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Human right and the Internet
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Canadian Centre
For Foreign Policy
Development

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pour le développement
de la politique étrangère

Policy Options

Human Right and the Internet
organised by:
The Canadian Human Rights Foundation
and
The Canadian Centre for Foreign Policy
Development

September 10-12, 1998

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Human Right and the Internet

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17192410

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INTRODUCTION
THE DEBATE

Human rights
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consciousness

According to Abid Hussein, Special Rapporteur of the United Nations Commission on Human Rights, "Today, information has become power and it's a swift [shift?] that can not be changed. Human rights and information are the defining facts of this century. We have to create the consciousness among people. And for that, we have to act in a civilized way. To my mind," asserts Hussein, "the Internet was born free... don't put it in chains."

→voice for opressed

In the opinion of Alain Modoux, of UNESCO's Freedom of Expression and Democracy Division, "The Internet embodies tremendous hope for those who have been condemned to silence through censorship. As stated in UNESCO's 1945 Charter, we must facilitate the free circulation of ideas through words and images. Today, we must encourage the free circulation of information and develop unhindered means of communication. Communication has nevertheless remained the poor relation of development."

→means to universal access to technology

José Soriano, of Red Cientifica Peruana, says, "We must 'evangelize' the Internet tool. We must give this tool to people so that they can learn how to use it. Local information must circulate because, if local networks are not developed, this technology will not be internalized. We must therefore promote the right to universal access to new technologies. It is important to demonstrate that people can do things themselves, without counting on foreign governments or even international organizations."

→what to publish?

Jagdish Parikh, of Human Rights Watch (United States), nevertheless questions the acceptability of what can be published on the Internet: "How do we establish a dialogue on what is acceptable and what is not?".

The observations made by these speakers effectively sum up the mood at the conference: the Internet is a tool with tremendous potential that could help the causes of freedom of expression and human rights, but it also has "a dark side" that could jeopardize the advantages it brings.

The goal of this conference was to make the most of the expertise of international players working in the fields of human rights and/or the Internet. It involved formulating constructive ideas focussing on five different themes: human rights education, the Internet as a communications channel, questions of access, the Internet's technological potential and the misuses of this tool. Most of the participants see Canada at once as a hub of communication between two worlds, a human rights champion and a place conducive to debate and the development of ideas on promoting human rights and the Internet. These ideas should lead to policies that would make Canada a leader in this area.

GROUP 1
HUMAN RIGHTS EDUCATION

The participants in the workshop on human rights education and the Internet first made a list of the various issues surrounding this subject. This involved defining the target audience, identifying the objectives to be reached when developing strategies to promote human rights on the Internet, evaluating the possibility of monitoring information on the Internet, and implementing strategies to evaluate the content of the messages and information being circulated on the Internet.

The issue of cultural and ethnic communities within Canada having access to educational programs, and the impact on the general public of establishing such educational programs, ~~was~~ were both mentioned during the workshop but not discussed in depth.

The participants ~~thus~~ underlined the importance, first, of identifying the target audience; ~~that is~~, whether programs and strategies for human rights education tend to target children, parents, educators, teachers, non-governmental organizations (NGOs) or governments in general.

¶ The second step consists ~~in~~ of defining the reasons why the government would want to establish programs to promote human rights: would it be to develop awareness of this issue, to mobilize an apathetic public with a view to specific action, to pass on knowledge and information or to educate?

The debates that took place during this workshop on the issue of human rights education on the Internet led to the development of several recommendations for the Canadian government in its role as leader in promoting human rights on the Internet.

RECOMMENDATIONS (Ideas - Options)
(Group 1)

$ •The Canadian government should promote the production of teaching materials available on the Internet that are adapted to different sociocultural contexts, allowing for the expression of various points of view on human rights. To do this, it would be important to allocate additional resources to local communities and to favour co-operation between the various players, that is, NGOs and public institutions.

•Canada should promote the use of standards for approving, identifying, authenticating, organizing, protecting and transferring electronic information, in particular in the field of human rights.

•Canada should promote the idea of bringing together the four players identified in the workshop as sources of power, that is, government, corporations, civil society and public educational institutions, in order to develop and strengthen international Internet education standards. In fact, the Internet has enabled profit-making institutions to automate education and reach a large audience. For this reason, there are major differences in the quality and balance of the various educational resources. Given the proliferation on the Internet of educational institutions without any real standards, there is a need to develop and strengthen standards in this area.

$ •The Canadian government should fund training that would meet NGOs' needs as regards the operation and promotion of their site in order to increase their visibility on the Internet and thus attract a larger audience.

$ •The Canadian government should release funds for the Internet publication of human rights content produced by NGOs.

train •Courses and training programs should be offered in schools to both teachers and students, to help them decode the messages transmitted by electronic media and distinguish quality information from propaganda.

Logistics •Canada should ensure the development of an index or electronic tool detailing the activities of the various Canadian non-governmental human rights organizations.

•In addition, during the workshop on human rights education and the Internet, the participants referred to the International Symposium on Human Rights and Hate on the Internet*, held in Toronto in September 1997. Some of the recommendations made by the participants in this symposium were repeated during the workshop, including the following:

train •That schools offer courses and programs on the media and computer literacy to students and teachers These would include strategies to evaluate the authenticity of materials and to develop critical thinking about information circulated on the Internet, so as to be able to distinguish propaganda from real information.

* Translator's note - unofficial translation

logistics

- That software companies automatically install games or programs promoting human rights to enable youth to be better informed and more aware of the human rights issue.
- That NGOs make a concerted effort to reach youth groups such as the Scouts and the YMCA, to make youth aware of the human rights issue, teach them how to counter abuse and hate propaganda, and prevent hate groups from recruiting members.

logistics

- That NGOs such as B'nai B'rith Canada and the Canadian Human Rights Foundation jointly develop and set up an Internet site on the International Symposium on Human Rights and Hate on the Internet.

GROUP 2
THE INTERNET AS A COMMUNICATIONS CHANNEL

The exponential growth of the Internet has benefited NGOs and other activists, journalists and institutions working in the fields of freedom of expression and human rights. However, several problems are manifesting themselves. The abundance of information, the duplication of traditional media's static nature, the difficulty in meeting clients' needs, and access to information and to credible information are all points that demand action to improve the use of this medium. The participants in this group therefore considered projects and recommendations that could guide Canada in its development of a policy dealing with the Internet and human rights.

The last decade has witnessed a remarkable increase in the volume of information on the issue of human rights on the Internet. However, this growth has created a new challenge because, even though the number of sites has increased, few resources have been allocated to establishing measures to organize this surplus of information. As a result, research is difficult, often frustrating and can even be unproductive. It seems absolutely essential to establish mechanisms to facilitate research and guarantee the quality of information.

It was also found that the format used to disseminate information does not always meet clients' needs. Since information can be too complicated for the general public, too detailed for officials (eg. UN) or even too general for the players in the field, it seems necessary to harmonize the format of the information with users' needs.

The Internet's potential sets it apart from traditional media. However, this new technology is often used the same way as radio or television, that is, in a unilateral manner, with the media addressing the user. We must seize the opportunities the Internet offers to make it an interactive tool and move from monologue to dialogue.

The issue of access to information also raises several concerns. The desire to impose specific laws on the Internet and/or to make carriers responsible could hinder the circulation of information. Also, the stringency of the *Copyright Act* presents an obstacle to the dissemination of information.

copyright must
use for the
least ch.

RECOMMENDATIONS (Ideas - Options)
(Group 2)

Upon identifying the following themes, four subgroups applied themselves to formulating policy recommendations for Canada.

I- Access to information

- Since Internet service providers (ISPs) have no authority or legal expertise to interpret the law or decide what should or should not appear on the Internet, they should not be held responsible for what is done by individuals or groups using their services.

- To reaffirm the integrity of Article 19 of the Universal Declaration of Human Rights, the Canadian government must meet its international commitment to keep the Internet free of any exceptional measures specific to it. The Internet is only a communication tool; it must therefore remain unregulated, but also free of hate messages. This must be accomplished through existing legislation not specific to the Internet.

- It is essential to ensure that the confidentiality of information, the right to privacy and freedom of expression are respected, while guaranteeing that Internet use is not monitored in any way.

- Copyright can become a restriction on the right to information and must be relaxed so it can be adapted to the specificity of the technology, thereby ensuring free access to information by the user.

II - Interactivity of information

- The government must support civil society members involved in promoting human rights through the Internet by funding and encouraging innovative and creative projects.

- The government and NGOs must recognize the necessity of using a variety of languages and formats to better meet users' needs.

- Since technology is not a substitute for humans, we should not only supply technological equipment, but also favour investment in the hiring and training of human resources.

- The government and NGOs must establish and actively participate in mechanisms that recognize that information must travel in both directions. This can be accomplished by creating new forums where information can be exchanged.

III- Quality of information

Canada should become involved in creating one-stop services (central site) in order to:

- Make urgent action appeals available to human rights advocates around the world.
- Publicize reports and other publications by a broad cross-section of human rights organizations.
- Provide links to the sites of these human rights organizations, putting them in touch with possible members and collaborators.
- Provide links to information produced by multilateral organizations and governments on human rights legislation and concerns.

IV- Format of information

- Identify the different types of audiences and adapt the format of the information to them.
- Governments and the United Nations system are poorly targeted as types of audiences that must be able to use information on human rights on the Internet quickly and effectively. Canada should identify its own needs as regards information and human rights on the Internet and convey them to NGOs and other individuals or institutions that collect and disseminate this information on the Internet.
- Funds must be allocated to establishing a system that would function as an exchange point enabling people to know what information is available and promoting dialogue.

This subgroup also made other, more general recommendations:

- Canada must clearly state as part of its foreign policy that freedom of expression and access to information on the Internet are priorities in themselves.
- Canada should give financial support to the Special Rapporteur of the United Nations Commission on Human Rights to promote the right to freedom of opinion and expression.

In addition, at the end of the workshop, it was agreed upon that this conference would have a continuation. Several suggestions were made:

- Canada should inform people on a large scale of the recommendations of this conference and share them with the main players involved in the defence of human rights and freedom of expression on the Internet (OECD, UNESCO, governments of both the North and the South, United Nations Commission on Human rights, etc.).

- Create a "cyberforum" where ideas and information could be exchanged in such a way as to keep the subject of the Internet and human rights open.

- Leave the subject open to debate.

- Create a follow-up mechanism by establishing a working group in co-operation with the Canadian Centre for Foreign Policy Development.

- When defining its foreign policy, Canada must take into account the information needs of the South in order to narrow the gap between the North and the South on this issue.

GROUP 3
QUESTIONS OF ACCESS

This discussion group noted how important is it to take into account the right to communicate within different community spaces. New information and communication technologies (ICTs), such as the Internet, constitute important tools for people and populations wanting both to be informed and to communicate. ICTs (including the Internet) represent a tool for civil society to become a "living" society, a favourable place for individuals and populations that want to interact.

It was duly noted that the Internet is, above all, a universal tool enabling civil societies to claim their right to information and communication. Unlike television, the Internet is an active (not a passive) tool that must, above all, meet the real needs of populations. "Evangelizing" it and making it accessible gives individuals direct access to information and allows them to interact with other users. Nevertheless, access to a "high-speed Internet system", one that enables people to do research using advanced technology, represents a problem in both developed and developing countries. A new, alternative Internet model, one that is universal and that would see the creation of community telecentres such as the "cabinas publicas" in Peru, was therefore suggested.

Special importance was given to content because it indicates authors' intentions and allows interaction between groups working in similar fields. It was thus mentioned that too much marketing on the Internet could jeopardize the space set aside for the opinions of civil society.

Finally, it is important to note the difficulties of accessing the Internet in more remote areas. In certain cases, we would have to facilitate connection methods for individuals who are far away from telephone lines. We would also have to decrease cost prices, operating costs and the cost of computer equipment and line use. In other cases, access to the new technology requires the creation of a complete communication network. Literacy is also an issue in the transmission of technological knowledge.

In addition, language can become a restriction, not only in the area of communication, but also when the time comes to understand and teach the techniques that we want to develop locally. Language and culture also lead us to note that marginalized groups considered to be unsuited to using a tool such as the Internet are excluded from ICTs.

The group also emphasized the subject of regulatory methods as a factor hindering access to ICTs. The management of information techniques impedes access to information and the dissemination of information in certain political, commercial and ideological sectors. Finally, the lack of co-ordination between users and site developers leads to a lack of co-operation between groups associated with the same field of activity.

Thus the active & accessible qualities should be emph. There are however some pr[illegible]lems of [illegible]clusion from the Internet: marketing on the I can ↓ avail space; remote areas can have tech & finan. impediments; language can be a barrier; regulatory methods can hinder access; & lack of coord b/w group in the s[illegible]e field can also be problematic.

Priorities stated by the group

1- Legal side: regulation, privacy, copyright
2- The way infrastructure is used: commonly?, personally?
3- Training: notion of "evangelismo"
4- Content: forms, culture, voice technology, language, co-ordination (links)
5- Costs: cost of access, equipment and hookup
6- Cross-cutting issues: culture and who? (civil society?)

Groups of priorities the group decided to study:

1- The way infrastructure is used: commonly?, personally?
2- Content: forms, culture, voice technology, language, co-ordination (links)

Although the workshop participants identified a number of key issues, including legal issues, use of infrastructure, training & content of sites, cost of access, & cross cutting issues, they decided to focus on only 2: use of infrast & content of sites. A number of recommendations were put forth.

~~Regarding content, the workshop particip recommended that the~~ content ~~concor be directed to inc freedom of access by recognizing diversity of~~ Freedom of access includes ~~&~~ only info consumption, but also propagation & interaction. ~~[illegible]~~ Cultural & linguistic barriers need to be addressed recognized &n.

II- Content – To have an Internet for all, it's necessary to have information from ~~all~~

- That the Canadian government promote a definition of access that allows people not only to consume information, but also to freely publish and interact.

- The Canadian government should promote the recognition of all of the cultures and linguistic diversities in the world. In order to do this, the Canadian government, in co-operation with other countries, should promote the development of appropriate technologies, such as voice technologies, facilitating the presence of a diversity of languages on the network.

- Canada should promote the use of low-cost ICTs adapted to the uses of peoples and cultures so that they can use the technology in a way that will serve their own purposes.

- Promote an international consultative process on the subject of diversity of languages and voices on the network.

Other ideas and options mentioned during the discussions:

The Canadian government could:

- Ask the international community about civil society's role regarding new information technologies. Canada could be the spokesperson on this issue.

- Use existing documents to examine the issues and to make a list of existing recommendations.

- Conduct a concrete study of the social impact that a tool like the Internet would have on certain developing areas of the world.

- Promote the production of telecommunications equipment, computers and computer peripherals.

- Use available technology in such a way as to ensure that certain enemy countries share information on common realities.

- Support projects to export community Internet access techniques.

- Support policies aimed at community access and not confine itself to marketing issues.

- The Canadian government should look into civil society's concerns and discuss them with its foreign counterparts in international organizations in which it participates (UN, UNDP, OAS, IDB).

RECOMMENDATIONS (Ideas - Options)
(Group 3)

Introduction

- Universal access is far from a reality – not equitable
- Support for all initiatives developed - ITU, World Bank, IADB, private sector.
- Definition of universal access involves not just infrastructure, but also its creative use.
- Universal access will not just happen – it didn't in Canada – it needs to be a national and global policy objective.
- Culture: access can only be truly universal if information and communication are useful to users/communities. This means they are in their language and relate in some way to their reality, interests, etc.

& equitable
In order to ensure universal
access, it must be recognized that
univers access needs to be fostered;
it won't happen by itself - There
is a particular need to use the
infrastructure
creatively & to
have culturally
relevant information
& means of communic

I- Infrastructure – Defining universal access

- That the Canadian government reiterate its support for the principle of equitable and universal access to new ICTs for individuals, communities and countries by actively promoting alternative models such as community telecentres and the use of ICTs by independent and community media.

alternative models

- That the Canadian government take the initiative by promoting and implementing similar alternative models within its own borders, with a view to ensuring that this universal access includes remote communities and marginalized populations. Canada should promote the exchange of experiences between its Community Access: Connecting Canada's Communities to the Information Highway program and similar initiatives in other countries in order to contribute to the evaluation and improvement of these models.
- Canada possesses expertise in the development of policies for universal access. It should make this expertise available to both civil society and government in developing countries to assist in the development of national policies and regulations designed to make universal access a reality.
- That the Canadian government recognize the importance of ensuring progress with respect to the implementation of policies designed to ensure universal access to ICTs; this could be done by supporting programs facilitating the monitoring of this implementation by civil society players, with a special emphasis on individuals and the not-for-profit sector.

Canada should make use of its own expertise re policies
for universal access & promote the ~~contin~~ new or
continued use of alternative models such as community
telecentres & the use of ICTs by indep & commun media.
Monitoring of progress towards univ access ~~should~~
could be accompl. by considering impl.

GROUP 4
THE POTENTIAL OF THE TECHNOLOGY

The participants in the workshop on the technology's potential to protect and promote human rights recognize the opportunities that the technology and the Internet offer for transforming the global human rights environment. However, they indicated that, paradoxically, this same technology can be used harmfully to violate the human rights of freedom of expression and privacy. The participants therefore emphasized the need for human rights activists to be adequately informed of the potential and risks resulting from use of these new technologies. That way, they could maximize support for human rights and minimize the risks associated with the spread of the technology.

The participants highlighted their concerns and opposition to the tendency of governments to want to control certain aspects of these technologies, which are very useful tools for promoting human rights. The participants are particularly concerned about the desire of many governments to want to control both the content of the information disseminated on the Internet and the software that ensures the anonymity of exchanges (level of encoding).

The participants emphasized the fact that, if governments in Western democracies often appear guilty of violating human rights, especially the right to privacy and freedom of expression, then governments in less democratic countries will use all infringements of the principle of freedom of expression on the Internet as excuses to strictly control how citizens use the system. From this perspective, the idea of balancing various interests could quickly lead to harmful results. One participant suggested that Internet regulation follow the example of networks freely developing on the Internet, thereby allowing an arbitration environment to develop without the imposition of national or international laws.

The participants also highlighted the fact that human rights advocacy groups are often excluded from international forums during which the issues of regulations and standards for the new technologies are discussed. In certain cases, this exclusion is imposed by governments, but it is also because these groups lack technical knowledge on these subjects. The presence of these advocacy groups at these forums would make policy choices affecting human rights stand out. Usually, these policy choices are made, either consciously or not, by the developers of software and hardware used to access the Internet, and are not made public. This situation then leads to a sort of code tyranny.

RECOMMENDATIONS (Ideas - Options)
(Group 4)

- Canada should lead the movement to draft a charter to implement the goals of the United Nations Universal Declaration of Human Rights in the global information infrastructure.

- Canada should propose and co-ordinate a multilateral effort to promote a partnership with the private sector. In doing so, Canada would aim to establish bilateral projects, the goal of which would be to educate and train NGOs working overseas, in particular human rights advocacy groups, on how to use the new technologies and effectively understand their potential benefits and risks. It is expected that this would result in competent and informed users within human rights groups and among the disadvantaged.

- Canada should actively promote the inclusion of new groups, in particular human rights advocacy groups, in all international forums responsible for developing new policies, regulations and standards for the new technologies. Canada should also help finance the participation of these groups and encourage other governments to do the same. The following results should be expected:

1)The inclusion of human rights concerns in development policies and technological standards.

2)A transparent process.

- Canada should refrain from introducing new restrictions on the use of the new technologies, including content, tools and infrastructure, and reject any idea of "balancing" other interests in discussions on these restrictions. Canada should also promote this approach during international forums on these subjects.

- Canada should relax current restrictions on technologies that enhance privacy, secure communications and anonymity. Above all, it should encourage international organizations and foreign governments to adopt these standards.

- During international forums, Canada should promote the disclosure of policy choices embedded in technology and that affect human rights, such as key escrows (the "key" for decoding), information gathering, personal content filters and copyright. The following results should be expected:

1)More availability of user-controlled technology.

2) Decreased surveillance and enhanced personal control

3)The promotion of freedom of expression and other essential human rights.

- Canada should co-ordinate the new technology and human rights strategies of its various departments and agencies.

GROUP 5
THE MISUSES OF THE TECHNOLOGY

The participants in this workshop on the misuses of the technology focussed on the idea that the Internet is part of a new generation of media and is designed to be anonymous and without boundaries. We must therefore ask the complex question of how to find a way to fight Internet misuse. The participants were aware that too much control could jeopardize the freedom of expression the Internet offers. They also believe that eliminating hate, the dissemination of misinformation and the violation of human rights will restore the Internet's reputation. It is high time for governments to take a position on this new technology, and Canada could become the leader of this awareness campaign for other countries.

The group's participants reached a consensus from the beginning. Co-operation between ISPs, human rights advocacy organizations, law enforcement agents and governments would be invaluable on an international level. It is also believed that an Internet culture must develop; this culture would share standards, values and the vocabulary of the Internet universe. That way, users would employ the same language and it would be possible to harmonize and establish measures to eliminate Internet misuse.

The group found three ways to avoid, or least limit, Internet misuse. The first is education and awareness. Education is preferred because it is not restricting and it remains an effective way to prevent Internet misuse. Next, the group suggested using non-regulatory measures and appropriate legislation. However, these two ways of controlling the Internet were not approved unanimously because they can limit freedom of expression. Many issues quickly emerge. Should national or international regulations or a code of conduct be established? What sanctions should be used and how? According to the participants, the problems resulting from misuse are not caused by the Internet but by users. We should not regulate the technological tool but the people who use it.

The following sets out the ideas introduced and discussed by the group. However, there was not always a consensus on them, and the limited amount of time did not allow them to be further developed. The document produced by B'nai B'rith Canada following a symposium on hate on the Internet provided a good basis. Sometimes the participants used it to repeat the same recommendations or, on the contrary, to develop warnings against certain assertions. Finally, the group found it important to point out the absence of representatives from concerned agencies and how the debate lacked their points of view.

RECOMMENDATIONS (Ideas - Options)
(Group 5)

I- Education

- Since education is deemed to be the key to understanding the negative effects of hate, pornography and other offensive materials, special efforts should be made toward the meaningful education of users.

- Develop audio-visual materials (video and/or CD-ROM similar to the ADL video "Crimes of Hate") that emphasize the impact of hate propaganda on victims, with testimony by victims of hate, racism, anti-Semitism, etc.

- Support – with funding, resources, networking, etc. – the work of non-profit anti-hate Web activists/sites/networks. The objective is in part to counter Net hate with large amounts of credible information.

- Governments, schools and organizations should continue producing non-Internet, anti-hate, anti-racist educational materials and initiatives.

- Courses should be provided in schools on media and computer literacy, including strategies to recognize bias and hate propaganda. Anti-racism training should be offered to all teachers and administrators.

- Training should be offered to users in order to assess potentially dangerous Web sites and to identify and report Internet misuse.

- Encourage governments to establish comprehensive media literacy programs as a required part of school curricula. These would teach young people how to distinguish between legitimate and pseudo-scholarly sites, create a more general awareness of human rights and encourage young people to be responsible media users.

II- Non-regulatory measures

- The Government of Canada, together with other governments, should encourage the promotion of dialogue/co-operation between relevant sectors on a global level, ie, ISPs, software developers and human rights bodies, including NGOs.

- Laws involving criminal and civil responsibility should be reviewed to provide that:

a) Common carriers or ISPs acting as carriers not be held liable for unknowingly transporting or hosting illegal content;

b) Common carriers or ISPs be held criminally liable for knowingly and wilfully transporting or hosting content which is illegal;

c) Common carriers or ISPs be held civilly liable for the transport or hosting of content which is illegal and for failing to exercise due diligence to prevent such activity.

(The committee expressed concern over non-legal standards in contracts that would require third-party monitoring. Would civil or criminal law apply? But the criminal code should be maintained as presently drafted. Acceptance of B'nai B'rith recommendation No. 3; ISPs should exclude the provision of services to those who use the Internet to promote hatred; remains conditional.)

●The establishment of a cyber-tribunal. The composition of such a tribunal was not determined: independent body of legal/civic expertise? Could such a body establish laws or norms?

●Encourage industry self-regulation: if the service/facility provider voluntarily engages in a program to review/edit content in good faith and in accordance with an established industry code of conduct, it should be protected from liability as a result of this conduct.

●Encourage dialogue between policy makers, human rights activists and industry representatives.

●The development of international observatory centres would provide a sound basis for the analysis and evaluation of hate on the Internet and be a source of information to the human rights community (measurement, academic pursuit, purpose - no legal role but work with legal enforcement). Watchdog and data collection.

●Have service/facility providers establish a code of conduct in concert with human rights organizations and law enforcement agencies that would lead to the exchange of information on the names and addresses of those who promote hate, pedophilia and pornography.

●User code of conduct/contractual obligations to others which clearly outline users' responsibilities to others (installation process, part of pull-down menu); violations result in termination of services.

●UN Commission on Human Rights: declare that hate is a global problem and move to marginalize it in all forms.

●Provide users with a venue where they can voice their concerns and complaints. Need to provide for potential abuse.

III- Legislation

●Human rights acts, particularly their definitions, should be revised in order to update sections in terms of new technology and to avoid hate going unpunished because of a technicality.

●Federal and provincial governments should develop legislation on privacy in the private sector.

- Encourage regulation that imposes legal responsibility on governments to ensure that monitoring can only be undertaken within present confines (Article XIX of the Universal Declaration of Human Rights). The same content needs to be reinforced/revised in most of the current and future debates on the issue of regulating/combatting hate, pedophilia, etc., on the Internet.

- Emphasize the need to respect national and international standards prohibiting discrimination, etc.

- Identify the function of the service/facility provider: as regards the service/facility provider that simply acts as a conduit for the transportation of content, there should be policy or legislative initiatives that limit the liability exposure for third-party illegal content (when there is encryption, when ISPs cannot know, they should not be liable).

- Governments should adopt policy/legislative initiatives to foster an environment in which connectivity and the development of the information highway are a reality.

- ISPs should be asked to comply with their code of conduct.

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