

RECOMMENDATIONS

The digital lives of children and young people through their own eyes.

The SoMe Youth Panel













Recommendations — The digital lives of children and young people through their own eyes.

This pamphlet is published by Save the Children DK in 2017 in partnership with The Media Council for Children and Young People, Centre for Digital Youth Care and ENIGMA – Museum of Mail. Tele and Communication.

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THE DIGITAL LIVES OF CHILDREN AND YOUNG PEOPLE

The rapid arrival of digital media, technologies and online platforms challenges and changes the ways in which children and young people communicate and form communities. The mobile phone is a constant connection with friends, with whom photos and videos are shared. Profiles on social media are part of forming your identity, and blogs and video streaming channels mirror everyday life and point towards new trends. Almost all young people are enjoying the positive options of the digital world, but the ground rules are different from the physical world.

Adults often feel left behind by the digital development. Their knowledge about what the digital world offers is often lacking, and many do not understand why children and young people are so absorbed by their digital lives. They often do not know what to be especially aware of or how to cope with a child or young person getting into trouble in the digital world. In many ways, this world is alien to adults.

Therefore, it is important to involve, talk to and ask children and young people about their concerns and which challenges they see. Advice and recommendations for children and young people's online conduct must come from themselves. And it is the children and young people – both the most exposed and the most resourceful – that we must prepare for a good and safe online life so they

will understand the consequences of their digital behaviour.

In a partnership with the Media Council for Children and Young People, Centre for Digital Youth Care and ENIGMA – Museum of Mail, Tele and Communication, Telia and Save the Children DK have established a SoMe Youth Panel that has created recommendations for children and young people's digital lives throughout the last year.

THE SoMe¹-YOUTH PANEL

The SoMe Youth Panel is composed of nine young experts – three boys and six girls aged 12 to 17. The Youth Panel participants represent a broad variety of young people in Denmark – from different geographical areas, with different ethnic and socioeconomic backgrounds and without specific prerequisites for participation. Furthermore, we have involved young people from Centre for Digital Youth Care's online group chat, Cyberhus, to ensure that the more vulnerable young people are represented.

The SoMe Youth Panel's recommendations aim to put the digital lives of children and young people on the agenda of politicians, professionals, parents as well as children and young people themselves. The recommendations will outline how adults can involve themselves and contribute positively to children

and young people's behaviour online with the aim of achieving empowerment among children and young people about the need for them to take a standpoint about their own digital behaviour.

The basis for creating these recommendations is that the young people are experts on their own lives. Politicians, professionals and parents will always view the lives of children and young people from an adult perspective – and so, one important premise is that the work with the SoMe Youth Panel is based on the youth panel's own views and opinions. Therefore, the themes of the recommendations have not been selected by adults but through explorative work defined by the SoMe Youth Panel. Through presentations from specialists, discussions of current media stories and own experiences as

well as dilemma exercises, the problems and options that children and young people themselves see in their digital lives became visible. The discussion was then carried over into Cyberhus' online group chat. The recommendations were gathered continuously and finally phrased and prioritised by the SoMe Youth Panel. Since the young people's ages span several years, they have different approaches to the problems of the various themes. This is reflected in which recommendations they find relevant and how they are phrased.

Many thanks to Magnus, Frederik, Anita, Freja, My, Frederik, Olivia, Maria and Alberte and the young people in the Cyberhus chat for their involvement and recommendations.

¹ 'SoMe' is an abbreviation of 'social media'.



RECOMMENDATIONS

"There are benefits and disadvantages, no matter which rules you introduce". - The SoMe Youth Panel

Primary trends:

Before we present The SoMe Youth Panel's specific recommendations, we want to point out the primary trends in the panel's thoughts about children and young people's digital behaviour and how adults around them can contribute.

"Parents need a more relaxed attitude to technology and the internet. They should not exaggerate the risks".

- The SoMe Youth Panel

A pattern emerges where some children and young people wish for adults to take an interest in their digital lives, if they do it in a respectful and non-moralising way. The adults must understand that the digital world is an important part of children and young people's everyday lives, and it is therefore better to have a continuous conversation about how and how much they should be using the digital media rather than introducing uncompromising bans.

"It is a sort of role reversal. It is more a case of children guiding their parents than parents guiding their children."

- The SoMe Youth Panel

Another pattern is also clear — one of children and young people wanting more knowledge and information in our society about both the negative and positive aspects of the digital world. According to children and young people, it is not only them who have difficulties navigating the internet. Too many adults do not know how to do this either, which makes it difficult for them to guide children and young people in the use of digital media.

YouTube bloggers should make it clear that they are advertising. I think they should have a logo that makes it easier to see." –The Cyberhus Online Panel

Finally, there is a pattern of children and young people who are aware of the importance of critical thinking, but who do not always know what to be critical about in the digital world. It is a place that is constantly changing, and trying to teach children and young people of all the aspects about which they must be critical is therefore meaningless. According to Jette Kofoed, researcher at Aarhus University, the digital lives of children and young people develop so fast that adults will always lag behind. Developing new teaching materials about digital behaviour is a short-term solution, as they will be obsolete when they are published. Instead, adults must be trained to help children build a critical mindset towards the digital dimension from an early age, which will enable them to act consciously and with consideration in the long run.

Friends and relations on the internet

The SoMe Youth Panel has discussed friends and relations on the internet, which is a big theme in their digital media life. Conversations started in school are continued on the way home through social media. Your friends are always in your pocket, and you can contact them whenever you want. The internet also allows you to enter communities with others who share your interests or challenges — and many people find it easier to talk about difficult things online. This can also make you vulnerable to deception and manipulation, however, as you can never be sure who is on the other end of the computer. Therefore, the SoMe Youth Panel's recommendations regarding friends and relations are:

"I have a pretty active social life — especially on Instagram and Snapchat.". — Cyberhus Online Panel

Children and young people

Consider who you accept into your digital networks.

"A 16-year-old boy asked a girl from my class on Snapchat if she wanted to go steady with him. She had never met him and said no. He then threatened to share her Snapchat with a ring of paedophiles". – The SoMe Youth Panel

Help your children adjust their privacy settings on social media.

"It is surprising how much information about each other you can find on the internet — and how little time it takes to find it".

-The SoMe Youth Panel

Professionals

Understand that the digital world makes you more social than anti-social.

"When I am on Snapchat with my friends, I feel that I get to talk more with them. You can see what they are doing. You maintain your friendships in a way".

-The Cyberhus Online Panel

Politicians

Digitise the municipal anonymous guidance for young people.

"I think that it is easier to write about the hard things in life on the internet. You get so nervous when you have to say things face to face. And being anonymous also helps".

-The Cyberhus Online Panel

Other

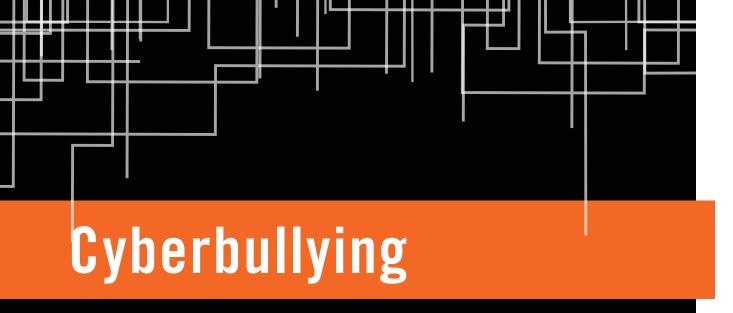
Media: Focus and provide more information on the positive aspects of the digital world.

"Television presents more negative than positive things, which gives parents a skewed idea about the way their children use the internet. This makes it hard to be accommodating".

-The SoMe Youth Panel

Facts

More than 80 percent of all Danish children between 9 and 16 years have a profile on a popular social media channel (EU Kids Online — Net Children Go Mobile, 2014), such as Facebook or Snapchat. Through interactions with their friends, they maintain and develop their relations. On the surface, this may seem anti-social, but most children and young people very much experience it as social behaviour. Many children and young people also communicate online with people they do not know in the physical world. Children play with others across country borders, young people gather around special hobbies, and vulnerable groups find like-minded people. The internet creates both distance and intimacy that encourage you to share more about yourself than in the physical world. It is therefore important for children and young people to take the necessary precautions when they are active online.



The SoMe Youth Panel has discussed cyberbullying because it is a big issue for them in both the physical and the digital world. Young people do not necessarily distinguish between these two worlds, and when they experience conflicts and bullying in the physical world it often reaches into the digital world. Furthermore, they experience how digital communication and the absence of adults in the digital world make you behave in a way that may result in bullying. It can be hard for children and young people to know what to do if they or someone else is being bullied on the internet. The SoMe Youth Panel's recommendations for cyberbullying are:

"Certain platforms turn into places where people are almost supposed to insult each other's photos or posts. This can have dire consequences for those who are targeted by this 'hate'".

-The SoMe Youth Panel

Children and young people

If you have a problem with a person, talk to this person about it instead of writing about it on the internet.

"Finding the boundary between fun and seriousness can be difficult when you communicate on the internet. This also depends on how well you know each other and which relation you have". – The SoMe Youth Panel

Participate in the digital world and initiate a dialogue with your child about it.

"This is about parents and other adults needing, wanting and daring to talk to children about it. They are the ones who should approach the children".—The Cyberhus Online Panel

Professionals

Discuss cyberbullying in class, even though it does not seem to be a problem.

"You should talk to the children about how to communicate. Make them aware that misunderstandings may happen. In addition to class rules, you should make 'internet rules' — how do you write to each other on the internet, and what should you do if 'this and that' happens ...". — Cyberhus Online Panel

Politicians

Introduce a law that all schools must have a digital strategy for behaviour, attitude and how to handle problems in the digital world.

"It is not enough for cyberbullying to be a part of the anti-bullying strategy. The 'digital' is not only bullying — it is about more than that. About communication, source criticism and such things ...".—The SoMe Youth Panel

Other

Social media: Make it easier to report bullying and make sure that it is handled faster.

"Reporting hate sites is difficult and obscure, and it takes a lot of reports for something to happen. Also, it is never pleasant to personally contact someone who created a hate site".

—The SoMe Youth Panel

Facts

According to the European survey, "EU Kids Online – Net Children Go Mobile" (2014), 21 percent of the 9- to 16-year-olds in Denmark have experienced bullying on digital media within the last year. Bullying is typically an issue of inappropriate communities with low tolerance. Cyberbullying can be particularly complex as it can be difficult to figure out who is behind it, and it can be difficult for adults to even identify the bullying.

Sharing photos, videos and information online

The SoMe Youth Panel has discussed sharing photos, videos and information online, as this is a big theme in their digital media life. Facebook, Messenger, Snapchat and others make it fast and easy for children and young people to share things. What you share is not so important – the important thing is to have contact. Some young people also share intimate photos to show their dearest love and trust. Others are pressured into doing it or filmed without their knowledge. When things end up on the internet, you can never be sure that it can be deleted again. The SoMe Youth Panel's recommendations for sharing photos, videos and information online are:

If you post something with others in it, only post

what you want the entire world to see – and always ask them if it violates any personal boundaries.

Children and young people

"It can be hard to know other people's boundaries. A girl once posted a photo of me online that I didn't know she had taken. I asked her to delete it, but she didn't understand".

- The SoMe Youth Panel

Be accommodating and know that it is possible to make mistakes no matter how responsible and confidence-inspiring you are.

"Parents should not accept everything, but there must be room for support if you make mistakes. Parents are very important in these situations, and anger and disappointment only raise barriers between child and parent".

-The SoMe Youth Panel

Professionals

Teach legislation, ethics and the consequences of sharing photos in the digital world.

"There are many dilemmas. For instance, can you share photos of others when they posted them themselves? Is it your own fault if you shared the photo the first time? Can you take screenshots of other people's photos? You need to find a balance ...".

-The SoMe Youth Panel

Politicians

Adapt the legislation for sharing of photos, videos and information to the digital world so it fits the possible consequences of the violations.

"It can be difficult to control what is being shared of you". – The SoMe Youth Panel

Other

Social media: Introduce a feature that demands your consent when a photo of you is shared.

"It would be great if you had to give your permission before a photo is shared".

-The SoMe Youth Panel

Facts

According to Ungeprofilundersøgelsen (2016), 8 percent of the pupils in every lower secondary education class have experienced that others have shared an intimate photo of them. Violations on the internet, where embarrassing or sexual photos are shared, rumours shared on gossip profiles, or fake profiles of you are just some of the challenges that young people face in the digital world. In recent years, Save the Children DK's counselling site Slet-Det has been contacted by more than 500 young people seeking help regarding sharing of photos, videos and information on digital platforms. There can be many motives - revenge, bullying, extortion, attention - or it may be just a careless act that seemed like fun to begin with. It violates people's boundaries, it is illegal, and the consequences can be so dire that the legislation seems insufficient and obsolete with respect to current communication means. which is also supported by a deliberation from The Council of Criminal Law (Ministry of Justice, 2017).

Privacy on the internet

The SoMe Youth Panel has discussed privacy on the internet, as it is a big issue in their digital media life. Privacy on the internet for children and young people is about what they share about themselves online. They are not as aware of privacy on the internet in the greater perspective, that is, how data is collected through their online behaviour. For instance, most young people use social media without considering that social media monitor their behaviour - to an extent where they can assess their state of mind and estimate the risk of suicide. With the proper knowledge young people can be critical and reflect on which dilemmas, problems and possibilities this may include. The SoMe Youth Panel's recommendations regarding privacy on the internet are:

"It can lead to a society where it is difficult to distinguish between being alone and being in a 'public' space".

-The SoMe Youth Panel

Children and young people

Do not share private information with people you don't know.

"Young people don't always consider which friend requests they accept, and they also accept requests from people they don't know".

-The SoMe Youth Panel

Ask who your children chat with and what they do on the internet – without interrogating them.

"Parents should not look at messages, but they should be observant. They must have faith in their children and try to initiate a dialogue".

-The SoMe Youth Panel

Professionals

Discuss possibilities and challenges regarding privacy and data collection.

"I sometimes worry about someone hacking my webcam and spying on me".

- The SoMe Youth Panel

"I think that targeted commercials are good. I don't want to look at stuff that doesn't interest me". – The SoMe Young Panel

Politicians

Introduce a stricter cookie policy on websites for better privacy protection.

"It is slightly scary how much 'someone' knows about you — and not everyone is aware of the consequences it might have".

-The SoMe Youth Panel

Other

Social media: Take ethical responsibility for your collection of data and information regarding the age group using your media.

"When I say yes to 'terms of use', I consent to them keeping my data. Facebook is free, but we pay with our data. And they can sell it to companies who can market their products to me. It is weird ... I never considered this when I created my Facebook account at the age of 13. Today, I would be more sceptical. It is damn clever of Facebook to let you create an account when you are this young". – The Some Youth Panel

Facts

With the technological development the understanding of privacy is eroded to a degree where it is unclear what is personal and what is public. Even though settings on social media prevent you from sharing personal information directly with other people, our data are nevertheless collected and sold without us knowing what they are used for or what it means to us in the long run. In 2018, the European Union's regulation of personal data is introduced, which includes protection of children's personal information in particular – it is unclear how this will be ensured in practice, however.

The tone on the internet

"I think you should keep a proper tone on the internet. It is OK to express disagreement, but when debates turn into mudslinging they become irrelevant. I generally keep from commenting in debates, as I find it difficult to present my opinions properly on the internet".

—The Cuberhus Online Panel

The SoMe Youth Panel has discussed the tone on the internet, as it is a big issue in their digital media life. When children and young people use the internet, it is often to communicate. Misunderstandings may occur, as you cannot hear tone of voice or read body language and facial expressions. Conflicts with a hard tone can arise quickly because you forget that there is a person on the other end. Groups have been created on social media where people are supposed to speak ill of each other as a standard. Many use their freedom of speech to justify saying whatever they want, but freedom of speech is not the freedom to offend others. The SoMe Youth Panel's recommendations regarding the tone on the internet are:

Children and young people

Do not write anything to someone that you would not say face to face.

"There is a difference between someone writing something angry/annoying on the internet and someone saying something angry/annoying face to face. This communication is worse on the internet where you don't have the same luxury of perceiving the intent".

-The SoMe Youth Panel

Speak properly at home – it rubs off on the internet.

"Parents should be good role models. They shouldn't just talk about rules, but also live by them". – The SoMe Youth Panel

Politicians

Be good role models on the internet.

"Adults don't always talk very nicely to each other on the internet either".

-The Cyberhus Online Panel

Professionals

Discuss with the pupils where the boundary between freedom of speech and violation lies.

"On the internet you can address a large group of people, and it is therefore important that you know where the boundary for freedom of speech lies". – The SoMe Youth Panel

Other

Social media: Take responsibility for violations by involving yourselves more in closed groups, for instance.

"Persons targeted by hate and hate speech may experience dire consequences. There should be rules for it — also in closed groups".

-The SoMe Youth Panel

Facts

Communication on the internet is mediated by technology and affected by other dynamics and norms than in the physical world. Factors like anonymity, distance and time lag may lead people to feel less responsible for what they post. According to Statistics Denmark (2016), half of us refrain from expressing our opinions and participating in public debates on the internet because of the hard communication tone. The Danish Institute of Human Rights (2017) emphasises this as a serious problem for both freedom of speech and democracy.

Credibility and source criticism on the internet

"When you google 'CEO', the only thing you get is portraits of white business people in suits on a grey background".

-The SoMe Youth Panel

The SoMe Youth Panel has discussed credibility and source criticism on the internet, as these are big issues in their digital media life. Children and young people use the internet to acquire information. Some of them read news in various media, others seek knowledge on Google about caring for pets or watch makeup tutorials on YouTube. But it is difficult for children and young people to figure out if the search results are selected from cookie data, if they are hidden ads in blogs or if they are reading politically biased news. Therefore, it is difficult for children and young people to be critical and estimate the credibility of the information. The SoMe Youth Panel's recommendations regarding credibility and source criticism on the internet are:

Children and young people

Be critical about the information you get from the internet.

"When you are looking at dresses on the internet, they appear as ads in a lot of other places — social media, websites, etc. It is surprising how much they follow what you do".

-The SoMe Youth Panel

Talk to your child about how what you see on the internet is not always what it seems.

"I think that bloggers, YouTubers and Instagrammers should make it clear when they are advertising. There should be some kind of logo or something visual for everyone that shows it is advertising". – The Cyberhus Online Panel

Professionals

Teach source criticism and how to search on the internet.

"Some specialist portals should be prioritised higher in the search results than others. Wikipedia is not a particularly trustworthy source, for instance, since everyone and not only experts can edit the site".

-The SoMe Youth Panel

Politicians

Communicate more knowledge and produce public campaigns about rights on the internet.

"Getting companies to change their practices can be difficult, so perhaps we should focus our energy on informing people about the consequences instead". – The SoMe Youth Panel

Other

Social media: Emphasize whether something is real news or 'fake news'.

"You should be aware of the risk of deception. There are lies, but there is also that which is selected from the data collected about us".

-The SoMe Youth Panel

Facts

The internet is a unique platform for knowledge sharing. Wikipedia, webinars and blogs have made it possible to spread knowledge, opinions and experiences. This results in credibility problems, however. Since children and young people are inexperienced as critical users, they are particularly vulnerable to e.g. fake news, but this may also affect the political agenda on a general society level. An expert group behind The Danish Competition and Consumer Authority points towards children and young people having difficulties identifying hidden ads that they are subjected to, e.g. through influencers. Furthermore, data about children and young people's behaviour on the internet are collected and used for targeting of specific ads. This way, their behaviour becomes a commodity that they themselves do not benefit from financially, and it is unclear what this will mean in the long run.

Digital footprints

prints, as they are a big issue in their digital media life. When children and young people use the internet, they are not always aware that they leave both visible and invisible digital footprints. They accept cookies on websites and accept the terms of use for social media and other services – often uncritically or without reading them at all. Children and young people find them to be long, incomprehensible and irrelevant – and in the end, they have little choice in accepting them or not. Absence from social media could lead to exclusion from the physical community in school. However, they give social media the rights to their information and often also their photos without knowing what this could mean in the future. The SoMe Youth Panel's recommendations regarding digital footprints are:

The SoMe Youth Panel has discussed digital foot-

"By searching for my name, I found old photos from my ASK profile, which I have deleted, and which did not even have my real name".

—The SoMe-Youth Panel

Children and young people

Consider the fact that everything you do on the internet will be remembered.

"It was weird to find an entire library about me. All my data were stored — which sites I liked, who I follow, all the messages I have ever written ... Even groups that I am not a member of anymore were hidden in Facebook's giant archive".—The SoMe Youth Panel

Do not post anything by or about your child before it is old enough to give you permission.

"A lot of information about your life can be collected, and it will always be there. Your boss could see everything posted about you, for instance". – The Cyberhus Online Panel

Professionals

Understand what the things you accept on the internet mean and communicate it to your pupils.

"Parents know very little. They are not interested, and this makes it hard for them to understand it. It would be great if the school takes responsibility and rises to the challenge". – The SoMe Youth Panel

Politicians

Make sure that companies make terms for digital services easier to understand.

"Perhaps the terms are so long because the companies don't want it to be clear what they gain access to". – The SoMe Youth Panel

Other

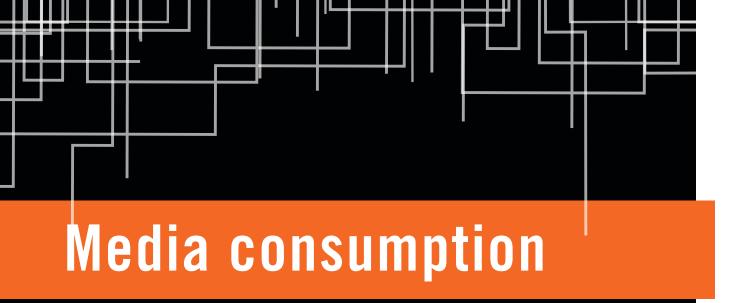
Social media: Make the terms for using your service easier to understand.

"'Terms and conditions' should be translated into comprehensible language. They should be shorter and in bullet form, with the option of getting more information for each point".

- The SoMe Youth Panel

Facts

The amount of information gathered about us through our information and behaviour online can be so confusing that it seems irrelevant. Aside from the commercial aspects of the collected data, technology develops in a way that lets the internet remember, recognise and predict who and how we are through our behaviour. Children and young people - but also adults - often accept the terms for various digital services without understanding that you in many ways relinquish your rights to your information, photos and other data that become available when we use the services. Even children and young people who do not actively use digital services yet may have shadow profiles created from their parents' behaviour. With the internet, our lives are monitored and documented with unforeseen consequences in the long run.



"If it doesn't affect your health, friends or school work, it's not so bad.

It's just pastime like building LEGO. I just enter the virtual world instead".

—The SoMe Youth Panel

The SoMe Youth Panel has discussed media consumption, as this is a big theme in their everyday life. Adults often express concern that children and young people spend too much time in front of screens and with digital media. Children and young people do not experience it the same way. Even though they are large-scale consumers of media, their smartphones, tablets, computers, televisions, etc. give them access to social media, streaming services, games, books, various applications and other things that let you be social, be entertained, pass some time, be creative and learn - just like in the physical world. Children and young people believe that many - also adults - should learn to reduce the use of e.g. the mobile phone and be more aware of its use when they are in a social setting in the physical world. They mention that the use of technology in school is often too boring and does not have a defined and meaningful purpose, and that you might as well take notes on paper instead of using the computer, have a calculator instead of a mobile phone and a blackboard instead of a smartboard. The SoMe Youth Panel's recommendations regarding media consumption are:

Children and young people

Do not use your cell phone when you are together with others.

"You should adhere to the norms in the physical world and be more aware of using your mobile phone for short periods and in a controlled manner if you are in a physical community. You don't feel each other in the same way if you are constantly using your mobile phone". – The SoMe Youth Panel

Parents

When using your mobile phone, computer, television or other digital media, make sure that you practice what you preach.

"Parents should not have double standards. Like when they say that you should not use your mobile phone while eating dinner and then do it themselves and say that 'it's different'." – The SoMe Youth Panel

Professionals

Limit pupils' use of technology during classes and breaks.

"Education should be varied so you don't just use the computers for everything, but in a more creative way". —The SoMe Youth Panel

"Mobile phones can be a problem during breaks because you don't learn to be social with your classmates. You need to restrict their use".

-The SoMe Youth Panel

Politicians

Introduce mandatory media classes beginning already in lower secondary education classes.

"You need to learn both how technology works and how it affects us as human beings and society as a whole".

-The SoMe Youth Panel

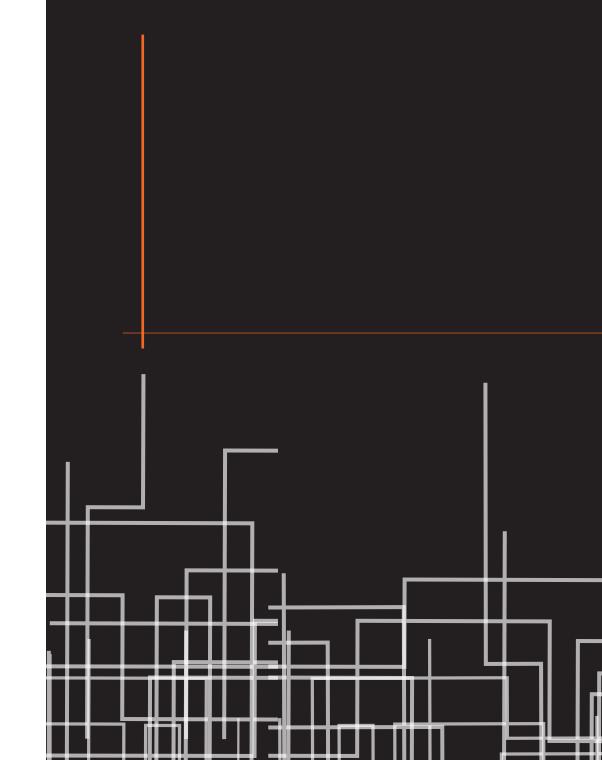
Facts

From a still earlier age, children use screens and digital media, but the biggest consumers are young people. According to DR Medieudviklingen (2015), young people between 13 and 19 spend more than six hours per day in front of a screen. This sounds extreme to many adults, but most of the time the young people are using media actively for e.g. social, creative or educational purposes. Only 20 percent of the time are spent passively in front of the television. Children and young people want to learn more about technology and digital media – both features and options, but also how they affect individuals and society as a whole. They do have qualitative demands for the use of technologu in school, however. Too often the use of technology is put above educational or didactic concerns, and the educational value of technology is lost.

THE DIGITAL WORLD IS STILL CHANGING

By developing these recommendations for the lives of children and young people, The SoMe Youth Panel has served as ambassadors for many other children and young people in Denmark. Involving children and young people as experts enables us to assess them — not based on our assumptions and feelings, but on how things are experienced in their own lives. This enables initiatives that children and young people will find relevant and useful. Some of the children and young people's recommendations are not different to the ones regarding the physical world — that communities and friendships are important to their well-being, that they want and value their parents' understanding of and interest in their lives, and that education ought to be meaningful and relevant.

The SoMe Youth Panel's recommendations are based on a snapshot. The technological and digital world is changing constantly – to a degree where we should develop new recommendations already in two years from now. This does not mean that we should not constantly take an interest in the digital lives of children and young people. We definitely should. It is important to keep observing children and young people's digital lives, since trends, problems and options arise very quickly. Some of them also disappear very quickly, but since children and young people sometimes act without considering the consequences, they need adults when things go badly. Therefore, we, the contributory partners, will keep working with the perspectives put on the agenda by children and young people, and we will continue to involve them in our work with their digital lives – because it is the children and young people who know what they are talking about.



PARTNERE

TELIA COMPANY

We are Telia Company, the new generation of telecommunications companies. Every day our 26,000 talented colleagues provide services to millions of customers in one of the world's most technologically matured regions. Our strong telecommunications infrastructure makes us a rallying point in the digital ecosystem, which constantly makes it possible for individuals, companies and societies to follow exactly what is most meaningful to them — on their own terms. www.telia.dk

CENTRE FOR DIGITAL YOUTH CARE

Centre for Digital Youth Care is one of Denmark's leading organisations for digital guidance and digital education for young people. The centre runs several big online counselling sites and is a part of both national and international partnerships. Almost 20,000 young people, professionals or parents used our online counselling services or school presentations in 2016. The centre has 15 employees and 100 volunteers. www.cfdp.dk

CHILDREN AND YOUNG PEOPLE MEDIA COUNCIL

The Media Council for Children & Young People has been set up by the Ministry of Culture to classify films as well as guide parents about films and video games. Furthermore, the council works together with teachers, parents, authorities and organisations to inform and guide about children and young people's lives and activities in the digital media. The Media Council is also tasked with advising and assisting the minister with any questions in this area. www.medieraadet.dk

SAVE THE CHILDREN DENMARK

All children have the right to a good and safe childhood. Save the Children DK works to better the lives of children in both Denmark and the rest of the world. We rescue, protect and strengthen children. We fight for their rights. Among other things, we run Sikkerchat.dk, an information site aiming at preparing children and young people to move around safely in the digital world. In this way, we prevent children and young people from being subjected to bullying, threats or sexually violating experiences online. www.redbarnet.dk

ENIGMA – MUSEUM OF MAIL, TELE AND COMMUNICATION

ENIGMA is Denmark's new communication museum. The museum aims at presenting the communicated reality and prepare the museum's users to react consciously and critically to the options and challenges of the digital world. ENIGMA grew out of the former Mail & Tele Museum on Købmagergade and is currently developing a whole new museum with a new name, profile and address at Øster Allé in Copenhagen. www.enigma.dk

