

EuroDIG

European Dialogue on Internet Governance



Belgrade, 30–31 May 2011

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European Dialogue on Internet Governance
EuroDIG 2011

Messages from Belgrade

Belgrade, 30-31 May 2011

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Council of Europe
F-67075 Strasbourg Cedex

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Information on EuroDIG

The Pan-European dialogue on Internet governance (EuroDIG), the European Internet Governance Forum, is an open platform for informal and inclusive discussion and exchange on public policy issues related to Internet Governance (IG) between stakeholders from all over Europe. It was created in 2008 by a number of key stakeholders representing various European groups working in the field of IG. EuroDIG is a network which is open to all European stakeholders that are interested in contributing to an open and interactive discussion on IG issues. The stakeholders participating in the EuroDIG programme network comprise a considerable number of representatives from civil society, the business sector, the technical and academic communities as well as European governments, institutions and organisations (including the EU-presidency, the European Commission, the European Parliament, the Council of Europe and the European Broadcasting Union). The purpose of EuroDIG is twofold: first, to help European stakeholders exchange their views and best practices on issues to be discussed at meetings of

the Internet Governance Forum (IGF), including the identification of common ground shared by all European stakeholders and highlighting the diversity of experience of the different European stakeholders; second, to raise awareness in Europe and among European stakeholders about the relevance and value of multi-stakeholder dialogue.

The conference was hosted by the Digital Agenda Administration of the Republic of Serbia and organised by the Council of Europe, the Swiss Federal Office of Communications (OFCOM), Diplo Foundation, the European Broadcasting Union (EBU), with the support of the Serbian National Register of Internet Domain Names (RNIDS), the Republic Agency for Electronic Communications (RATEL), EUnet, the research centre "Petnica", together with other organisations.

The EuroDIG was sponsored by: Telenor, Huawei, Microsoft, Google, Switch, VeriSign, EUnet, ICANN, Ericsson, Affilias, RNIDS, USAID and IREX.

The next EuroDIG will take place in Sweden in 2012.

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Executive summary

- Secure and affordable access to infrastructure and to content is the basis for a functioning information society. Such access should become a fundamental right.
- Critical internet resources must be protected; procedures for their fast and secure recovery should be developed. Resiliency of infrastructure is a crucial factor for its stability and well-functioning. Fostering the awareness of all actors who use the internet is also important.
- The basic principle for governing the internet and the information society should be: a maximum of rights with a minimum of restrictions.
- The Internet is a great tool for fostering democracy and participation, but it can also be misused.
- New ICT applications in fields such as e-Government can – if implemented securely, transparently and accountably – promote participation and access to democratic processes without undermining citizens' and businesses' rights. These applications can also be used to better integrate linguistic and other minorities and vulnerable groups in the information society.
- With the spread of use of social networks for private and business communication, the issue of privacy and identity have become great challenges for everyone.
- Users' awareness of their rights and the consequences of their actions must be fostered (especially in terms of their personal data but also with regard to how they behave *vis-à-vis* other users). Social responsibility and respect for minorities should be promoted.
- The development and management of an individual's online identity and image in a global cyberspace is a challenge. The processing of biometric data requires enhanced protection of personal data. Privacy and civil liberties must be preserved.
- Trust and security are fundamental requirements for the development of e-commerce. Secure identification of business partners and the fight against identity theft is crucial.
- In order to fight cybercrime, law enforcement should be given the tools it needs, and cooperation between all stakeholders must be enhanced. At the same time, the principles of openness and freedom should not be compromised for reasons of security.
- The spread of cloud computing services offers enormous opportunities which should be seized, but also creates new risks and uncertainties that need to be addressed by the development of minimal standards, guarantees and increased clarity regarding applicable legislation.
- The availability of free content and information, including user generated content, can enhance the diversity of information and opinion. At the same time, it is important that new models are developed which help to create and finance quality Internet content. Trust and transparency are necessary requirements for citizens to evaluate and interpret content and information. Professional standards and media literacy are of great importance in this regard. There is also a price for "free" content, mostly through the giving away of personal data for commercial purposes.
- Social networks and other new media have a huge potential in democratizing the creation and dissemination of content, information and opinions. This goes hand in hand with a growing responsibility to empower users to use this freedom respectfully of fundamental values like human dignity and respect for other cultures, religions and ways of living.
- Anonymity is important for fostering freedom of expression as well as the development of online identity including for young people. Safeguards must be in place to prevent users from committing criminal acts and from doing harm to others.
- Copyright is an important means to enable the creation and use of content. This should be respected in the online environment. An appropriate balance should be struck between the interests of rights owners and the interests of the public to freely access and share information and content.
- Personalisation and behavioural targeting can facilitate users' life online; however, it can result in users losing control over their identity and privacy.
- The development of critical internet resources, such as new gTLDs, creates enormous new oppor-

tunities that should be fostered. These resources should be managed and distributed in a way that benefits all members of the global Internet society. ICANN as the corporation managing these resources has a great responsibility in this regard.

- Businesses with significant market power like search engines, social networks, media corporations and software industries have considerable corporate responsibilities with regard to respecting the rights of their users and those affected by their services.
- The human rights framework, as the foundation of all human interaction, should be applied and translated in clear and understandable language
- for the Internet. Developing internet rights and principles is one important way forward. Economic interests should not superimpose or undermine public interest.
- Multi-stakeholder dialogue platforms, such as EuroDIG, are fundamental for successfully addressing the challenges of the information society. Such platforms are already influencing decision-making, and their relevance needs to be further strengthened.
- In order to enable all citizens to participate in shaping the information society, internet governance debates should be translated into practical, meaningful policy and better communicated.

Introduction

The fourth European Dialogue on Internet Governance, EuroDIG 2011, resulted in broad support from participants to further strengthen the multi-stakeholder dialogue model for Internet governance. This support was based on the understanding that it is the only way to address the challenges the Internet brings to public policy effectively. Participants stressed that events such as the Internet Governance Forum (IGF) and EuroDIG – with its concept spreading to regional and national levels – are already influencing decision-making.

“The EuroDIG should not change its nature as a multi-stakeholder, nonbinding Forum, where the right questions can be asked. But we also must work together to raise its profile and impact. Indeed, you showed that a multi-stakeholder model is the right way forward for Internet Governance and for many issues.”

Neelie Kroes, Vice-President of the European Commission, Commissioner for the Digital Agenda, in her video message to the Belgrade EuroDIG 2011

During two days the EuroDIG 2011 brought together over 500 participants, of which a hundred participated from 12 regional remote hubs across Europe. The participants came from the private sector, governments, international organisations, youth, media, civil society and the academic and technical commu-

nities to discuss public policy issues and challenges related to the Internet.

The need to protect privacy on the Internet was present in many of the discussions. Raising users’ awareness of their rights and the consequences of their actions when managing their personal data online was stressed by many based on a shared responsibility between public authorities, industry and civil society. Empowering users, for example when using social networks, was highlighted as a key priority.

The protection of critical resources of the Internet in Europe was highlighted, especially bearing in mind the fast development of the Internet and the need for security of the infrastructure. The increased use of the Internet and the intensity of network traffic creates risks for the quality of services. It is thus necessary to create procedures for a fast and secure recovery of these resources in case of an attack or failure. Moreover, critical segments need to be defined as well as potential threats so that they can be neutralised efficiently.

There was consensus that the Internet is a great tool for democracy despite the fact that it can also be used to undermine it. Linked to this discussion, access to the Internet as a fundamental right was stressed as was the need for programmes to assist vulnerable and marginalised groups.

Opening sessions

Setting the scene: What impact does Internet Governance have on our lives? Internet governance from a European perspective

In the broader context and debate on Internet governance there is a need to better focus and concentrate on issues that matter to the end user. Whereas Internet governance dialogue can be sometimes perceived as “fluffy”, it should impact on decision making concerning public policy issues; over the years, such dialogue has proven useful. Most importantly, we are witnessing the results of free communication, most recently in the Arab countries.

The multi-stakeholder model challenges governments top-down management of Internet issues. That said, the relevance of multi-stakeholder dialogue must be elaborated. The recent E-G8 in Paris demonstrated that powerful countries and companies are interested in the Internet and seek to find ways to increase their influence. Participation numbers at meetings of the IGF are growing, yet it still remains a challenge for participants to explicitly

influence decision-makers' agendas. The IGF was considered relevant, having changed decision-making processes with its concept spreading to regional and national levels.

How are users affected in their every day lives? Many people are less concerned about how the Internet is governed, but they do care how it affects their daily life and work conditions. Young people – as digital natives in the information society – are not yet sufficiently involved in Internet governance debates yet could contribute especially on topics such as online social media. Therefore, IG policy shaping forums such as the EuroDIG bring these issues more effectively onto the political agendas. The question of access to, and affordability of, the Internet and

related services are special concerns for young people. It is noteworthy that more and more people are using cloud services without necessarily realising it. Therefore the roles and responsibilities of providers of these services needs to be better defined.

The need for a global identity was another topic debated. Today, people have difficulties in relating/identifying themselves with a certain entity. Multi-stakeholderism is a response to the global nature of the Internet by providing a way to participate 'locally' in decision-making. It is a new way to organise interaction and understanding among each other – either under conditions of proximity or worldwide by networking with others - which has changed our lives significantly albeit not re-invented it.

European and national priorities for Internet governance: Towards a pan-European agenda 2020

Three key issues were identified among national priorities: e-Governance, net neutrality and end users' rights. Some main achievements and challenges facing the Serbian IT-market were highlighted, and IT literacy was emphasised as one of Serbia's key advantages in the context of European and worldwide competitiveness.

Internet governance decisions in Brussels on net neutrality were seen as a promising step. However, the problems of security and trust in digital environments persist and require new approaches and new public authority cooperation mechanisms. Roles and responsibilities for the management of crowded IT highways need to be further defined. New EU funded projects on building academic and research networks on open access and to ensure Internet for all in 2020 were appreciated.

An ideal formula of Internet governance was posited: a maximum of rights with a minimum of restrictions. Unfortunately, the reality appeared far away from this ideal noting the threats to security. While Internet Governance has become a main driver for economic development in the EU, terms like *Internet Governance* remain difficult to comprehend for the majority of EU citizens. It is therefore imperative to translate abstract discussions on Internet governance issues into practical, meaningful policy which is coherent and inclusive. Another important challenge is the communication of these policies, programmes and decisions to the broader public of the EU.

Representatives from the European Press stressed the need for equality of access to Internet and guarantees for freedom of speech. Any intentions to build digital walls in Europe (like in other parts of the world thus erecting a demarcation line between a morally good and morally bad Internet) should be opposed; a European Charter on Internet Rights and Principles was highlighted as a way to safeguard fundamental rights as enshrined in the European Convention on Human Rights (ECHR).

Various models such as the Slovenian e-Government implementation observed that IT technology is just a tool serving better public participation and promoting access (one-stop government, etc.) without undermining citizens' and businesses' rights. Problems of ensuring privacy can be solved by proper data protection mechanisms. All data access and use needs should be traceable, transparent and accountable. There are widespread concerns about such technological frameworks and the role of dominant IT companies and proprietary software (including excessive licence fees) for e-Government applications. It is stressed that there is a need to better balance advantages and risks of e-Government systems. Public authorities should not depend on the expertise of large IT service providers and becoming highly dependant on their advice. The primacy of the public interest and control must be guaranteed in such public-private partnerships and public data sovereignty should be assured.

A comparative analysis on the priorities of international organisations highlighted the following: the Council of Europe (CoE) concentrates its work on human rights and the rule of law, the OECD on economic aspects, and NATO on security. To avoid a conflict of interests, it is necessary to consider different decision-making mechanisms such as the "bottom-up" approach and the enhanced cooperation model emanating from the WSIS process. International organisations cannot prescribe solutions/frameworks alone. It is solely the "triangle policy framework", based on multi-stakeholder cooperation, that can provide balanced and appropriate solutions for the challenges of the Internet age. Just a decade ago, the majority of Internet governance stakeholders rejected the idea of having any common principles for the Internet. Nowadays, the need for common approaches is obvious. Participants even voiced the possibility of a pan-European Internet referendum as a new form of direct democracy.

Opening session: Internet for democracy. A tool, a trap or what?

A key question of the fourth EuroDIG was: "Internet for democracy – a tool, a trap or what?"

"[There is] a trend also among democratic governments to join with those who want to regulate more and more. And I can certainly agree, there are needs as there are in all of society to have an amount of rules and an amount of regulation and an amount of codes of behaviour. But I think it's exceedingly important that we don't carry these too far. (...) from the European point of view our emphasis should be on the freedom issues of the net. There are other voices in the world that are pressing in another direction, and we should be on our guard against those particular tendencies. And I think we need to develop as unified and as strong a European voice on these issues as we can. (...) the Internet is under threat and freedom is under threat, and we in Europe have to stand up for the freedoms of the world and for the freedom of the Internet."

Extract from the video message of Carl Bildt, Swedish Foreign Minister

Bildt further underlined that the Internet is about rights and freedoms in particular that it paves the way for freedom of information. He continued by saying that it makes it much harder for dictatorships and authoritarian regimes to control things, therefore standing up for freedom of and on the net is important.

It was also stressed that blocking and filtering should be avoided. While some governments have become more sophisticated in resorting to these methods, it was emphasised that such behaviour is not in line with European standards and principles and not acceptable. Solutions must reflect European standards and principles, as well as the plurality of European societies. Restricting rights and freedoms cannot be the answer to public problems like malicious content. The way forward is rather to address these issues in society. A free society should retain a free Internet.

Furthermore, the responsibilities of all actors and stakeholders involved who decide or influence the restrictions on Internet content was highlighted. Responsibilities need to be shared and cannot be delegated. Private companies need to be encouraged to behave responsibly on the Internet. The role of self-regulation was deemed important in this light.

During the opening session it was underlined that if countries and societies in transition can make use of the Internet tool, this can promote democratisation

and more rights to the people. It was said, that there should be the same rights online as offline. Information does not recognise borders; national laws are less fundamental than before and do not easily adapt to the information age. The Internet Corporation for Assigned Names and Numbers (ICANN) plays a crucial role in this evolution and thereby should fulfil its responsibilities, like others in this field. Access to the Internet – in terms of infrastructure and content – is considered a fundamental right. It is up to people what they do with it. But freedom always requires a sense of responsibility as well. There was broad consensus that most people have the desire to be free and to decide for themselves, and will use the new tools and liberties linked with it in a responsible way.

"Several European countries already offer their citizens a legal right to access broadband Internet. Social networking is becoming an essential part of people's rights to communicate and assembly. It is thus not surprising that time spent on the Internet is ever increasing."

Maud de Boer-Buquicchio, Deputy Secretary General, Council of Europe

The role of law enforcement has to be reconsidered so that principles like openness are not endangered and abused for reasons of security and protection. Debates on this issue need to be organised and conducted in a manner to include all stakeholders and parties.

Youth representatives underlined that the Internet is not just about the new promises of technology, but rather it is about what people do with it – this can be good or bad. New options like e-voting systems might be useful tools but must promote and ensure better public participation in democracy.

Discussions pointed out the need for more public awareness of the positive and negative aspects of social networks, particularly the privacy implications and potential for interference. The social responsibility of users was underlined; it is not just about corporate and social responsibilities by business. Bridging gaps in society necessitates e-inclusion measures at different levels as well as ongoing programmes to assist vulnerable and marginalised groups. Minority voices need to be better perceived and respected.

Plenary sessions

New and emerging Internet services and business models

There is an ever-increasing demand for Internet services “everywhere and always on”, especially for mobile phones. Increasing Internet access necessitates investment in network infrastructures and roll-out, as well as reflection on graduated (as opposed to flat) pricing models. It was testified that the costs of mobile services were diminishing in approximately 25 countries and thereby becoming more affordable. Advertising revenues were discussed. In this connection, consumer data is becoming more and more valuable for targeted marketing and for companies and the economy in general. As a considerable proportion of the targeted population feels annoyed by unwanted marketing campaigns, consumer protection discourse is encouraging a shift from “opt-out” to “opt-in” regulations and better respect and enforcement of self-regulation.

It was stated that different business models are needed for different communication services. It was suggested that consumers will increasingly prefer to choose different services from different providers as their needs to access the Internet vary with the offer of more flexible contractual arrangements by providers. In contrast, other speakers argue that, with the increasing integration of Internet services, users will find it more difficult to change service providers easily.

“Preserving openness, neutrality and decentralized architecture of the network in order to provide for more innovation, while encouraging roll-out of the new generation broadband infrastructures. Improving functioning of the government using openly available data and more involved interaction with the citizens. Ensuring the Internet stays the most Democratic medium, the means for giving everybody an equal voice and the possibility for creating and spreading information, particularly having in mind the recent events in the world.”

Jasna Matić, State Secretary for Digital Agenda, Republic of Serbia

The economics of “cloud” services (and the shifting capital expenses to operational expenses) are encouraging a process of dematerialisation of ownership. The development of these services was discussed as well as the coherence of their (global) regulation by governments. Related aspects like the portability of data, data protection standards, and the concern of being ‘locked-in’ were issues raised in this regard. Standard contracts were suggested as a means of harmonising security, privacy and openness afforded to users of ‘cloud’ services. This raised a discussion on the differences in standards and guarantees between Europe and the US. Reservation was expressed about inviting users to choose their legal jurisdiction because of the fear and uncertainty that might result.

Cyber security: Cleaning-up businesses and infrastructures

Cyber security is a major concern, in particular noting the increasing abuse and threats that occur via the net. Different regulatory levels are concerned by these challenges. The resilience of Infrastructure was considered important for preventing DoS attacks and preparing response teams (CERTs), implementing DNSSEC, and sharing knowledge on best practices for prevention and responses. That said, security concerns cannot be confined and delegated to technical and expert communities. Increasing awareness among decision-makers and users is also indispensable.

Awareness of the needs and ways to enhance security should be improved among policy makers, users, teachers, and parents alike. The need to empower them to protect themselves/their own PCs was underlined.

There was broad agreement that increased responsibility and capacity building among various user groups are key factors for timely security standards. Training programmes should include inter-professional communication (authorities, business, users, media) as well as multi-disciplinary approaches

(infrastructure, legal, economic, social, educational and cultural aspects). Knowledge exchange, experience transfer and learning from each other should be broadly promoted.

There was broad consent that security issues and fighting cybercrime cannot just be delegated to the governmental or regulatory level in democratic and open societies. Closer cooperation between all stakeholders and various actors and user groups was stressed with better reconciliation between freedom and openness plus security requirements. Participants expressed concerns about vested economic/business interests in relation to the protection of public interest on the Internet. Governments and regulatory authorities have a special responsibility to make sure that economic interests do not superpose or undermine public interest. Public institutions and media should cooperate in building trust about Internet services instead of only raising fear and unease among anxious users; a balanced review of both risks and opportunities, trust and fear, was called for. EuroDIG was seen as having the potential to facilitate this review.

New media: freedoms and responsibilities

Noting the significant changes in the media landscape, including the dissemination, exchange and personalisation of information through providers of Internet services and technologies, it was posited that users' consumption habits and behaviours are changing. There was a clear indication that declining purchases of print media was being replaced by access to free and interactive digital media, especially by younger users. The feeling of communicating with the whole world was underlined as a unique feature of new media.

Trust and reliability in content was considered to be a key aspect of the future of media, noting in particular the trade-off between the aggregation and trans-

fer of (anonymised) personal data to third parties and media content offered for free. In this context, media literacy and the verification of sources, besides other professional media standards, was discussed.

Limited, flexible and proportionate regulation of media freedoms and responsibilities with special respect for human rights was stressed. Some participants questioned the need for new regulations and, as a corollary, placing the onus on consumers to decide on trust in media/content. A new Council of Europe (draft) recommendation on a new notion of media was discussed as a way forward to identify and discern the graduated freedoms and responsibilities for emerging media and intermediaries.

Privacy, anonymity and identity

For the Internet to function, to be used to provide services, and to act as a channel for commerce, it is necessary to identify who you are dealing with. This raises a number of questions such as how much personal information is needed, what happens to that personal information once provided, and what control does the individual have over that personal information?

Speakers outlined that it was often not necessary to know exactly who a person is. In most situations, such as interacting with an online bank, it is important to know that you are always dealing with the same person (identification). Here, the initial registration process is fundamental. It is clear that for most Internet-based interactions the person is remote from the system with which they interact. Therefore, it is necessary to have a robust registration process to prevent fraud and identity theft.

How can online services work in order to minimise the amount of personal data that needs to flow through a single system, and how can a good trust model be used to corroborate claims made by a person in order to provide fast and efficient online government services? The challenge to prevent data mining starts once you begin linking databases together.

Participants reflected on the basics of data protection as enshrined in EU regulations and Article 5 of the Council of Europe Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data (CETS No. 108).

The use and collection of biometric data was also an issue. There is now an ever-increasing use and demand by governments to collect and use photograph and fingerprint biometrics, for example in passports. The concerns are that there is little attention to privacy or civil liberties when designing these

systems, which could lead to significant risks to individuals. Further difficulties raised in this context concern people with disabilities with regard to specific biometrics.

Moreover, basing electronic administrative personal identity on biometrics induces a complete shift in the social contract: individuals will no longer adhere and be recognised on the basis of data declared basically at their time of birth, but will be socially tied up by their body. Given these aspects, there is a need for more public debate on this topic.

A further point of discussion concerned consent and the pervasive dissemination of personal information online. The risks of data-mining and correlation of personal information to form comprehensive profiles of people and their lives justify privacy concerns. A possible solution using one-way trust was proposed including with regard to how systems can be best engineered to prevent misuse.

Privacy experts questioned how in daily democratic life there are basic needs for anonymity i.e. anonymously accessing information, commercial information and administrative information, given that this possibility is not technically ensured on internet with the current TCP/IP basic architecture, up to different needs of identifications. Currently there is no anonymous secured way of payment available on line.

In dealing with people on the Internet, governments face the need to balance national security and privacy concerns. If the balance is too far towards privacy, it can prevent law enforcement and security forces protecting the country and its citizens, but if the balance swings to the other direction, it can lead the state to having too much information that can be misused or used for unintended purposes.

Workshops

Workshop 1: The privacy standards that we want

Data autonomy: right to oblivion and consent

A common feature that was underlined for both issues is the need to raise awareness of users' rights and responsibilities (i.e. the consequences of their actions), and the functioning of the system they are using. This should be a shared responsibility between public authorities, industry and civil society.

The "right to oblivion" should be safeguarded and different regimes should be established depending on the purpose of the related data processing. Users who publish their personal data on the Internet should have the possibility to have it deleted (despite the possible current technical difficulties).

The issue of consent cannot be the sole legal basis on which to process personal data as it is not always necessary (depends on the type of data concerned and purpose of the processing at stake) and because it may not necessarily be free. Individuals should be informed on this processing (purpose, duration, etc) in order either to give informed consent or to exercise their right to control.

Effectiveness: global standards and chain of actors

The multiplicity and lack of transparency of layers of actors involved in the design and implementation of equipment and data processing, and the variety of jurisdictions suggests that users might not be as protected as they should be and so agreeing on com-

mon values and principles at global level, taking into account the possible regional differences, would enhance their protection. Users are a key part of the chain of actors and while industry considers that they should individually act upon their privacy without systematically relying on other actors' responsibilities, it was recalled that respect of privacy and personal data is a human right which must be protected and respected by all those who process data. This chain of actors also comprises non-technical actors who are the regulators and supervisory authorities that play a key role in ensuring adequate protection of the individuals and should therefore cooperate with other agencies and stakeholders.

Freedom and privacy in service driven architectures: behavioural targeting, search engines and social networks

Data increasingly appears to be the price users pay for services; yet users should be given a real choice to give away their data or on the contrary to object to the collection and processing of their data. There is a tension between the right to privacy and new business models, a tension which should not lead to diminishing the protection of privacy. The trust relationship between businesses and users was stressed, as this trust is a vital element of the continuity of business and, depending on the nature of the service and business model, some providers will prefer not to store data beyond what is necessary.

Workshop 2: e-Participation and development. A better Internet for digitally active citizens 3.0

Online and offline participation are interlinked and should not be seen as separate events. Internet technology lowers the threshold for participation. Some obstacles still however need to be removed: access to the technology as well access to the content are essential for digitally active citizens.

In this connection, three types of improvement to access to content were raised: (i) more multilingual content, (ii) more education, including non-formal and formal education as well as peer-to-peer educa-

tion, and also inter-generational links and sharing of best practice; (iii) more inclusion, in particular those who are not connected or disconnected from the Internet, and by considering the responsibilities of on-line users *vis-à-vis* those offline as delegates or representative.

Overall, there was consensus that the culture of participation, including the roles of governments and citizens, need to be redefined.

Workshop 3: the example of new gTLDs. Opportunities and risks for European stakeholders

The (European) opportunities and challenges brought about by the introduction of new gTLDs was discussed together with certain regulatory challenges for ICANN and governments.

The participants considered it likely that the new gTLD program would be launched by early 2012. There was a shared expectation that between one and several hundred new gTLD applications would ensue. The main benefits of new gTLDs discussed included:

- the end of the scarcity of attractive and short domain names;
- an increase in competition and consumer choice;
- an expanded range of opportunities for freedom of expression;
- more opportunities for non-commercial cultural, linguistic and community based initiatives;

European companies and civil society organizations were encouraged to participate actively in the establishment of new businesses and initiatives using new gTLDs.

The high application fees (USD 185 000) and the even higher cost for running new gTLDs were considered by some to be a major problem that could limit these opportunities (permitting highly profitable initiatives to be realised while excluding stakeholders from developing countries and non-commercial initiatives). The initiative underway in ICANN to provide financial and technical support to needy applicants was welcomed.

Challenges relating to the new gTLD program included:

- costly brand protection strategies by trademark holders,
- consumer confusion,
- abusive and criminal behaviour,
- new challenges to privacy protection,
- proliferation of government policies blocking and filtering at the top level of the Domain Name System (DNS). For example, some governments have already announced that they would block access to new gTLDs like a proposed “.gay”; the spread of such practices would raise concerns for the protection of freedom of expression and the universal resolvability of domain names.

Regulatory challenges and key messages of EuroDIG participants to ICANN and the GAC:

- Strong support for the multi-stakeholder model;
- ICANN should work harder to find the right balance between commercial and public interests;
- Structural problems in the ICANN model where remedies should be found in the mid-term:
 - as a private entity tasked with managing a resource of global public value, ICANN should continue efforts to make sure that this resource is managed in the global public interest. Governments, civil society and the technical and academic community, in their respective roles and with their experience, should support ICANN and ICANN should take their advice seriously;
 - the liability of ICANN board members in their personal capacity and the contract-based approach to industry regulation fosters a tendency to over-

value legal issues to common sense issues, and to develop complicated legal structures that require a high level of expertise that is not evenly shared on a global level and creates inflexibility.

- New gTLDs should be introduced as soon as possible, and ICANN should not wait until every single detailed problem is solved first. It should, however, be aware of the fact that there are still outstanding issues and should try to find remedies in the implementation of the program;
- The new gTLD program should be implemented in a way that fosters true competition and facilitates the entry of new players in the domain name market;
- Industries which are highly regulated offline should be adequately treated online;
- Applicable national laws and international human rights standards must be respected. Due diligence, legal and contract enforcement, and consumer protection and empowerment should all be taken seriously. Governments and the GAC have a key role in supporting ICANN in these regards;
- ICANN should take into account not only economic issues, but also the social, linguistic, and cultural aspects of the DNS;
- Community and other non-commercial initiatives like spaces for children following creative commons models should be fostered;
- Finding appropriate support mechanisms for needy applicants, especially for those from developing countries;
- ICANN support and protection of the rights of vulnerable communities which are not ready and able to participate in the first round(s) and will be able to come in only at a later stage;
- The introduction of an Early Warning System for “sensitive” strings and issues of morality and public order. The ICANN community, including the GAC, should continue to assess such mechanisms and be ready to undertake reforms and adjustments if necessary;
- When implementing the new gTLD program, ICANN should monitor and assess the impact of new gTLDs on human rights like privacy and freedom of expression. Safeguards should be put in place for guaranteeing respect for human rights and applicable laws, for example by hiring a human rights expert or creating a human rights advisory body;
- Any national-level blocking and filtering of TLDs should be made transparent and should be well justified, including in relation to international human rights standards.

Workshop 4: Ethics and corporate responsibility

Corporate responsibility

Concern was raised as to whether corporations can be trusted and whether they can be expected to be able to defend users' rights such as equal access to the Internet. It was stressed that there is a gap between the wealthy with opportunities and those who have neither.

It is noteworthy that corporate responsibility has resulted in positive developments to society such as green programs, customer agreements and regulations. That said, a good marketing strategy does not contribute adequately to the development of free Internet. The need for a sustainable dialogue between stakeholders was emphasised.

Data privacy and the "right to be forgotten" were highlighted. It was pointed out that services like Facebook, Gmail, etc., are not only about consumption but about trust. In essence, there was consensus that everyone has a right to privacy, yet there is also demand for businesses to provide more tools to secure privacy and personal data. Public trust in busi-

ness to process personal data needs to be built; there was a call for better tools to be provided to protect personal data and offer the "right to be forgotten" on the Internet.

Personalisation on the Internet was discussed. Providing a service that takes into account the user's personal interests is acceptable, but they should also make users aware that user consent can result in many more clauses and conditions than realised at first glance. Search engines prioritise information (thereby making choices) which can limit the possibilities to obtain truthful and reliable information.

The hope was expressed that this workshop created a dialogue that enabled corporates and users to have their opinions heard in a context that exceeds the dialogue between service providers and consumers. Finding solutions and designs for a better Internet is something everybody wants. More transparency and involvement was called for. It was stressed that with freedom comes responsibilities and power.

Workshop 5: Freedom of expression and hate speech. The dilemma of reconciling freedom of expression with combating racism

It was difficult to discuss freedom of expression and hate speech. Different national definitions of hate speech were referred to together with internationally accepted principles.

It was pointed out that the Budapest Convention on Cybercrime is open to all. The Council of Europe has taken specific initiatives to promote restrictions on hate speech and tolerance education, with more emphasis on the latter. The role of education, rather than legislation was also highlighted as was the importance of educating children from a younger age.

Attempts to make service providers and other intermediaries responsible for preventing hate speech were seen as a disturbing development. South-East European television news exchange (ERNO) was presented as an example of positive incentives being used to turn "something for which hate speech is a mild expression" into successful co-operation among broadcasters.

After the session, a remote participant raised (by e-mail) the perspective of different platforms (YouTube, Twitter, etc.) adopting different rules and creating a new geography of cyberspace with new jurisdictional problems.

Workshop 6: Digital literacy and skills towards economic and social development.

The digital gap still exists: first of all in the dimension of access (technical equipment, geographical differences); and, secondly, in the dimension of Internet use by the people (children, youth, parents, teachers). It is acknowledged that the new technology has the power to bring educational content and empowerment closer to the people and to reach them at their preferred online-places.

The messages will focus on what should be done to reduce the gap as well as an outlook of tomorrow's challenges. The overall goal is to make everyone a literate person online, able to act independently and able to make an informed choice.

In the dimension of access, Telecentres all over Europe play a major role as service providers and in

terms of capacity-building. Yet, the topic of access needs to be considered as highly important and linked to social inclusion.

In the dimension of Internet use, youth organizations need to receive incentives to encourage more offers for young people. Besides, peer-to-peer learning programmes need to be extended (e.g. parents-parents, teachers-teachers, young people). The school curriculum needs to be shaped in order to empower children and young people. A minimum standard for e-Literacy needs to be defined.

Tomorrow's challenges lie within the increased use of Internet technology on mobile devices as well as how society is going to deal with the aspect of transparency.

Workshop 7: Cybercrime and social networking sites. A new threat?

There was discussion about the legitimate collection, use and transfer of (aggregated) personal data by social networks and its interception by third parties for criminal purposes. Identity theft as a crime was discussed with regard to the application of the Budapest Convention on Cybercrime (its definitions and scope of application). Copyright infringement was referred to repeatedly.

Reclaiming one's personal identity, in particular the ability of users to effectively complain and/or seek redress across borders (within the EU and beyond)

was underlined. Hotlines and better dialogue with the providers of social networks were also referred to.

There was discussion on the lack of awareness of users (including children and their parents/carers) and the need to empower them more with regard to the configuration of their personal settings to protect personal security and privacy of data. The "right to be forgotten" on social networks was also discussed as a means to empower users to manage their identity.

Workshop 8: What role can human rights play in internet policy

This workshop explored how to make human rights in Internet governance a reality, to ensure that these values underpin the governance processes wherever they take place. The session began with an overview of global Internet governance structures. It was noted that decisions which impact human rights on the Internet are made across a wide variety of bodies (ICANN, ITU, WIPO, WTOs, etc.) as well as by national governments, and indeed by the policies and practices of the business sector. The challenge is to include all the different levels and get everyone involved to consider human rights.

The session went on to consider some of the initiatives which have been developed over the past ten years to promote human rights in Internet Governance at WSIS and by various actors including UNESCO, APC and the Council of Europe. Initiatives by the Internet Rights and Principles Coalition (IRP), in particular the Charter of Human Rights and Principles for the Internet and the 10 Internet Rights and Principles, were placed within this general movement – as open tools for anyone to use to advocate human rights on the Internet. The Charter aims to interpret and translate existing human rights to the Internet context. The IRP took a holistic approach including not only civil and political rights but also economic, social and cultural rights, as well as technical principles such as net neutrality. The Charter is still a work in progress, and a debate began about the contents and approach of the Charter. Issues included: should we rely on existing human rights or do we need new

rights? How can we promote human rights across multiple jurisdictions? Should we only focus on violations of human rights, or should we also consider what is needed to promote human rights?

Next, the group examined blocking of web content. It was noted that there are some limitations to freedom of expression, and a heated debate began about whether blocking was a legitimate response to "illegitimate content". There seemed to be consensus in the room that blocking cannot be used for many of the purposes for which it is (or is threatened to be) used including copyright violations, gambling websites and hate speech. However there was some debate about child abuse imagery. On the one hand one participant argued that blocking can prevent people from stumbling across such content, others pointed out that child abuse imagery is very hard to find and to block it is ineffective (can easily be circumvented), dangerous (due to mission creep and abuse) and can even be said to do more harm than good if criminals are alerted to the fact that they have been spotted, and if police resort to blocking rather than to taking content down and prosecuting criminals.

Concerns were raised about limited multi-lingualism on the Internet and what this means in terms of expression and access for those whose languages are not supported. Open source software was presented as a key part of the solution.

Further information and detailed reports from the eight Belgrade 2011 EuroDIG Workshops are available on the Website: <http://www.eurodig.org/>

Programme

Monday 30 May 2011

08:00-08:45 On-site registration

08:45-09:45 Setting the scene: what impact does Internet governance have on our lives? Internet governance from a European perspective

Co-moderators: Ana Cristina Neves, Knowledge Society Agency (UMIC), Ministry of Science, Technology and Higher Education, Lee Hibbard, Council of Europe

Short welcome: Nebojsa Vasiljević, Assistant Minister for Information Society

Video message: Alice Munya, Host of the 6th IGF in Nairobi

With 10+ years of the Internet Corporation of Assigned Names and Numbers (ICANN), 5+ years of the Internet Governance Forum (IGF), and 3 years of the European Dialogue on Internet Governance (EuroDIG), what has been the impact of the multi-stakeholder model in governing the information society? Did public policy decision-making change? Have our lives benefited?

09:45-11:00 European and national priorities for Internet governance – towards a pan-European agenda 2020

Co-Moderators: Vladimir Radunović, DiploFoundation, Leonid Todorov, CCTLD.RU

Key participants: Milan Janković, Director, Republic Agency for Electronic Communications, Tamas Ivan Kovacs, Deputy State Secretary for European Union and International Relations, Hungary, on behalf of the EU Presidency, Nedeljko Cubrilović, Minister, Republika Srpska, Bosnia and Herzegovina, Giacomo Mazzone, European Broadcasting Union, Gregor Virant, Faculty of Public Administration, Ljubljana and a former Minister of Public Administration of Slovenia, Wolfgang Kleinwächter, University of Aarhus, Andrea Glorioso, DG INFSO, European Commission, Jan Kleijssen, Director of Standard-setting, Council of Europe, Philipp Metzger, Vice-Director, Head Telecom Services Division, Federal Office of Communications, Federal Department of Environment, Transport, Energy and Communications, Switzerland, Jens C. Koch Norwegian Post and Telecom Regulatory Authority, Jovan Kurbalija, DiploFoundation, Bram Tullemans, Netherlands Public Broadcasting, Frederic Donck, ISOC, Dixie Hawtin, Internet Rights and Principles, Elvana Thaci, Council of Europe, Bart Schermer, Considerati

Converging regulations for converging markets (telecom industry, services, content) and roles and responsibilities of various institutions

11:00-11:15 Coffee break

11:15-12:00 Welcome

Jasna Matić, State Secretary for Digital Agenda, Republic of Serbia (Chair), Mirko Cvetković, Prime Minister, Republic of Serbia, Maud de Boer-Buquicchio, Deputy Secretary General, Council of Europe, Ilya I. Massukh, Deputy Minister for Telecommunications and Mass Media of the Russian Federation, Philipp Metzger, Vice-Director, Head Telecom Services Division, Federal Office of Communications, Federal Department of Environment, Transport, Energy and Communications, Switzerland, Kjell Morten Johnsen, CEO, Telenor Serbia, Jovan Kurbalija, Director and Founder, DiploFoundation, Aleksandar Tijanić, Director, Radio Television of Serbia (EBU), Wolf Ludwig, EURALO Chair, Brahim Sanou, Director, Telecommunication Development Bureau, ITU, Vujica Lazović, Deputy Prime Minister for Economic Affairs and Minister of Information Society and Telecommunication, Republic of Montenegro, Neelie Kroes, Vice-President of the European Commission, Commissioner for the Digital Agenda (video message)

12:00–13:30 Opening session: Internet for democracy – a tool, a trap or what?

Co-Moderators: Patrik Fältström, Cisco, Yrjö Lämsipuro, ISOC Finland

Representatives: Carl Bildt, Minister of Foreign Affairs (video message), Jasna Matić, State Secretary for Digital Agenda, Republic of Serbia, Erika Mann, ICANN Board Member, Birgitta Jónsdóttir, Member of Parliament of Iceland, Marietje Schaake, MEP, Marek Slacik, Telenor, Peter Matjasić, European Youth Forum, Vujica Lazović, Deputy Prime Minister, Montenegro

Participants in this session are asked, both from a pan-European and global perspective, to give their views on the role of the Internet for democracy. Are social media applications indispensable tool for “people’s power” – and what else is needed for its victory? Is access to the Internet a fundamental right, or an optional extra that the government can deny to its citizens at any time?

13:30-15:00 Lunch

15:00-16:30 Workshops 1-4

WS1: The privacy standards that we want

Co-moderators: Sophie Kwasny, Council of Europe, Sorina Teleanu, Parliament of Romania

Key participants: Marie Georges, Council of Europe, Katarzyna Szymielewicz, Panoptykon Foundation, Nevena Ruzić, Commissioner for Information of Pub-

lic Importance and Personal Data Protection (Serbia), Milan Nikolić, Telenor

Data protection legal frameworks are currently under review in several international fora with a view to meet the challenges resulting from globalisation as well as from the increasing emergence and use of new technologies. Tomorrow's legal frameworks should be able to protect privacy with regards to new IT development and irrespective of where it is used. Eurodig can discuss the shapes of legal frameworks to come, addressing challenges and delivering messages

WS2: eParticipation and development – a better internet for digitally active citizens 3.0

Co-Moderators: *Letizia Gambini, European Youth Forum, George Kipouros, JEF-European Youth Forum*

Key participants: *Marco Pancini, Google, Peter Matjasić, European Youth Forum, Matthias Traimer, Austrian Federal Chancellery, Jean Jacques Sahel, EMEA Skype*

Social media provides innovative tools for dynamic forms of communication, altering the way information is circulated and shared, and affording more agency to users and citizens. Social media sites and services (microblogs – Twitter, social network sites-Facebook, user content sites –YouTube, etc.) have recently been recognized as important tools for distributed reporting.

WS3: The example of new gTLDs: opportunities and risks for European stakeholders

Co-moderators: *William J. Drake, University of Zurich, Thomas Schneider, Swiss Federal Office of Communications*

Key participants: *Sebastian Bachollet, ICANN Board, Wolfgang Kleinwächter, University of Aarhus, Désirée Miloshevic, Afiliás, Erika Mann, ICANN Board, Ana Cristina Neves, Knowledge Society Agency (UMIC), Ministry of Science, Technology and Higher Education, Mike Silber, ICANN Board, Theresa Swinehart, Verizon, Rolf Weber, University of Zurich*

This EuroDIG workshop on critical Internet resources is targeting not only "ICANN insiders" but all stakeholders and will focus on the new gTLD program with a view of identifying the opportunities that these new internet resources may offer to European stakeholders but will also look at the challenges and risks that these

bring may about for governments, businesses, civil society and the technical and academic community.

WS4: Ethics and corporate responsibility

Co-moderators: *Rolf Weber, University of Zurich, Ana Olmos Sanz, IGF Spain*

Key participants: *Marco Pancini, Google, Christoph Steck, Telefonica, Michael Rotert, EuroISPA, Patrik Fältström, Cisco, Matthias Fiechter, European Youth Forum*

Claims for greater regulation of the Internet on the part of Governments have been met with the claims that interference by governments will hinder the Internet's growth. Regulation and ethics must join forces to give the digital universe a framework of rules. What is the Role of Corporate Social Responsibility? How far are corporations willing to commit? Effective Corporate Responsibility cannot be achieved in a traditional format (stakeholders, clients, employees, board). How can users, Governments and other interest groups be involved in the process? (Multistakeholderism) Can we trust corporations that offer services all over the world but maintain their office in a specific country to respect our rights and defend our liberties?

16:30-17:00 Coffee break

17:00-18:00 PL1: New and emerging Internet services and business models

Co-Moderators: *Olivier Crepin-Leblond, ALAC, ISOC England, Patrik Fältström, Cisco*

Key participants: *Marko Carević, Telenor, Stefan Hedelius, Ericsson, Vladimir Knezević, Microsoft, Luis Magalhães, Knowledge Society Agency (UMIC), Portuguese Ministry of Science, Technology and Higher Education, Giacomo Mazzone, European Broadcasting Union, Marco Pancini, Google, Michael Rotert, EuroISPA, Christoph Steck, Telefonica, Theresa Swinehart, Verizon*

With an ever-increasing demand by customers to be always online, especially for video streaming/downloading, and noting the growth in mobile Internet access, this plenary will consider inter alia: revenue streams, traditional vs new media trends, new partnerships, Internet of things, cloud-computing and mobile services.

19:00 Gala evening

Tuesday 31 May 2011

09:00–10:30 PL2: Cybersecurity – cleaning-up businesses and infrastructures

Co-moderators: *Denis Coragić, Security and Defence Committee at the National Assembly of the Republic of Serbia, Ton van Gessel, Microsoft*

Key participants: *Marie Georges, Council of Europe, But Klaasen, National Counter Terrorism Bureau, Luis Magalhães, Knowledge Society Agency, Ministry of Science, Technology and Higher Education, Yuliya Morenets, Together Against Cybercrime, Branko*

Stamenković, Republic Public Prosecutor's Office of Serbia, Pedro Veiga, University of Lisbon, Rolf Weber, University of Zurich

Starting with discussion on the differences between cyber-security and cybercrime, the aim of this plenary is to address Internet security issues affecting small to medium size businesses and critical infrastructures, in particular in dealing with attacks and other incidents. Mindful of the different layers of security at the levels of content, applications, and infrastructure, discussions will culminate in reflections on how/what measures are needed to make the Internet a safer place.

10:30-11:00 Coffee break

11:00-12:30 Workshops 5-8

WS5: Freedom of Expression and hate speech – the dilemma of reconciling FoE with combating racism

Co-Moderators: Wolf Ludwig, EURALO, Ludo Kaizer

Key participants: Andrea Cairola, NEXA Center for Internet and Society, Denis Huber, North-South Center, Council of Europe, Yuliya Morenets, Together Against Cybercrime, Zeljca Lekić, ERNO, Oksana Prykhodko, IGF Ukraine, Rolf H. Weber, University of Zurich

Freedom of Expression (FoE) is part of the universal and fundamental rights (Article 19 UDHR and Article 10 ECHR) and is considered as substantial – like the right to Access – in the information age as well. In this EuroDIG Workshop we will consider and discuss conventional threats.

WS6: Digital literacy and skills towards economic and social development

Co-moderators: Ana Cristina Neves, Knowledge Society Agency, Ministry of Science, Technology and Higher Education, Laura Hutchison, Nominet

Key participants: Ivan Stojilović, IAN/Telecentre-Europe, Agnieszka Wrzesien, Nobody's Children Foundation/eNASCO, European Youth Forum

Addressing the digital divide is currently a hot topic of discussion around the world. With increasing awareness of the economic and social benefits of being online, there is accordingly, a growing number of initiatives aiming to tackle the digital divide and get people online. This has led to an influx of new and vulnerable users on the Internet.

WS7: Cybercrime and social networking sites – a new threat?

Moderator: Kristian Bartholin, Council of Europe

Key participants: Marie Georges, Council of Europe, Ton van Gessel, Microsoft, Yuliya Morenets, Together Against Cybercrime, Branko Stamenković, Republic Public Prosecutor's Office of Serbia

The popularity of social networking sites has soared in recent years, and such sites do not only attract bona fide users. The aim of the workshop is to look at how social networking sites are being targeted by cybercriminals, how privacy and identity can be endangered and what are the adequate answers to those new threats, in an environment that users consider safe.

WS8: What role can human rights play in Internet policy?

Moderator: Dixie Hawtin, Global Partners and Associates

Key participants: William Drake, University of Zurich, Birgitta Jónsdóttir, Icelandic MP, Eric Tomson, ISOC Wallonia, Tapani Tarvainen, Electronic Frontier Finland

The Internet has profound implications for human rights: it provides a new space for people to realize their human rights (most

obviously the right to exercise free expression which can be exercised on a level unparalleled in history); and is a valuable tool in the fight to uphold all human rights standards. This workshop is an opportunity to discuss what role human rights should play in Internet policy discussions, and what practical steps different stakeholders can take in order to realize this vision.

12:30-14:00 Lunch

14:00-15:30 PL3: New media: Freedoms and responsibilities

Co-Moderators: Maja Raković, Ministry of Foreign Affairs, Serbia, Matthais Traimer, Federal Chancellery, Austria

Key participants: The format of this plenary is interactive discussion with the audience

New media are fundamentally different and still difficult to define. But what is so “new” and “different” about them? They are no longer one-to-many but characterised as many-to-many and the traditional media recipient became producers as well. This influenced the role of old media and the functioning of media professionals considerably. New media don't follow the conventional media regulation scheme any more.

15:30-17:00 PL4: Privacy, anonymity and identity

Moderator: Louise Bennett, British Computer Society

Key participants: Ian Fish, British Computer Society, Marie Georges, Council of Europe, Bogdan Manolea, European Digital Rights, Andy Smith, British Computer Society, Peter Wenham, British Computer Society, David Williams, British Computer Society

Guaranteeing privacy and data protection in state-sponsored applications is essential not only for the safety and security of citizens, but also for building confidence and trust in such applications. Governments, therefore, need to create and use trusted reliable identities, so that they ensure the integrity, security and non-repudiation of the identity data used. These aspects will be explored during the session, with a focus on: citizens' rights and control of personal data, privacy, anonymity and use of biometrics, among others.

17:00-18:00 Wrap-up & conclusions (including feedback from remote participants)

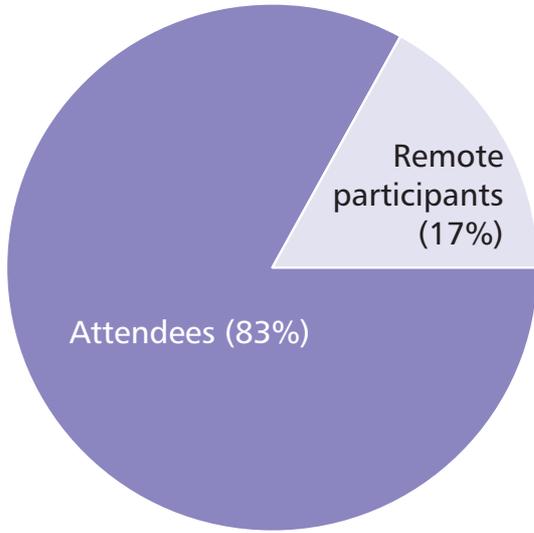
Co-moderators: Lee Hibbard, Council of Europe, Thomas Schneider, Swiss Federal Office of Communication

Key participants: Jasna Matic, State Secretary of the Digital Agenda, Serbia, Thomas Hajnoczi, Ambassador, Permanent Representative of Austria to the Council of Europe, Frederic Riehl, Swiss Federal Office of Communication, Representatives from Sweden, and all stakeholdergroups (youth, business, civil society)

Wrap-up with reference to key messages that could be delivered to the IGF 2011

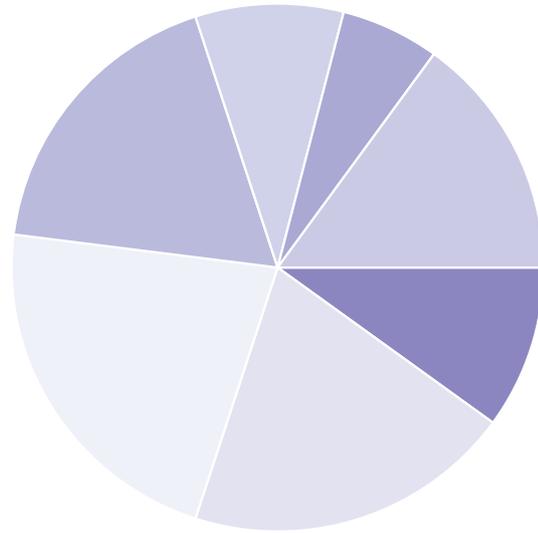
Facts and figures

Participation



- 578 registrations
- 479 attendees
- 99 remote participants
- 12 remote hubs in 11 countries: Armenia, Bangladesh, Barbados, Belarus, Bosnia and Herzegovina, Colombia, France, Moldova, Spain, Sweden, Ukraine

Groups



- Academics (10%)
- Business (20%)
- Civil society (22%)
- Governmental (18%)
- European/international organisations (9%)
- Technical (6%)
- Other (15%)

EuroDIG 2011: 57 countries – participants by country

