



Croatian IGF 2017 - Final report

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Why CRO-IGF?

In 1991 the Croatian Academic and Research Network (CARNet) was established and the year later it was connected to the Internet. It was the only Croatian Internet connection to the world at the time. Many years passed and today there are many providers of the Internet access service in Croatia and one can only say that Internet works just fine in this part of the world. However, the interest among the Croatian stakeholders in the Internet Governance as such had generally been rather low. The Republic of Croatia decided to have a representative at GAC of the ICANN as late as 2013 when the global interest in the Internet Governance raised the awareness of the need of participation in the European and global efforts on preserving a well-functioning, open and free Internet. It became clear that an open dialogue at the national level on the topics of Internet Governance was also needed. The idea of establishing a suitable platform for open and inclusive discussions first emerged within the circles of academia and the government. The industry and the civil society soon joined in. The first national forum on the Internet Governance, the very first CRO-IGF took place in Zagreb on 6 May 2015 at the Faculty of Electrical Engineering and Computing University of Zagreb. Second CRO-IGF took place in Opatija on 1 June 2016. The report from the first two CRO-IGFs are available here: <http://www.intgovforum.org/cms/documents/igf-initiatives/igf-regional-and-national-initiatives/igf-regional-and-national-initiatives-2015-1/504-croatia-igf2015-report-1>

CRO-IGF 2017 preparatory process

The preparatory process for the 2017 event started in November 2016. The Organising Committee established a plan of activities to be performed before the planned forum in May 2017. By the end of March, the topics for the 2017 event were selected by the Committee members from the proposals received in a bottom-up process following a public call for topics proposals. This was based on a decision taken last year when the Organising Committee decided on the topics without public consultation. For this year's event two topics were chosen:

1. Personal Data Protection, GDPR, Micro-targeting of Internet Users
2. Media Literacy and Fake News

Early 2017, the Organising Committee of the CRO-IGF decided to establish CRO-IGF Executive Committee (EC) with three members from the Organising Committee – the IGF leader from the previous year, the leader of the IGF in the current year and the future leader of the national event in the following year. EC was established to handle practical issues and questions that demand prompt action and do not need to have all the OC consulted about. From March to May 2017, with the help from other participants, EC worked on the content and the format of the sessions for selected topics. In April this year, about 170 invitations were sent to representatives of all stakeholder groups.

Late in April, less than a month before the planned date of the third national IG forum event in Zagreb, Croatian Regulatory Authority for Network Industries (HAKOM) decided to withdraw from the CRO-IGF initiative and withdrew their representative from the Organising Committee of the CRO-IGF.

Organising Committee of the CRO-IGF 2017

<p><u>Academia:</u> Dražen Dragičević, Faculty of Law in Zagreb Ognjen Dobrijević, Faculty of Electrical Engineering and Computing, Zagreb</p>	<p><u>Private sector/Industry:</u> Adrian Ježina, HUP (Croatian Employers' Association) Milan Živković, Ericsson Nikola Tesla</p>
<p><u>Government:</u> Leda Lepri, Ministry of Public Administration Krešo Antonović, Ministry of the Sea, Transport and Infrastructure Tihomir Lulić, Ministry of Foreign and European Affairs Nataša Glavor, CARNet, Croatian GAC representative Zdravko Jukić, HAKOM Council Member, Croatian GAC representative</p>	<p><u>Internet users/Civil Society:</u> Kristijan Zimmer, HROpen</p>

Members of the Organising Committee:

mr. sc. Leda Lepri, Head of State Administration Modernization and Informatization Sector at the Ministry of Public Administration
 Krešo Antonović, Director, Directorate for Electronic Communications and Postal Services of the Ministry of the Sea, Transport and Infrastructure
 Tihomir Lulić, Head of Division for UN, Directorate for UN and International Organizations, Directorate-General for Multilateral and Global Affairs, Ministry of Foreign and European Affairs
 Nataša Glavor, Data Analyst at CARNet, Croatian GAC Representative
 Professor Dražen Dragičević, Ph. D., Faculty of Law, University of Zagreb
 Assistant Professor Ognjen Dobrijević, Ph. D., Faculty of Electrical Engineering and Computing, University of Zagreb
 Adrian Ježina, Board President, Siemens Convergence Creators, Vice-president of the ICT Association at Croatian Employers' Association
 mr. sc. Milan Živković, Director, Strategy and Business Development, Ericsson Nikola Tesla, Zagreb
 Kristijan Zimmer, President of the HROpen Association
 Zdravko Jukić, Council Member at HAKOM and Croatian GAC Representative

Members of the Executive Committee:

Zdravko Jukić, CRO-IGF 2016 Leader
 Nataša Glavor, CRO-IGF 2017 Leader
 Kristijan Zimmer, CRO-IGF 2018 Leader

More information on the institutions having representatives in the OC:

Ministry of Public Administration	https://uprava.gov.hr/
Ministry of the Sea, Transport and Infrastructure	http://www.mmpi.hr/
CARNet – Croatian Academic and Research Network	http://www.carnet.hr/
Faculty of Law, University of Zagreb	https://www.pravo.unizg.hr/en/
Faculty of Electrical Engineering and Computing, University of Zagreb	https://www.fer.unizg.hr/en
Croatian Employers' Association	http://www.hup.hr/en/
Ericsson Nikola Tesla	http://www.ericsson.hr/homepage
HROpen Association	http://www.open.hr/

A CRO-IGF webpage was established at the following link:

http://www.carnet.hr/carnet_events/cro_igf

A contact e-mail address for the CRO-IGF community: cro-igf@carnet.hr

CRO-IGF 2017 Agenda

The third Croatian IGF took place in Zagreb, on 16 May 2017 at CARNet and SRCE premises. This one-day event had the following agenda:



The CRO-IGF 2017 Leader and Moderator of the event was Ms. Nataša Glavor from CARNet.

Before the two panel discussions Ms Glavor welcomed the participants on behalf of the CRO-IGF Organising Committee and the host CARNet, and gave a short overview of the topics discussed in the last year's event as well as some reflections on the most important developments during one year period. Ms Glavor then asked Ms Aida Mahmutović, member of the UN Multistakeholder Advisory Group for the IGF (MAG) and member of Geneva Internet Platform – DigitalWatch to give a short introductory presentation of the current developments in the area of the Internet Governance, especially in the light of IG initiatives in the region, in Europe and globally.



Ms Aida Mahmutović, UN-IGF MAG member, Geneva Internet Platform – DigitalWatch, giving an introductory presentation

Personal Data Protection, GDPR, Micro-targeting of Internet Users

People:

- Introductory presentation:
 - prof. dr. sc. Vedran Podobnik (Assistant Professor at the Faculty of Electrical Engineering and Computing, University of Zagreb)
- Panellists:
 - prof. dr. sc. Vedran Podobnik (Faculty of Electrical Engineering and Computing, University of Zagreb)
 - Mislav Marović (Ericsson Nikola Tesla)
 - Biljana Cerin (Ostendo Consulting Group)
 - doc. dr. sc. Tihomir Katulić (Faculty of Law, University of Zagreb)
 - Robert Manenica (Hrvatski Telekom)
- Moderator:
 - prof. dr. sc. Vedran Podobnik

Topics:

- What is personal data and why protect it?
- Why GDPR?
- What is the impact of the GDPR?
- What will change after 25 May 2018?
- What is the situation in Croatia with respect to GDPR implementation?

Introductory presentation and the panel

The introductory presentation was given by professor Podobnik giving the reflection to topic from various perspectives - society, government, regulation, and economy, setting the stage for a very dynamic and interesting discussion that followed.

Here are the most important messages from the panel discussion:

- Message 1: Data economy enables start-ups to produce data based services using few resources while having a huge revenue.
- Message 2: Termination of the Safe Harbour Agreement by the European Court of Human Rights led to the extension of the issue of collecting, processing and exporting EU citizens' personal data from the US companies.
- Message 3: Self-regulation and agreements that had existed earlier proved to be ineffective and it was therefore necessary to adopt the GDPR Regulation. The Regulation is directly applicable in all EU Member States. In this way, for all EU citizens the rights that they have in relation to data protection are the same.
- Message 4: GDPR is neither the beginning nor the end of data protection story.
- Message 5: The EU sets very high standards for personal data protection. GDPR along with e-Privacy Regulation will be a data protection EU legal framework.
- Message 6: We should consider GDPR as a part of creating digital single market, along with regulations of digital signatures, NIS Directive, obligatory incident reporting.
- Message 7: The Regulation is a part of a wider EU policy on creating a common space.
- Message 8: The whole initiative considering new regulation is a part of single digital market.

- Message 9: The GDPR regulation introduces a new body at EU level to coordinate national bodies, thus achieving further harmonization of the application of the Regulation. The Regulation will become effective from 25 May 2018.
- Message 10: The government body responsible at the Member State level (AZOP in Croatia) will strengthen its lever by the authority to charge considerable penalties.
- Message 11: High penalties will be the incentive for companies and individuals to make the necessary changes to comply with the regulation. So far, the penalties were minimal.
- Message 12: Regulation needs to adjust to the new technology development.
- Message 13: User should be able to decide about the processing of his personal data and needs to have an option to protect it.
- Message 14: The GDPR regulation introduces the principle of "Privacy by design", which presumes that privacy will be considered from the very beginning of design and creation of products and services that will use the data.
- Message 15: The prescribed incident response time is also important as well as ways of erasing and transmitting data.
- Message 16: Adjusting to the GDPR regulation is not exclusive responsibility of a company's IT department, the adjustment's scope is far wider. Compliance implementation process should have already started to meet the deadline.
- Message 17: Compliance with the GDPR regulation is a challenge that must not be underestimated.
- Message 18: Some companies may not be ready by 25 May 2018.
- Message 19: No problems are expected in adjusting to the Regulation by large companies such as telecom and pharmaceutical companies and they are aware of the importance of data protection and have available resources to comply. For some of them it has been a part of 30 years long process.
- Message 20: Complying new systems to the Regulation will not be a problem, the real challenge is to adapt existing large and complex systems and solutions.
- Message 21: GDPR and e-Privacy Regulation compliance will require changes to the laws of the Republic of Croatia.
- Message 22: GDPR will present the problem to individuals and companies who monetized on data acquisition.
- Message 23: Some Member States provide resistance to data erasure provisions.
- Message 24: Regulation should stimulate responsible business. At the short run, it might suppress some innovations, but in the long run it should stimulate them and encourage data management optimization.
- Message 25: EU recognized personal data as a fundamental human right and if they want to protect it and unite single digital market, this Regulation is the step in the right, with low or no concern about the smaller players in it.
- Message 26: It is a right direction for EU legislation to encourage development of services currently missing in the EU and make EU more competitive.
- Message 27: GDPR is all about responsible personal data handling.
- Message 28: It will be possible to continue using advanced analytics keeping the personal data safe in the way.



Personal Data Protection Panel at CRO-IGF 2017 with Vedran Podobnik, Biljana Cerin, Mislav Marović, Tihomir Katulić and Robert Manenica.

Feedback from the participants

Anamarija Musa, Information Commissioner:

- Public domain cannot be left to self-regulation. The state must intervene and take part in regulation having in mind primarily public interest.
- Fast developing technology quickly obsoletes or makes current regulations inapplicable. Therefore, we need to predict its path and create new respective regulations or make necessary corrections to the ones already in place.
- As a commissioner, I am worried by the credibility of the source of information. Because of the transparency, there is a need for socially responsible governance.

Igor Strmečki, Pragmatekh:

- We should keep in mind that the GDPR regulation is targeting both the companies and the users individually.

Media Literacy and Fake News

People:

- Introductory presentation:
 - doc. dr. sc. Hrvoje Lisičar (Assistant Professor at the Faculty of Law, University of Zagreb)
- Panellists:
 - doc. dr. sc. Hrvoje Lisičar (Assistant Professor at the Faculty of Law, University of Zagreb)
 - doc. dr. sc. Igor Kanižaj (Assistant Professor at the Faculty of Political Science, University of Zagreb)
 - Maja Sever, Journalist and Editor at Croatian Radio and Television (HRT)
 - dr. sc. Aleksandar Klaić, The Office of the National Security Council (UVNS)
- Moderator:

- Nataša Glavor, Data Analyst at CARNet, Croatian Representative at GAC

Topics:

- What is media literacy?
- What is the importance of media literacy?
- What is fake news?
- Who creates fake news?
- How to detect fake news?
- What is the responsibility of various stakeholders in tackling fake news?

Introductory presentation and the panel

The introductory presentation was given by docent Lisičar. The most important messages heard during the discussion were as follows:

- Message 1: Media literacy is the ability to access the media, understand, evaluate and produce news.
- Message 2: The current times are different from the 1920s when special departments were created in broadcast agencies for checking facts used in news.
- Message 3: Journalism on the Internet is "the new journalism". The imperative of the number of clicks is not constructive and puts journalists under high pressure. Time factor is very important, it is not possible to convey the news to the traditional media at 19:00 on a statement from 7:00 am that everyone has already heard over other channels.
- Message 4: Protection from fake news is especially important for children. It's not easy to recognize fake news because of their manipulative approach.
- Message 5: Informational literacy is important in the context of media literacy. Educational programs need to be developed or updated. Many children finishing school today are unprepared for dealing with cyber space threats.
- Message 6: Analysis of cyber space threats performed after Croatia joining NATO showed that one of our biggest concern should be education. Analysis covered all parts of primary and secondary education, specialty schools, law and police academy, along with private schools. The educational programs are not synced, neither do they cover the needs of today. Ministry of Science and Education was informed that problem of Croatia's education system is not the lack of professionals, but the fact that vast number of children leave elementary school with little or no knowledge about personal data making them an easy target of cyber space attacks.
- Message 7: Children need to be prepared for new circumstances, it is good that about 40% of the national cyber security measure is related to education.
- Message 8: Large Internet companies prefer co-regulation and self-regulation. The panellists agree that public domain and public interest cannot be left to self-regulation. The State must intervene.
- Message 9: The cyber space is full of information creating the impression that everyone knows everything while that is not the case.
- Message 10: The cyber space is no longer just a technical space, it is a space of life.
- Message 11: Online identities living in a cyber space represent a great risk for our physical security, our infrastructure and political system (with the example of the latest presidential campaign in the USA).
- Message 12: Social networks are a great medium for spreading any news, even the fictitious ones. 62% of USA citizens use Facebook as a source for daily news. The statistics in Croatia are similar. Facebook is a primary place for daily information while television is on fourth place.

- Message 13: When news become dominant on social networks, they become "the truth" and they are soon broadcasted by traditional media. There is no adequate control and verification of the information.
- Message 14: The public's perception is that news web portals are the same as the traditional media.
- Message 15: Journalists should ask themselves what is the main reason for young people to seek for news on Facebook first.
- Message 16: Fake news regulation is well covered by existing jurisdiction (defamation, insults, etc.) by Criminal law, Media law although outdated, and Personality right regulated in Civil Obligations Act. So, this problem is solidly regulated but regulation instruments are not used as they could or should be used.
- Message 17: Most citizens no longer buy newspapers in Croatia, Facebook is a new generation's medium.
- Message 18: In some countries, newspapers are still widely read, e.g. in Germany or Japan. Could this be a matter of education?
- Message 19: In Croatia nowadays, the number of books being read is in decline. Some researchers find that Croatian adults read newspapers up to 6 minutes in comparison, for example, to USA (63 minutes) and Israel (104 minutes). During 6 minutes one can read only the news headlines. Croatia didn't invest in the culture of reading, journalism nor quality reading production. Unfortunately, we are used to making things easier.
- Message 20: Croatia should find media literacy more important. That way media literacy could build citizens capacity to contribute to public life and develop critical reflection on everything including promotional messages. It doesn't require vast financial investments and can also be implemented gradually.
- Message 21: A lot of associations in Croatia contribute to media literacy. We can do a lot during even one hour, but it has no long-term sustainability without becoming part of the national educational system. STEM is a hit, but we should not forget about the other important parts of educational system.
- Message 22: There are many good projects in Croatia and individual enthusiasts coming mainly from the civil society, setting the new trends in improving media literacy, recognized even within the EU.
- Message 23: Audio visual media services directive in its first version didn't include the term of media literacy nor media education, only to include it in the latest proposal, following the lobbying by researchers gathered around the EU kids online and Global kids online.
- Message 24: Media literacy regulation is extremely important. Self-regulation allows misuse and there are attempts to transfer the responsibility to end users. The best way to implement regulation is through co-regulation of companies and the State. During last 15 years regulation was often avoided, for instance by not regulating YouTube channels through Audio visual Media Services Directive.
- Message 25: Facebook is much more than a media channel. There's a proving example of live stream of brutal murder and people liking it despite the chance of 10-year jail sentences by current criminal law for being witnesses of a criminal act.
- Message 26: Journalists are fighting for truthful and fair journalism, despite the conditions they currently live in. They are aware that timely disclosure of verified information avoids speculation. But that is not an easy task.
- Message 27: Journalists should take an advantage of their knowledge, attract readers by writing serious news and drag them away from Facebook as their primary source of information.
- Message 28: Journalists should accept technology the majority is using and change accordingly.



Participants at CRO-IGF panel on Media Literacy and Fake News: Igor Kanižaj, Hrvoje Lisičar, Maja Sever, Aleksandar Klaić and Nataša Glavor as moderator.

Feedback from the participants

Anamarija Musa, Information Commissioner:

- Adequate regulation in the field of fake news is especially important for children sake, they usually think all people on Internet are good
- It is important to develop journalism as a profession. There is not enough investment in journalist education in Croatia.
- Despite all our education in Information Commissioner Office and help we offer, journalists are still not informed they can use their right to access information and do not ask for it.
- Timely disclosure of verified information avoids speculation. In the USA, presidential candidates are obliged to publish information of paid taxes, health condition and grades.

Tomislav Dujmović, HT:

- Media literacy is based on literacy in general. My children read only a few books and they are about to apply for college. Students like these can't evaluate the quality of the news they read. They don't read newspapers. They don't read at all.

Miho Pitarević, Consultor Astra:

- Basic problem is literacy or one should say illiteracy. Digital literacy and media literacy are just a subset. Fake news should better be called fictional news. 6 minutes is enough for Jutarnji or Večernji, it is the question of the content as well. TV presents the same news throughout the whole day. Content, interaction and real-time is important for reader base.

Hrvoje Hadžić, Ericsson:

- Click bait titles will soon become recognizable by the readers, and they will switch to competition. Self-regulation is not enough, co-regulation is better. Young people quickly see through click bait titles, misuse of personal data is much more dangerous. It allows targeting of commercials based on user preferences, and it will present even bigger danger in the future.

Vedran Podobnik, FER:

- We all need to be ready and willing to change. Facebook is a news distribution channel, a communication channel. 100 million people are cooking today looking at the recipes on Facebook. Fake news is also a responsibility of the reader. Technology by itself is not a threat. We need to adapt our approach when reading an article in The Economist differently than when reading the news on Facebook.

Participation

There were 68 on site participants at the Forum and live-streaming available. The participation distribution was rather even among the Government, Private sector and Academia, while we would need to get more participation from the Civil society in the future events. The sessions were held in Croatian.



Conclusions

Main messages from the Forum are:

- The timely implementation of the GDPR will be very important.
- Public domain cannot be left to self-regulation. The state must intervene and take part in regulation having in mind primarily public interest.
- Media literacy should become important to our country. It would build citizens capacity to contribute actively to public life and develop critical reflection on everything including fake news and personal data protection.
- Croatian Internet Governance Forum (CRO-IGF) proved again as a valuable multistakeholder effort to illuminate particular cyber-space issues and facilitate constructive discussions about them as well as their connection with the future of the Internet governance. We had very interesting, dynamic, open and inclusive discussions engaging civil society, government, technologists, research scientists, industry and academia to foster partnerships and dialogues and help shape national position on various Internet governance related internal, regional and global issues. As the Forum was informal, this report and audio-video recording of the event is the only produced outcome.

Special thanks

CRO-IGF annual event was possible due to the positive attitude and the efforts of all organisations represented in the Organising Committee of the CRO-IGF. Thanks to all and especially to this year's host, Croatian Academic and Research Network (CARNet).

Special thanks for the CRO-IGF 2017 also go to Croatian Radio and Television (HRT), The Office of the National Security Council (UVNS), Faculty of Political Science, Faculty of Law, Faculty of Electrical Engineering and Computing, University of Zagreb, Croatian Telecom, Ericsson Nikola Tesla and Ostendo Consulting.

Special thanks to friends from Slovenia, Bosnia and Herzegovina and Serbia who joined us in this year's event.

Thanks to Ms Aida Mahmutović for joining CRO-IGF 2017 and giving a valuable contribution.

Thanks to IGfSA (<http://www.igf.org/>) for their donation that helped covering some logistical expenses of the event.

Particular appreciation to the United Nations and its Secretariat for the constant support in highlighting the importance of the future of the Internet Governance.

Thanks to ICANN for their continuous support to the CRO-IGF initiative.

More information and contact

The Croatian multi-stakeholder community can be contacted directly through the following e-mail address: cro-igf@carnet.hr

More information on the CRO-IGF 2017 can also be requested from natasa.glavor@carnet.hr

Nataša Glavor, CARNet, CRO-IGF 2017. Coordinator

Zagreb, 13 June 2017