Internet Safety Governance in Taiwan

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Director of ARK 數位文化行動研究室召集人
**Past**
- Illegal and Harmful Content
- Internet Content Rating
- To empower parents, teachers, as well as children
- Self-Regulation for IT Industries

**Present**

**Future**
- To empower digital citizen
- International Collaboration
2016 Children’s Online Safety Annual Report in Taiwan
Age 8-19 Holding Mobile Phone in Taiwan 2016

76.7%

Kids Holding Mobile Phone

23.3%

Kids not Holding Mobile Phone
Age 8-19 Holding Smartphone in Taiwan 2016

87.8%

Kids Holding Smartphone

12.2%

Kids Holding Cellular Phone
Weekly Media Usage

- **TV Viewing**: 14.53
- **Internet Usage**: 15.86
- **Mobile Phone Usage**: 19.8
- **Exercise Time**: 12.58
## Internet Usage Frequency

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every Day</td>
<td>50%</td>
</tr>
<tr>
<td>5-6 days per week</td>
<td>6.7%</td>
</tr>
<tr>
<td>3-4 days per week</td>
<td>9.2%</td>
</tr>
<tr>
<td>1-2 days per week</td>
<td>9.1%</td>
</tr>
<tr>
<td>Only on weekends or holidays</td>
<td>18.4%</td>
</tr>
<tr>
<td>None</td>
<td>6.7%</td>
</tr>
</tbody>
</table>
Weekday Usage Period

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>06:01-12:00</td>
<td>2.2%</td>
</tr>
<tr>
<td>12:01-16:00</td>
<td>2.7%</td>
</tr>
<tr>
<td>18:01-20:00</td>
<td>10.4%</td>
</tr>
<tr>
<td>20:01-22:00</td>
<td>30.9%</td>
</tr>
<tr>
<td>22:01-24:00</td>
<td>11.5%</td>
</tr>
<tr>
<td>02:01-06:00</td>
<td>19.2%</td>
</tr>
<tr>
<td>None</td>
<td>1.1%</td>
</tr>
</tbody>
</table>
Weekend Usage Period

- (06:01~12:00): 8.4%
- (12:01~16:00): 18.2%
- (16:01~18:00): 19.7%
- (18:01~20:00): 14.4%
- (20:01~22:00): 24.9%
- (22:01~24:00): 9%
- (22:01~06:00): 1.5%
- None: 3.8%
Internet Portal

- Campus website: 1.9%
- Yahoo!: 26.7%
- Google: 32.3%
- CHT: 0.5%
- Facebook: 27.8%
- Pchome: 0.6%
- TFN: 0.1%
- Yam: 0.2%
- Youtube: 8.1%
Internet Usage Motivation

- Video: 71.9%
- Music: 70.8%
- Facebook: 69.4%
- Searching: 55.1%
- Online Game: 54.5%
- Entertainment: 37.3%
- Download: 27.4%
- Chat or BBS: 24.2%
- Instant Message: 17.8%
- E-mail: 13.7%
- Pornography: 6.4%
Social Network Participation

- 2010: 17.6%
- 2011: 19.6%
- 2012: 24%
- 2013: 43%
- 2014: 56.6%
- 2015: 58.7%
- 2016: 59.8%
### How to become a digital citizen?

<table>
<thead>
<tr>
<th>E (etiquette)</th>
<th>• Internet Etiquette Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>T (time)</td>
<td>• Internet Usage Time Management</td>
</tr>
<tr>
<td>H (home)</td>
<td>• Parenting at home</td>
</tr>
<tr>
<td>I (industry)</td>
<td>• Self-regulation for IT Industry</td>
</tr>
<tr>
<td>C (campus)</td>
<td>• Internet Safety Guide on Campus</td>
</tr>
<tr>
<td>S (Speculation)</td>
<td>• Speculate Internet Information</td>
</tr>
</tbody>
</table>
Cyber Cognition
Angel Affect
Pick Personality
Prevention
預防教育
Action
守護行動
Care
關懷諮詢
國內首屆兒少行動上網安全國際論壇歡迎報名

為維護青少兒行動上網安全，日本議會通過 [整備青少年網路環境法]，關注兒少行動網路的交友與非法詐欺兒少身心健康內容採取。國內首次以兒少行動上網安全為主題的跨國論壇，將於6/2周二上午舉行，政大邀請台日兩國的網路安全機構及資訊網路公會代表及進行經驗交流。

政大數位文化行動研究室與白絲帶關懷協會召開台灣首次行動上網安全的跨國論壇，邀請國家通訊傳播委員會委員陳憶寧博士、日本網際網路公會總經理代表、日本雅虎安全上網協會、電信產業發展協會理事/遠傳電信總經理李彬以及政大傳播學院教授/白絲帶關懷協會黃鴻威博士，就跨國網安與兒少關懷進行對話論壇，將兒少關懷行動提升至國際視野，誠摯邀請您一同來參與盛會，共同來關懷兒少網路安全。
iWIN 最新消息

搶快玩Pokémon GO 當心個資遭駭

精靈寶可夢「Pokémon GO」手機遊戲引發熱潮，iWIN網路內容防護機構提醒消費者留意個資安全。手... (查看全文)

iWIN 最新活動

2016年「網安三彩獎」廣徵繪畫・寫作・攝影作品

當行動通訊產品已成為e世代最常使用的工具，青少年上網的時間也有增加的趨勢，「網路成癮」的個案亦時有所聞，iWIN網路內容防護機構針對國小、國... (查看全文)

iWIN 微電影

青春網事一箩筐，微電影一一道來
Core Value of iWIN

Prevention
Action
Care
Mission for iWIN

Prevention
- Responsibility: to enact self-disciplinary regulations
- Advocate: internet safety education

Action
- Information: to provide information
- Network: hotline/online counseling

Care
- Bulletin: online complaint service
- Observation: cohort analysis of children’s internet usage behavior

Worldwide: International Collaboration
Mission for iWIN
Prevention 協會

Action

Care

Responsibility

Advocate

Information

Bulletin

Network

Observe

接軌國際 Worldwide

產業自律 • 預防

守護 • 網安宣導

守護 • 網安關懷

• 兒少研究
From 2013-2016, iWIN received 31922 complaints. 20617 of all complaints are overseas IP.

<table>
<thead>
<tr>
<th>IP Location</th>
<th>Domestic IP</th>
<th>Overseas IP</th>
<th>Others(*)</th>
<th>Total</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Pornography and Licentiousness</td>
<td>5542</td>
<td>18564</td>
<td>43</td>
<td>24149</td>
<td>75.65%</td>
</tr>
<tr>
<td>Internet Gambling</td>
<td>68</td>
<td>119</td>
<td>0</td>
<td>187</td>
<td>0.59%</td>
</tr>
<tr>
<td>Drugs and Substance Abuse</td>
<td>115</td>
<td>200</td>
<td>0</td>
<td>315</td>
<td>0.99%</td>
</tr>
<tr>
<td>Bloody Violence and Suicide</td>
<td>198</td>
<td>395</td>
<td>1</td>
<td>594</td>
<td>1.86%</td>
</tr>
<tr>
<td>Improper Expose of Children and Teenagers</td>
<td>32</td>
<td>64</td>
<td>0</td>
<td>96</td>
<td>0.30%</td>
</tr>
<tr>
<td>Others(*)</td>
<td>5039</td>
<td>1275</td>
<td>267</td>
<td>6581</td>
<td>20.62%</td>
</tr>
<tr>
<td>Total Amount of Complaint</td>
<td>10994</td>
<td>20617</td>
<td>311</td>
<td>31922</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

1. IP Location Others(*) : Including complaints about non-internet content, unidentified IP addresses etc.
2. Complaint Categories Others(*) : Including unidentified content, cyber bullying, spam, phishing, personal threats, fraud, hacking, libel, improper media news or suicide information etc.
IP Location

- Domestic IP: 34.44%
- Overseas IP: 64.59%
- Others(*): 0.97%

*Others(*) refers to miscellaneous or unidentified IP locations.
### Overseas IP based Complaints Process

<table>
<thead>
<tr>
<th>Overseas IP Process</th>
<th>Complaint Cases</th>
<th>(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Removed or Forwarded to Domestic Service Providers</td>
<td>4233</td>
<td>20.53%</td>
</tr>
<tr>
<td>No Transgression</td>
<td>1266</td>
<td>6.14%</td>
</tr>
<tr>
<td>Forwarded to Overseas Service Providers or Listed in ISP blacklist</td>
<td>14334</td>
<td>69.53%</td>
</tr>
<tr>
<td>Forwarded to Relevant Authorities</td>
<td>453</td>
<td>2.20%</td>
</tr>
<tr>
<td>Inaccessible</td>
<td>331</td>
<td>1.61%</td>
</tr>
<tr>
<td>Total</td>
<td>20617</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
## Domestic IP based Complaints Process

<table>
<thead>
<tr>
<th>Domestic IP Process</th>
<th>Complaint Numbers</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Removed or Forwarded to Domestic Service Providers</td>
<td>4391</td>
<td>39.94%</td>
</tr>
<tr>
<td>No Transgression</td>
<td>1088</td>
<td>9.90%</td>
</tr>
<tr>
<td>Forwarded to Overseas Service Providers or Listed in ISP blacklist</td>
<td>43</td>
<td>0.39%</td>
</tr>
<tr>
<td>Forwarded to Relevant Authorities</td>
<td>5217</td>
<td>47.45%</td>
</tr>
<tr>
<td>Inaccessible</td>
<td>255</td>
<td>2.32%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>10994</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>
Satisfaction Survey

Satisfied: 90.8%
Unsatisfied: 9.2%
CAP/iWIN Hotline 2013.8-2016.6
CAP/ iWIN Hotline  2013.8-2016.6
Internet Safety 76%

Addiction 9%

Caring 15%

Hotline
International Collaboration
International Collaboration for Asia Culture Values