 296
- A feature that allows the parent ... 278
- A feature that allows a parent to... 275
- A function that allows a parent t... 263
- A feature that allows a parent to... 254
- The platform should include a f... 254
- Privacy setting should be autom... 288
- The location of the child should ... 281
- Content that is considered safe f... 163
- The posts of a child should be a... 256
- A feature that allows a parent to... 277

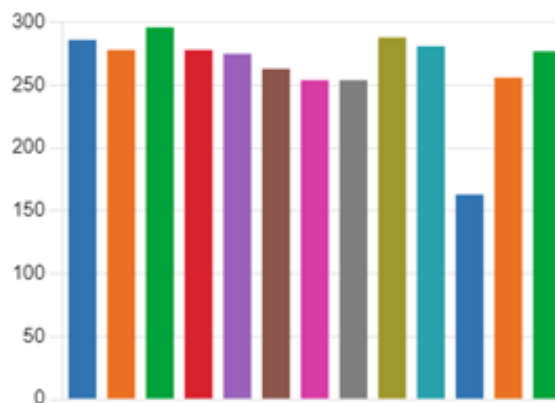


Figure 13

The Draft Online Safety Code will include ways for parents to protect children from harmful or illegal content. For this reason, the Draft Online Safety Code advises service providers to have the following features.



Audiovisual Commercial Communications:

Q.14 What is your view on the requirements in the draft Code in relation to audiovisual commercial communications which are not marketed, sold or arranged by the VSPS provider?

Clearly labelling sponsored content in videos aimed at children is essential for transparency. In fact, it helps children and their parents understand that what they are watching is a form of advertising rather than regular content. Declaring sponsored content allows viewers, including children, to make informed decisions about the content they engage with. It helps them distinguish between organic content and promotional material. By clearly marking sponsored content, video platforms could also use this as an educational opportunity to teach children about advertising and the difference between regular content and advertisements. Parents were asked if they thought sponsored content should be clearly labelled and regulated to ensure that children can distinguish between regular content and advertisements, or if they believed that sponsored content should not feature at all in videos aimed at children and such content should be completely separate from videos meant for young audiences. 85% of parents believed that sponsored content had no place in videos aimed at children.



Media Literacy:

18. What is your view on the requirements in the draft Code in relation to media literacy measures?

NPC supports the Commission’s recommendation that VSPS providers shall have measures that develop media literacy skills of their users, which should have specific aims as outlined in the Draft Online Safety Code (Draft Online Safety Code, 2023, p.74). NPC therefore wanted to hear the views of parents with respect to the aim of promoting users’ understanding of the service, including its functions and features, its content moderation guidelines and its online safety features, and in particular its content rating feature. On this basis, we specifically asked parents if their child is able to understand how a certain platform works, the functions and features of the platform, its content moderation guidelines, online safety features, and its content rating feature. Out of 312 parents, 174 of them think that their child is able to understand how a certain platform works and 131 parents think that their child can understand the functions and features of the platform. In addition, 126 parents think their child can understand content rate features and 104 parents believe their child can understand online safety rules. As for content moderation guidelines, only 73 parents think their child is able to understand what those entail (See figure 14).



Figure 14

As a parent, I think my child is well able to understand (Tick all that apply):



Processing Personal Data of Children:

Q. 19 What is your view on the requirements in the draft Code in relation to ensuring the personal data of children is not processed for commercial purposes?

When we asked parents about how important it is for them that the Draft Online Safety Code will not allow the processing of personal data of children for commercial purposes. Almost all parents (97%) find this requirement to be very important while only 3% find it somewhat important (See figure 15).

Therefore, NPC supports the requirement in the Draft Online Safety Code that Personal data of minors collected or otherwise generated by video-sharing platform providers pursuant to points (f) and (h) of the third subparagraph shall not be processed for commercial purposes, such as direct marketing, profiling and behaviourally targeted advertising (Draft Online Safety Code, 2023, p. 97).

● Very important	301
● Somewhat important	9
● Not important	0



(Figure 15)

How important is it for you that the Draft Online Safety Code will not allow the use of personal data of children for commercial (business) reasons, except to check their age.



In Conclusion

NPC welcomes this opportunity provided by Coimisiún na Meán to make a submission on the Draft Online Safety Code. In the main, it is clear from the parents' responses that the Code is welcomed and has made a good start in developing regulation in this important area. Parents have told NPC that they struggle daily in their job of ensuring that their children are protected online. They want user-friendly mechanisms to report harmful content, which will be acted on swiftly. Whilst the results of this survey are encouraging in relation to the Draft Online Safety Code, it is also clear that parents would like the code to go further and be more prescriptive in areas such as age verification, take down of harmful content, and parental controls for example.

NPC look forward to the final Online Safety Code being published and are available to the Coimisiún na Meán if any further information or clarification is needed on any of the contents of this submission.



NPC

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SUPPORTING CHILDREN

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Appendix 1 – Responses to ‘Other’ options

The Draft Online Safety Code includes a definition of “illegal harmful content to children”. The definition is as follows:

‘The definition of “illegal content harmful to children” comprises the relevant categories of offence-based harmful online content defined in the Act (link below). This includes various types of content involved in sexual offences involving children, as well as illegal threats, harassment and grossly offensive communications where the victim is a child, or the content is likely to be seen by a child.’

I would ideally like to see the word 'violence' also included in this definition. Otherwise ok I cannot say that this would be a definitive list of all kinds of harm. There may be other types that do not come to mind. No one is the same so what I might interpret as being harmful may not be deemed as harmful for someone else.

Adequate

Grossly offensive communication of all kind including adult victims also should be removed

Doesn't include all types of harm AND is confusing

Definition is dangerously vague and would allow certain content to be unavailable depending on laws passed by a string government. Look at what happens in US (and libraries here) regarding LBGTQ content

Should include sexual offences in general (not just including children)

Does not include all kinds of harm. Needs to include more in physical and mental abuse and violence. Ads need to be considered. For example, children may play age appropriate online games with ads but the ads advertise violent games. This needs to be controlled.

It's mostly exhaustive in its inclusion of types of harm.

encouraging terrorism and methods of terrorist acts such as bomb-making

Wording should include "this includes and is not limited to..."

all harmful content should be made and considered illegal. please share the full definition somewhere that is easy to access. I couldn't find it by following the link.

I don't know if this includes all kinds of harm

The Draft Online Safety Code includes a definition of “regulated content harmful to children”. The definition is as follows:

‘The definition of “regulated content harmful to children” includes age-inappropriate content such as pornography, and content depicting gross and gratuitous violence. It also includes dangerous challenges and covers a range of content that is included if it poses a risk to the life, physical health, mental health and/or safety of a child: cyber-bullying, encouraging eating or feeding disorders, encouragement of self-harm or suicide, and information about methods of self-harm or suicide.’

I cannot say that this would be a definitive list of all kinds of harm. There may be other types that do not come to mind. No one is the same so what I might interpret as being harmful may not be deemed as harmful for someone else.

The eating disorder is very important glad to see it in There

Hate speech, incitement, discrimination speech should be included also

Definition is dangerously vague and can allow certain content to become unavailable depending on laws passed by government

If this content was regulated then it couldn't be allowed anywhere near children however children can be evasive about their age and gain access to such material - that is why I support an outright ban on so called smartphones and smartwatches in primary schools. Perhaps we need to refer to them as portals to potentially psychologically dangerous content such as pornography and physical violence to drive this point home!

encouraging terrorism and methods of terrorist acts such as bomb-making

not sure. What other types of content were up for discussion but not included in the draft?

I don't know enough about this

Video sharing platform providers will allow adults to share and upload content not suitable for children. However, they must include rules and regulations in their terms and conditions that protect children from viewing such content.

These rules are as follows:

- 1- The content should be rated as not suitable for children.**
- 2- Adult users have to make sure children can't access the content.**
- 3- Service providers should use tools to check the age of users.**

Do you think these rules are strong enough to keep children safe online?

No rules can keep children 100% safe online

All three protections are necessary

Double verification should be required for all of that content. Summary of the content should be provided before being able to access the content.

Due to difficulties that arise from using true age, many children & their parents don't use correct age on setting up. Therefore user ages are NOT accurate. Correlation between likely child computer / game use and children's interaction should be used to prompt date of birth verification.

There are ways around these rules

Not strong enough at all. The service provider should not allow the upload of age inappropriate content without it being strictly governed by the provider. Age regulation is needed and in a stringent manner. They're must be a form of automatic or AI type check for content to minimise its upload and incorrect rating.

To some extent

No. But there isn't much adults can do other than talking to their children, informing them, educating them and make rules around the online use.

It's very hard to keep them fully safe but putting these in place goes a long way towards it

Service providers will have a minimum age for opening a social media account. They must check for under-age users and close their accounts.

As a parent, which of these ways would you like to be included to identify under-age users?

The parents should be the ones who can sign them up asking the parents maybe the same details first ;

Parents permission and strict protocols for that permission-there should be no facial recognition or anything like it or children online to verify accounts, far too dangerous.;

Review new Ryanair process for variety of options;

Parent responsibility and or accountability ;

Age checking through parents/ gaurdian approval to sign into platform etc;

Unsure.;

I think sharing a child's biometric with too too is a bad idea. This is a difficult topic but solve this for verify age and not putting a child sensitive data on the internet would be the holy grail of suitable control.;

Parent approval

I don't have a solution but none of the others appeal as they apply to everyone. ;

Hard identifier such as PPS number and Parent's signature consent;

Use a PIN the use of any personal info, documents or biometrics would be completely wrong given that allows formal or informal profiling of people and will sooner or later be hacked.;

I don't know how this can be verified without doing so through an adult ;

Child provides PPSN, which can be obtained from parent and service providers can use APIs to verify if applicant is correct age without state providing exact age or any other details.;

Parent has to set up the account and then assign the child to their an account. Upload of IDs is only ok if there are clear terms and rules around the storage of PII.;

Leave that for parents to select minimum age, some children are special needs;

Can the WiFi provider at a a filter to restrict access to data?;

All are not good at exactly estimating the correct age;

Parental proof;

Ask parents permission ;

Parent/guardian verified, digital declaration;

Parent must verify the account for their child;

Not happy with options;

Self-declaration: This is when a child specifies their own age. ;parents have to verify the age of their child;

A relevant responsible adult verifying child's age;

Child gives age and parent have to verify;

I think noneOf the above are applicable. Children lie about their age on platforms such as tik tok/instagram all the time. I think they should be asked to answer questions appropriate to their age to establish the correct age. There could be a 10/20 question survey before joining these platforms and if they don't have the correct answer then they don't gain access. My son is on a platform in USA that adheres to this policy and it is very successful as they have an interview type method so it's fairly easy to spot an underage person based on the answers they give.;

I don't know enough in this area. Needs to balance data protection with strong ability to check real age ;

Hard identifiers seem to be the surest to verify age, but I suppose once that's done, tokenized age checking can be used for seamless online navigation and access to other services?;

It should need to be verified by a parent and the parent should need to approve via a verified mechanism, providing id or via mygovid or a similar mechanism;

A child being asked to upload there passport or showing their face to who knows who for an "age estimation"!?!?! Is that a joke? Leaving them wide open to all kinds of creeps getting direct access to their personal data. We are talking about innocent children who need to be protected because they dont always know what is real and what's not. Can the parents not give their details and then fine them/jail them if they are found to be facilitating their child to gain access to adult or other harmful content. Make it the parent's responsibility. All the above put the onus on the child.;

I'm not sure ;

information collected on a child's parent to confirm their age if they are under 16 but over the minimum age to open an account;

Dont know ;

I wouldn't like that children have to upload photos of themselves at all. But would rather a different method of verification;

Parents permission has to be given ;

All of the above have downfalls. My preference would be passport but my concern would be data security.;

The Draft Online Safety Code states that self-declaration of age by users is not enough on its own to check the exact age of users, specifically children. What other ways would you like to be included along with the self-declaration measure?

Biometric confirmation. Parent having to upload their own documents and giving approval. I do not believe that a child's identity documents should be used, the parent's ID should be used as guarantor.

I think I'd prefer biometric checks etc. Over uploading passports etc. Both options are flawed but I'd prefer that my child's passport details etc. Are not stored in some third party's cloud that could potentially be hacked. This is all the more true in my opinion if my child has several online accounts.

Biometrics of the face only

a bank card of the parent. And a payment of €0.01. The point is not the money, the point is having a parent supervising. Any kids can upload their ID, but most of them don't have a bank card - or at least when young and more vulnerable. Having them to ask for CC number is already starting a conversation with their parent about why they want to join a platform. The fact that a €0.01 is showing on the bank statement make it difficult to hide.

Hard indentifiers

Parental verification

Submitting ID

Biometrics and passport

ID

Parents have to upload Photo ID of themselves and proof of their guardianship of the child

Children can't consent. They don't understand the dangers. Only parents can consent. Also why is there no mention of the addictive on purpose attributes of social media & videos & games.

Notification sent to parents if child is trying to access online content

Clarified by parent and copy of id

Have the child's account linked to an adults/parents account, who must verify the child's age

Independent age verification service provided by a heavily regulated third party verification provider where any confidential data such as passport scans/ images are reliably protected and do not need to be shared with the online platform.

I don't really like the idea of providing passport information, because it's such a valuable data. Perhaps an individual could apply for an 'adult' token by providing their passport once, on a secure site. But one of the big issues is that once an adult has access to adult material, there's a risk that children with access to the same hardware can subsequently view the material without needing to provide an age declaration. I think perhaps there needs to be better education around how to safeguard or prevent children accessing age-inappropriate material. How many parents, for example, know how to successfully keep their children off adult youtube etc? We set up children's accounts, but the little blighters have the passwords to all accounts. Maybe facial recognition is the way forward....

Ise of family link app where parent can assign age profile and permission rights

Ask parents permission from parents.

Hard data on the child in token format

Boometrics

Biometrics

Facial scanning or something along those lines

legal responsibility of guardian empathized - a cultural shift is required, many parents are complicit allowing their children to falsify their age - age could be linked to the mobile phone - a sim is usually connected to the user - a passport could be required at time of purchase to ensure correct age is given to new sim owner

ID verification

Hard identification

Not sure except from figuring a way the parents need to be ask first

ID check

Double verification with email and phone number...

Hard identifier such as passport

Childs finger print

Uploading proof of date of birth

Parents or guardian permission and strict measures via the parents permission, such as verifying with both parents/guardians

Age verification by ID that cannot be forged. Parental consent age verification as well as the Age verification ID.

Parental verification.

Confirmation via parents

Parental consent or parents upload their own info asvoroof of consent & age verification.

Passport or ID

Don't know enough about other methods yo suggest one

Validation by passport - possibly consider the upcoming government digital wallet so that children's is would be protected.

Parent responsibility and or accountability

Parent check age and approval from the parent email address

See above

Questions with varying degree of answers that can categorize the Reponses and assign age brackets

Passport

Email to parent/guardian ac to confirm child's input

I would love to see no child under the age of 16 can have a mobile phone. This would need to be implemented across the board it's not enough having it restricted in schools alone. Parents are forced to give in so as not to have their child left behind from their peers but if all kids weren't allowed phones it would make it ela whole lot easier.

I've verified and set age limits for my child on gaming and streaming platforms that use a card refundable payment to verify age.

Hard identifiers needed such as passport if not available signed and stamped declaration from garda to be uploaded with parental signature

Adult input - for example the parent/guardian must approve their child's access to an account by inputting their own sensitive data to approve any access to a specific platform for children. Any notifications from the platform should be emailed to the parents own email address as well as the child.

See earlier answer in 'other' abovr

Na

I believe that children under the age of 16 should not have access to Facebook, tiktok, Snapchat etc as it is damaging and dangerous. The Internet is a fantastic tool but as an experienced mother of the fall out of it the Internet social media is not safe for children under 16

Parental consent from verified user

Parental approval of age bands

Request permission from linked parents account. Difficult currently in all aspects from android to apple devices.

If needed for school verify by schools. This is an issue that teachers respect children in secondary school to have a phone for research etc but then take no responsibility for what children are accessing even while in school phones are used for all sorts of content including bullying

Parents can be in a photo saying the child's age and they give them permission to use the site

Upload ID such as passport

Formal id

Parental confirmation of age. Additional question to the child to validate their age.

Biometrics

Parental and school declaration. It must be an informed choice.

Parent and child's proof of age by passport or PSC

Require adults permission through verification with their email address perhaps

Parental approval

Verification by a parent or guardian

ID

This is the issue as I'm not sure how to go about it, but I don't like the idea of anything visual. A list of favourite things might be able to weed out kids.

If using self-declaration, you could ask for parent confirmation too alongside this, but I think the only way to be fully compliant is to use hard identifiers.

3rd party verification by a parent or guardian.

Use hard identifier such as PPS number and parent's signature

Leave the status quo or some form of offline check maybe a way forward. The creation of online databases of identity documents or biometrics linked to what people view is not acceptable.

Remember this will apply to both adults and children.

Facial age identification

Official identification

Documentation verification

Hard copies of ID. I am concerned any self declaration or biometric system could be overridden

Parents consent with identification

Parent verification is an option. A 'family share' method where parent approves the sign up and also can access the child's account for safety reasons.

Parental control

There should be a mandatory parental consent to open an account, with automatic review rights given to those parents of the content.

Biometrics or facial mapping for age. Anyone can pretend to be any age with self declaration

Not sure but self declaration definitely isn't enough.

This should be reconciled to PPS numbers

As above hard identifiers such as passport id

Parental consent using an MFA type process. The parent has to first see the content being accessed and then either approve or reject. The approval or rejection should be app based.

Passports

ID of parents/Guardians to be required for all interaction regarding children

Parent consent

The guardian/parent must have to set up and upload the token. A PIN should also be entered by the parent. For example Sky television service and X-Boxes request a PIN to be entered for older-age movies - I (the parent) do not share this pin-code with my child and only enter it myself if deem content is appropriate or I am watching it with them.

Parental verification

Patent hard identifier upload as additional requirement, for added safety layer to verify age passport and bank statements (or other proof of residence)

Verification by parents

Via an adult but it's very difficult to confirm

Account linked to parent/guardians phone and that person must give permission

Adult declaration confirming the child's age.

Perhaps an online form to be filled out by the parents of child.

Child provides PPSN, which can be obtained from parent and service providers can use APIs connected to state database to verify if applicant is over the correct age without state providing exact age or any other details, thus violating our constitutional right to privacy.

Parent consent, hard ID,

Technology to help identify underage users of the platform or trying to view content.

email

Declaration made by parents or guardians

Absolutely hard evidence of age must be required to protect children.

Parent verification

Parental/Guardian Access Code Approval

Proof of age, passport, birth cert

Face ID

Not sure

We need as parents way to control social media on phones or any machines

Passport or other legal document

Some form of face recognition or hard date evidence but this brings risks to, which must be managed

I would like the government to have create a public service token based on age for school aged children that can be used in schools and can only be used one at a time. The set up should be easy because they already have cards for public services.

Ask for parental permission

Possibly parent signatures

The providers need to do more than allow self declaration by children. Hard identifiers as outlined above or Tokenized age checking is a good way to do this.

Verification from Adult by uploading of adult Identification or unique number created especially for this.

Online Garda vetting / parent's confirmation by passport etc

Links to parents accounts/devices until the child is 18

An email address

Parental proof

Contact parent via email

Parents declaration

Not sure

authentication / verification by parent or guardian

Maybe a text or WhatsApp with the content for agreement?

Unsure

Have parents set up their account to make sure their age is correct

Declaring a parent/guardian account which verifies the age band of the child.

Parents verify the age of their child.

Parental approval. Copy of passport

hard evidence - passport checks

self declaration is completely useless

Documentation proof of age

By unloading their passport or a relevant document

Passport

parent has to authorise access for the child

Parental verification

Li

Passport etc

Upload id

See 7

Additional Confirmation by a parent or guardian to verify proof of age of child and upload their own identification. Remember Kids can use / Rob/ borrow older age ID easily

Age verification through a parents account. Evidence of age. Parental responsibility to be explicit regarding their child accessing adult content

Passport like online gambling

Token. Set up by a guardian. All child accounts up to 16 years of age for any social media account must be linked to their guardians account for safety.

possibly a declaration for the child's parents confirming their child's age

Parents consent

The need for parents to verify the age, plus a verification from a official side like teacher etc

Hard identifiers: Birth certificate or companies to make contact with parents to verify bone-fides. That way parents are giving permission and are aware of what their child gets access to.

Parents confirming

Be a named guardian to verify age or give permission

Like a junior revolut account - child can have a "junior" social media account but must be set up through a parents account

Providing a parents contact details, linked to parent's account

Age checking via pps etc and parental consent under a certain age ex 14/15

Maybe an adult has to verify their identity too.

Ask from parents

Parental consent and safety controls through filters

Parental verification

parents should have to upload id

Parental permission and proof of age

Parent verification

Parental/guardian verification and photo id

Passport upload.

PPS verification.

Ask age appropriate question or puzzle

A questionnaire or interview style application to open an account, an underage user would be highlighted by the answers given.

Hard identification even of an adult that allows parent be more aware of what their child is using

Evidence of age by using passport information. The passport number maybe stored only to prevent multiple uses and government agencies may access the system to ensure compliance.

Parent verification as a two step factor for account creation

Above

Proof of age

ID document to verify age

Must be signed off on by a parent - unique code sent to parent.

Make sure to upload parents passport for approval

Parent or guardian should be sent an email with a verification code for the child to proceed when making an account.

Parental or guardian confirmation

Email to parents to verify/confirm the age of the child before the social media account is created.

The declaration could be made by a parent using their verification process such as ID card, driver licence etc. by providing that they take responsibility for declaring their child's age without having to submit child passports or the likes

Permission required from a registered parent.

Parents ID and verification to be included also

As mentioned above

Documents such as passport used as verification

Self declaration doesn't work. An Id upload of some sort possibly.

Secure third party age authentication

Parents/caregivers should take full responsibility. They should have to use biometrics through a third party/public body that will check their child's age against a register (only people accessing this online stuff should have to register their children's birthdates). They should have to use the biometrics every time their child wants access.

Proof of identity

When the parent is purchasing the phone the age so be verified through passport identification and under 18 should not have access to harmful content..as whats coming up on teenage phones is just unbelievable and horrific we are destroying this age group

Some type of passport identifier but not a passport reader.... As in the child's details on the passport need to be safe and not used or seen by others. Perhaps some kind of code

Permission from appropriate adult

Seeking an email verification from a parent from their own email address or from a safety app like Family Link.

Provide upload of ID. More responsibility for parents e.g. fines/repercussions for parents if their child breaches age minimum

Identification check

Self declaration can be mis used and will be by children. Identification needs ti be via official documentation

Age verification through biometrics and hard identifiers combined will reduce the likelihood of underage children accessing this content

Some way of ensuring that a parent is aware that a child has signed up to an account and can put measures in place to keep them informed as to what they're watching e.g. a record of content to parents e mail address

I don't know

Use official identification or have a second declaration that must be input by a parent or guardian using biometrics

Official documentation as hard proof

Have parents verify child's age trough email

A ID verification or ID from the parent staying its correct

Parental consent

I don't know

I do not know

Email their parent/guardian to confirm age

-information collected on a child's parent to confirm their age if they are under 16 but over the minimum age to open an account

-test questions

Ask a few questions that would help determine age

Parents consent

Something like a PPS number

Unsure. Parental/guardian verification with proof of child and parental/guardian ID.

Parent/guardian declaration

Contact details for parent/guardian

Biometrics, hard identifiers

Through parents, somehow

Could upload a handwritten passage. Maybe a "complete this sentence..." or similar and use techniques to decipher the child's age. Or a questionnaire that would decipher the child's age

Biometrics and passport ID

Parent's confirmation

Parents permission and a ban on social media for kids under 16

PPS numbers could be used but as with all measures I could have concerns about GDPR breaches/hacking on sites.

Parent identified as responsive for allowing content

Don't know

These platforms should not be assessable to anyone under 16.

16-18 should have to provide data and the details of a parent to join..the child's account should be in some way then linked to the parent so that they can monitor what is being accessed and viewed by the child

As a parent, what online tools do you need in order for you to report harmful content to children?

Easy to understand how to report. Sometimes it is very difficult and confusing. Make it easy for us to report and block.

Something quick and easy to complete like a Google form and/or survey monkey type portal where you can make your point quickly and easily, also the ability to drop and drag evidence (eg screen grabs, photos etc.) In support of your complaint. Again while using your phone or whatever (when you notice harmful online content that puts your child at risk).

It should be a link on the service provider's page. Quick and easy to report.

a platform where you can report harmful content.

Ability to explain why content is harmful

I'm not sure - other than report content to the provider or in more serious cases contact the guards.

A report button and a timely turn around for staff to answer queries

I don't know

Easy to use form / email that sends me a copy of my submission and acknowledgment from the provider of my submission

The platforms do not take reports seriously. The report should also go to the Garda online unit & Ombudsman for children & Govt could additionally fund expanded remit of these Depts with taxes from the platforms. The perpetrator should not dictate the terms. The platforms are designed to addict children. Address that.

The school app I.e. Alladin

That the site is immediately suspended until review is completed

A simple reporting method

Direct access to regulatory body which can be partnered with content provider to ensure all relevant parties are aware of any issues

There should be a simple to find 'report harmful content' button beside each discrete piece of content.

Clear access to a reporting button (some buttons are very small, or you need to drill down to find then) for each application, that allows me to report to service provider.

Knowledge of access to a link to access the reporting site and a dedicated phone line for same in the event of escalation of the issue

Email where I can report

Pin number to block and also site restrictions/ permission request via Microsoft family etc. kids are not allowed social media accounts

Safe GDPR protected reporting mechanism

I'm not sure

As parents we are often not aware of what harmful content they are exposed to - greater regulation of social media sites is required - phones should not be allowed in schools - the social acceptability of phones with young children needs a cultural change

I'm not sure

Just make it easy and affective

Easy access to raise concerns and a response

Regulators website where the harmful content can be uploaded and reported by an adult

A tool that is easily accessible

Ease of reporting user friendly and instant reporting access

Chat/e mail function

Two way accounts that flag on my side if something is appropriate whether the child has viewed it or not.

Am easy to find reporting tool

Easily accessed and well advertised phone and email information for making a complaint.

?

Ease of sharing information.

User friendly - click options & provide a contact email / mobile for personalised response.

But most important is for the Commission is to engage to with EU & platforms to have defaults requiring knowledge to opt out off rather than the current knowledge level required to operate / set up parental contrails. standardize so that there is one approach to parental controls for example PS5 / Sony Entertainment accounts have the child's account as a subset of the adults versus Epic (Fortnite) which has the parental console accessible via the child's account with pin which needed to be public initially for his friends to invite, actively managed acceptance and then changed to friends / friends of friends only! Christmas 2023 took over 20 hours across several days to painstakingly set-up the necessary - I have a child not a PhD in IT!

Service provider and ad agency hold responsibility and or accountability

Safe website/platform that's linked to ombudsman man

See above

Community Notes or website where we can have an interactive dialogue about the issues we see with the content. Resolution should be shared at the end of the case discussion.

An app based tool?

Training on how to spot it, how to talk to your child about it and Training on how to shield /put in place measures to prevent it reaching your child. Training for parents.

An effective report function.

Once reported harmful content is frozen and cannot be accessed until determined if safe etc

A dedicated, highly trained professional who takes all complaints seriously by thoroughly investigating, responding and taking full action to resolve the complaint.

I assume an in app tool is enough,

N

Strict laws surrounding monitoring and maybe all accounts need to be linked to an adult in order to use

A quick response

Easy to use, direct, specific, quick.

A direct agency to contact to complain and have the content removed effective immediately

A program that covers everything that has been viewed in a time period with red flags on any harmful content- or a complete block which needs parent approval

Link to child's phone...visibility of content viewed on snapchat, Google, safari..

We need to realise that age does not define capability and immaturity especially in teenagers. One teenager can be advanced and understand the repercussions of what they are viewing others are not that savvy therefore need to be protected and parents need to be able to restrict content easier on phones so it can be a bit more tailored as well to the individual by request. Taking into consideration moral religious and values of parents and children

Email addresses to contact the relevant service providers

App

A very visible "Report function" on all sites with drop down menu (like in outlook to report suspicious emails) & then a response to let me know the query will be reviewed in a timely manner (e.g. like a FOI request which has to be dealt with in x number of days).

Ease of reporting and a human response and follow up.

Speed of response

Clear guidelines on what to do in the event of reporting harmful contents.

Easy to use

A link with a set of questions to answer or to provide the information in my own words

Age restrictions on youtube. No access to other social media channels

They probably exist but the actions are random. As an adult I've seen random results to reports that don't make sense.

Specify the type/category of harm I am reporting as harmful to my child.

Explain why as a parent I am finding the content (image/sound/text) to be harmful to my child.

Option to block content from the specific person that uploaded it.

An easily identifiable link/button that allows content to be flagged. That content should then be immediately flagged as potentially inappropriate to all users while it is investigated.

An icon on the Internet provider screen

Online reporting tools are pretty ineffective and will continue to be so. They are based on what the platform considers harmful content.

Visible easy option on each piece of content to report on it

An obvious Report button and a reply so I know it was sent properly and seen

Easier methods to report

A phone based app and a website

Easy access to report and immediately block harmful material

Easy online tools

Full report abilities and better follow up from providers on decision making and reasons for decisions. Person to person communication.

Report junk

I need in the first instance to be able to review all of the content my children are consuming. It is an arduous and difficult task to trawl through viewing history - there should be an easier tracking tool.

A user friendly content warning disclosure option- most of the time reporting bullying or spam or racism on instagram does not even load correctly or comes back to say it found the results wrong!

Easy access too complicated service providers a human not a machine

Each child account should be linked to a parental one. Parents see what the child sees and can report it without the child's knowledge.

Transparency and obvious methods for reporting

Currently I will report via the app itself. I am very skeptical as to what is done with this feedback. I suspect very little.

A simple box ticking

Tools should be built into the apps themselves and the report should go to the service provider, the parent, and a government body so they are kept in the loop.

In built reporting within apps. Escalation procedures clearly outlined

Wordpad at a minimum.

Accessible information on how and who to report to

A direct contact to report it and follow up

Quick click function to report the content plus a free text space if further detail required. Providers should be required to feedback to those who complained as to what action was taken.

Easy access to the areas on a platform where you can make such reports ie make them clearly visible on the platform

A forum that deals strictly with these issues that parents can discuss and highlight with each other.

A link on the content that provided direct feedback to the provider with an option to provide my email so I can be informed of actions taken should I wish.

Easy access

Easy to access and direct line of communication to report harmful content. The option should be obvious on a page, and not hidden away from view through several layers of chatbot q&a's.

Everything available

Easy to access, direct reporting to the platform & relevant authorities.

Email

Click option

I don't know what we need to make quick complaints.

Google family link or Microsoft family link

Simple easy to use reporting website or app. I need to provide the webpage, the reason, my information and some other basic details. Keep it simple.

I need for a real human to respond to reports and to act on the report. Social media use bots and often reports are shut down without anyone acting on them. This is evident by the same problem cropping up repeatedly.

An app n the specific website would make it easier

It needs to be easy to ascertain how to make these reports if needs be.

a simple "report this content" button on each site and then a clear and concise list to tick to inform them of the type of content.

Away to get image off line asap buy still away to give the content to the Garda

online form

Independent body outside service provider that the service providers are answerable to.

Easy of accessibility / contact information

Email address to report incident

Not sure

quick use portal

Fortunately we have never been in this situation in the past 3 years with little millers I trust them completely

Easily accessible reporting system that is not a black hole!! It need to br monitored and authority for action to be taken immediately in some cases.

An obvious method to flag inappropriate content to service provider and hide the content from showing again.

Easy use platforms

Parental controls using an account for the parent on the same platform.

A platform that hides reported harmful content immediately until it is assessed properly.

all tools available

simple, clear, not involving a password, short

Text message

Unsure

24/7 monitored

Easily accessed report tool

An easy access / user friendly too/hotline/online complaints that is verified and you are given a case number so you can identify your complaint and it can be followed up

A button on the content page with a follow-up reporting form

An app that makes is very easy to report.

Updated information regarding sites that children and young people are using as parents are completely in the dark

Template report of harmful content form and direct response to the report

An easy access complaint link on the site/app

Easy and accessible tools

?

a trustworthy contact and support network, online is not sufficient enough and does not give any feedback whether somebody in listening and taking care of the concern

Traffic light software to alert parents that their child is potentially putting themselves in danger such as key words that potentially flag in issue without outright monitoring and therefore keeping the trust of the relationships.

Link on page

Something that can't be infiltrated

When you click "report" there is a place to write exactly what you are reporting. Not just a drop down box of random options

I don't know

Moderated checked once a child involved - AI or robotic dealing with report re children not good enough

Easy access to complaint personale.

Email and inbuilt reporting mechanism

not sure

a link to be able to report issues

A means to add detail of why the content is harmful

Content info

Telephone numbers. Email contact, staff dedicated to complaints handling.

A clear And simple method of reporting if you feel that content is harmful to a child or a Child is experiencing any form of online bullying that is causing upset so it can be stopped before it escalates. Maybe something like the child that is doing the bullying gets a warning and then their account is blocked for 24 hrs initially / 48 hours And then an outright ban if they choose to continue. Perhaps IP addresses could be used to establish if harmful content or bullying is coming from a single individual - although children are so tech savvy they can use VPN's etc. When the internet was fairly new in my workplace they had a pop up if you went into social media of any kind and it said "what you are doing is not work related" I remember thinking at the time that it was genius. Perhaps there is a modern day equivalent that could pop up on a child's device saying " the content that you are about to share is upsetting/harmful and may result in a ban from this site and / Or prosecution. Please Consider this before clicking send" And then actually follow through on the warning!

Easy to use and easy to link to your own device so you can monitor the process easily

A simple complaints process that is investigated quickly and competently

Template, telephone number, contact form

Ensure it's straightforward to do

Report button on videos and webpages.

Easy to access form to report other content

Oversight / audit trail of what has been viewed.

Easy report function

A simple to use app

Not sure

Online forms and a button to click to access the link (the complaint form) in the content page e.g. beside "Like" or "Subscribe" buttons.

A flag mechanism that would link to a quick questionnaire to complete regarding the content which will be used to help direct and triage the item for moderation. Each triage level should then have specific targets to meet in terms of turnaround times on addressing the report depending on severity assessed by the questionnaire.

Report/harmful content button, blocking of all further videos from the creator

I want to be able to contact a human being if I have a concern not a robot or AI simulated response. I want ease of access to complaints some websites have it so hidden it's ridiculous. I want my complaint logged and responded to with the correct relevant titles of the responder recorded such as headed paper name contact information in case it needs to be brought further you need a clear pathway and documented evidence by both parties to say how the issue was dealt with

Transparency is important, it should be easy for a parent to access their child's viewing history. When reporting inappropriate content I would like feedback that the issue is being dealt with and actioned.

One email address to send the details too of the site that is harmful and a quick response time

Easy accessible dedicated website

Online complaints process simplified

Simple access tools online

Easy, accessible, not tokenistic

email? re the above Q 11. number 4. If a child reports harmful online content the service provider should have to report that to the child's parents

Easy to use contact form/survey to detail what content was harmful. Easy to find email address

All the tools in the world and still no reply from tiktok re harmful content and engaged with the very helpful cyber safe Ireland who engaged with yourselves

Easy access to reporting

Easy to use links/apps to access when reporting harmful content.

Easy to use platform that parents can be confident will be followed up on

Don't allow content that is harmful to children.

I need access to view content that my mmchild views. Easy reporting tool. Ability to block content. Timeliness to remove content

Easy way to contact service providers that require them to respond in a timely manner.

Easy and quick

Something that you can use immediately-a link button

A quick response and action

Easy report features, ads that share an easy process for reporting

Once harmful content is identified it should be blocked for everyone logging in as a child then only unlocked if it is deemed appropriate. It should have a block tick box option and reason for blocking.

Standardised complaint form online where you can submit a link to whatever harmful material you have found.

It should be easier to block videos and content on a device. Especially you tube. You can't seem to block a specific topic, for example GTA 5.

Easier reporting platform

I don't know

A trusted third party regulator

An email address specifically for reporting harmful content, to the specific online platform, such as TicToc. Email provides a parent with proof that a complaint was made & when, esp when no action has been taken to remove same.

Email/chat function

Don't know

Easy to access and transparent tools. Sometimes it can be hard to find where to report things. Ideally parents would be informed if their child has seen harmful content and receive guidance on how to address or who to see support from.

Report it now button beside the content

All of the above

Report section

??!

How to report, who to report to, guidelines for what to look for, how to handle lack of appropriate response

Easy accessible online direct reporting contact number and named organisation

Whatever tool makes it easy and quick for me to report.

When a complaint is made it's needs to be looked at by a 3rd party watchdog asap and be frozen straight away until it's investigated

A complaints body would be useful that would raise the issue with the site. I have found complaints to sites in the past have been dealt with less than satisfactorily.

Access to messages in games such as roblox, chat messages I can see but can't see " in game" messages

Don't know

I think as soon as you as a parent/guardian hit the 'inappropriate' button then the content should be immediately removed by the service provider.

That way the onus is on them to then filter through things, at the minute it seems to be 'ok' for this kind of content to filter through and left up to people to report it as inappropriate...unfortunately that's too late as that means the child has already viewed it..the damage to that child is already done then.

Easy access to reporting is essential & confirmation by the company that they have received the complaint and show that they have dealt with it by return phone call to the person.

Click on screen but require a code logging my report with a response to be provided by email, in the same way a complaint would be managed

Do you think service providers should be required to include a strict timeline for when they will remove content that is harmful to children? If yes, what do you think the timeline should be?

24 Hours is too long if it is harmful. Should be almost immediate.

Depends on severity of content

As soon as possible and within 24 hours

immediately

Immediately especially for the photographic content

Immediate block with the blocked content having right to get unblocked for them within 3 days based on justification & sanction for frivolous reporting.

Immediately, if one parents reports unverified content as unsuitable then it should be automatically removed and queued for checking and the content creator given a notification to reclassify the video for 18+ or wait until it's checked.

Maybe temp block when it is reported to prevent others viewing it, then revert to complainer with outcome within a specified period.

Sooner for personally offensive/embarrassing content

Content should be immediately flagged as potentially inappropriate for younger viewers. All users should see some notification of this while the report is being reviewed. Once deemed inappropriate it should be removed immediately. The uploader should then be excluded from uploading content deemed suitable for children for a period of time.

Within 12 hours

Depends what the content is. Some content may require more consideration before action is taken.

Within 1 hour

within minutes of receiving a complaint

Asap within 15 mins if possible

Content should be removed until it can be checked and deemed safe or not.

2 hours

Immediately

within 3 hours

1 to 2 hours

24hrs is too late? It should be done immediately

immediately

Immediately pending review

Within 1 hour of notification

Depending on the triage level there should be an associated timeliness with the most severe being 24hours

Timeline (up to 7 days max) should vary depending on content

immediately 1-2 hours

30 minutes

Immediately

less than 24 hours