Free2Link Report.

A survey data analysis to address training needs on e-trafficking.

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Rights, Equality and Citizenship
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Abbreviations and Acronyms

CoE: Commision of Europe

CSEM: Child Sexual Exploitation Material

EU: European Union

F2L: Free2Link

GBV: Gender- Based Violence

IOM: International Organisation for Migration

NGOs: Non-governmental organizations

THB: Trafficking in Human Beings

UNODC: United Nations Office on Drugs and Crime

Background

Research framework

This report has been implemented in the frame of the project "F2L – Free2Link". It is coordinated by Progetto Tenda (Italy) in cooperation with Danish Refugee Council (Greece), Nesta Italia (Italy), LABC Srl (Italy) and CWEP (Poland). The project has been co-financed by the European Commission within the Rights, Equality and Citizenship Programme "Call for proposals to prevent and combat all forms of violence against children, young people and women" (REC-RDAP-GBV-AG-2020), and it refers to priorities 1 and 2 of the targeted Call for Proposals, which foster "Preventing gender-based violence" and "Tackling online violence against women".

F2L aims at connecting organisations working in asylum systems, integration programmes and support to victims of trafficking across Italy, Greece and Denmark to increase the ability of their frontline staff, as well as public and private networks, in the early identification of victims of e-trafficking.
Italy and Greece are transit and destination countries for victims of human trafficking for sexual exploitation. Most of the victims are from Eastern and South Europe (Romania and Albania), Africa (Nigeria and Ivory Coast), and Asia (mainly China). Despite Italy and Greece being the main entry points for migration and refugee flows into Europe, only a few victims of trafficking are identified during the Reception and Identification process applied to all migrants and refugees in the countries or at the Hotspots.[1]

Scope

The early identification of victims of trafficking is a challenging task: according to the International Framework for Action To Implement the Trafficking in Persons Protocol,[2] when there is reasonable evidence to believe that someone is a victim of THB for sexual exploitation, necessary measures should be taken to guarantee the protection of their rights, such as medical, social and legal support. However, statistics point out that not many victims of trafficking are identified during the initial registration procedures, because exploitation may not have happened yet, but occurs later, once in the countries. These statistics are confirmed by the fieldwork that Progetto Tenda

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1. UNODC's 2020 Global Report on Trafficking in Persons - Chapter 6 Regional Overviews, p. 135.
2. UNODC, International Framework for Action To Implement the Trafficking in Persons Protocol (2009)

has been putting in place for many years as the leader of the anti-trafficking network in Piedmont named Anello Forte, an example of excellence at the Italian level in the sector of the fight against labour exploitation of migrant women for sexual purposes. A clear need has been identified by the European Commission to build capacity on early identification of victims in general and specifically the identification of victims of labour and other forms of trafficking, targeting specifically frontline professionals such as law enforcement, coast guards, health professionals, and educators. While NGOs outreach services providing support to sex workers on the streets are key for the identification of cases of trafficking, there are no effective mechanisms in place to target online recruitment and exploitation patterns occurring through the use of the internet. During two seminars with the main references of the Anello Forte network in 2019, the need to build a project to tackle the great problem of women's online traffic emerged, an issue arising at a national and European level.

Despite this emerging trend, there are not many studies on this phenomenon in Italy nor in Greece, while there are many e.g. in northern European Countries or in the United States of America , where the issue of female trafficking is somehow different. During the drafting of the proposal, specialized operators who have been directly involved in the process, have expressed the urgent need to tackle the issue of e-trafficking and to be effectively trained, also with the support of Information Technology (IT) experts that can better understand the phenomenon. Front-line staff are not always well-prepared to understand and/or support people who are often "controlled" through smartphones, apps and social networks, because they are unable to recognize which messages attract them and to which solicitations they respond to.

F2L has the ambition to equip them with this know-how, building updated and accessible knowledge on e-trafficking through the creation of an online, multi-language, multi-user platform on e-trafficking to enhance early identification of victims of e-trafficking and e-recruitment, face-to-face courses and e-learning modules on e-trafficking dedicated to frontline staff and promoting awareness-raising activities on the phenomenon.

In order to better understand the context and existing needs in relation to response mechanisms against online violence against women, a brief study was initially conducted to analyse the features of e-trafficking in the EU and the awareness level amongst professionals of the topic.

This report summarizes the key findings and aims to:

1. provide a snapshot on the main local and European trends and response mechanisms on trafficking on human being and e-trafficking, that front-line professionals involved in the anti-trafficking network at several levels could use;

2. communicate the main survey results assessing the knowledge on e-trafficking amongst relevant professionals, based on surveys with more than 200 professionals in Italy and Greece.
3. provide recommendations for building appropriate and effective training modules on the topic for professionals.

Methodology and Target Audience

An online questionnaire consisting of 31 questions has been designed for this research (Please refer to Annex a). It was uploaded on Microsoft Form in its multi language version - Italian, English and Greek.

The survey sought to reconstruct the professional profile of the participants and detect 3 main areas:
- level of knowledge on human trafficking and e-trafficking;
- level of knowledge on tools and methods used in e-trafficking;
- training needs on human trafficking and e-trafficking.

For the collection of data, the survey was submitted to relevant professionals working against THB (social workers, lawyers, law enforcers, psychologists, etc.) between January and February 2021. The "snowballing" method was used to identify potential participants, i.e. referrals from other participants.

In Italy, the survey was spread at a local and national level, using direct contacts of Cooperativa Progetto Tenda and through the help of the Numero Verde Antitratta,[3] who promoted the survey within its network. In Greece, the survey was shared amongst DRC staff, as well as DRC's partner organizations, relevant national Working Groups and actors. The survey was further disseminated beyond Greece and Italy, through global and regional networks of each partner organization. Participation was completely voluntary. The survey was equipped with a consent section and participants were informed about the legal basis for processing participants' personal data, according to Regulation (EU) 2016/679 of the European

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3. The Numero Verde Antitratta was established by the Department of Equal Opportunities in 2000, as part of the interventions in favor of victims of trafficking provided for by art.18 of Legislative Decree 286/98. The Numero Verde Antitratta is an anonymous, free and active 24 hours a day every day of the year service dedicated to potential victims of trafficking and exploitation to ask for help as well as to private citizens, law enforcement agencies, representatives of public or private bodies and members of professional associations who are aware of cases of exploitation and abuse or who wish to report or have information on these issues. The Social and Humanitarian Protection Office of the Municipality of Venice manages the Central Station.

Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation or "GDPR"). (Please refer to Annex b)

Structure of this report

F2Link Report is structured in three main parts, that seek to present the different steps through which the research has moved. In particular, each section delves into:

1. Review of the existing literature, and the legal instruments for preventing and combating THB at global and European levels and the usof technologies in THB. This part aims at an overview on trafficking on human beings, and the increasing relevance of digital technologies in this phenomenon.
2. Presentation of the main survey results and research findings on awareness on e-trafficking amongst relevant professionals.
3. Recommendations and lessons learnt, with a focus on professionals' needs assessment for the creation of training modules to further build the capacity and empower relevant professionals working against THB.

Section 1

Context and definitions

This first section seeks to frame the phenomenon of human trafficking.

It begins with contextualising and defining the main features of the phenomenon, starting from an international perspective and ending with the more specific area of implementation of the F2L project.

A particular attention will be paid to the main and most significant actions put in place to prevent and respond to the phenomenon and the principal legal instruments through which these actions are applied.

The last section will focus on the impact of modern technologies on trafficking of human beings. Relevant case studies related to the project geographical area, international recommendations to build an increasingly effective action to combat e-trafficking will be presented.

1.1 Global, European and Regional picture of the target , patterns and flows of human trafficking

Human trafficking is a global crime that can involve people of all genders, ages, backgrounds. Although it is a transversal phenomenon, the last UNODC's 2020 Global Report on Trafficking in Persons[4] shows that female victims continue to be the primary targets. In 2018, 46% of identified victims were women and 19% girls, constituting the 65% of the global detected victims.[5]

Moreover, over the course of 15 years (2004 - 2018), it has been observed an increase of the number of minors trafficked, growing from 13% to the 34% of total detected victims.[6]

The majority of the victims are still trafficked for the purpose of sexual exploitation (50% of the global sample) while the second form of exploitation consists in forced labour, affecting around the 38% of identified victims.[7]

Analysing the different forms of exploitations by sex, in 2018 most women detected were trafficked for sexual exploitation (77%), whereas the men were mainly trafficked

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4. UNODC's 2020 Global Report on Trafficking in Persons

5. UNODC's 2020 Global Report on Trafficking in Persons, Chapter1 Global Overview,p.31

6. UNODC's 2020 Global Report on Trafficking in Persons, Chapter1 Global Overview,p.32

7. UNODC's 2020 Global Report on Trafficking in Persons, Chapter1 Global Overview,p.32

for forced labour (67%). As to detected child victims, similar differences emerge in terms of exploitation and sex.[8]

Focusing more on the European level, during the period 2017-2018, 26 268 victims of trafficking were registered in the EU-28 Member States. In the same period, the five European countries with the largest number of registered victims were France, Italy, Netherlands, Germany and Romania.[9]

Analysing more in detail the Western and Southern Europe, the F2L project implementation area, most of the detected victims are adult women (37%). Sexual exploitation keeps on being the principal form of trafficking (44%), however, trafficking for forced labour (32%) and trafficking for other purposes (24%), mainly for exploitative begging and criminal activity, are increasingly being identified.[10]
Most of the traffickers (64 %) who are convicted in Western and Southern Europe are foreigners in the countries of conviction. They are mainly other European citizens with the majority of them being from South-Eastern Europe (28%).[11]
In alignment with the global trend, the identification of own citizens as trafficking victims has been increasingly recorded across the European countries, passing from 23% in 2009 to 37% in 2018. Even though the flow of identified victims from Central and South-Eastern Europe has drastically declined since 2014 (from 47% to 19% in 2018), victims from these areas are still detected in most countries in Western and Southern Europe.
The percentage of identified persons trafficked from Sub-Saharan Africa has remained stable over the last ten years, representing around 19% of the overall trafficking flows from 2009 to 2018. It continues to represent the largest non-European region of origin of detected trafficking flows into Western and Southern Europe. Most of the recognised persons are trafficked from West Africa, with about 13% of the total victims detected from this subregion, and they are identified in almost every country of Western and Southern Europe. Victims from East Africa are instead mainly trafficked to the United Kingdom, the Netherlands, France and a few other countries.[12]

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8. UNODC's 2020 Global Report on Trafficking in Persons, Chapter1 Global Overview,p.33
9. European Union (2020), Data collection on trafficking in human beings in the EU, p. 6
10. UNODC's 2020 Global Report on Trafficking in Persons, Chapter 6 Regional Overviews, pp. 133-4.
11. UNODC's 2020 Global Report on Trafficking in Persons, Chapter 6 Regional Overviews, p. 135.
12. UNODC's 2020 Global Report on Trafficking in Persons - Chapter 6 Regional Overviews, p. 135.

1.2 What is trafficking in human beings?

According to the European Parliament and Council, trafficking in human beings (THB) is the buying, selling and exploitation of adults and children and it has a destructive effect on individuals, society, and the economy.[13]
The Charter of Fundamental Rights of the European Union defines THB as a type of fundamental human rights violation[14] and the Treaty on the Functioning of the European Union (TFEU) considers it as a form of transnational organised crime which often has ties with immigration policy.[15]

Trafficking in human beings is internationally[16] **defined** as:

> the recruitment, transportation, transfer, harbouring or receipt of persons [namely the **acts** of THB], by **means** of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the **purpose of exploitation.**
> Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.

This definition deconstructs the phenomenon into its three main core aspects, namely the acts, the means and the purpose of THB.
The United Nations Office on Drugs and Crime (UNODC) puts a special focus on the concept of vulnerability, referring both to the individual and/or social factors that might

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13. REPORT FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT AND THE COUNCIL Report on the progress made in the fight against trafficking in human beings (2016) as required under Article 20 of Directive 2011/36/EU on preventing and combating trafficking in human beings and protecting its victims - COM/2016/0267 final, pg. 1
14. Council of Europe - European Court of Human Rights. "European Convention on Human Rights." - art. 5.3
15. Consolidated versions of the Treaty on European Union and the Treaty on the Functioning of the European Union 2012/C 326/01, (2012) - art 79, art. 83.
16. a. UN Trafficking in Persons Protocol, which supplements the United Nations Convention against Transnational Organized Crime (2004).
b. 2005 Council of Europe Convention on Action against Trafficking in Human Beings

increase the possibilities for a person to be trafficked, such as poverty, inequality, discriminations and to all those techniques used by traffickers to escalate their control over the victims, as for example isolation, dependency relationships and irregular legal status.[17]

Moreover, the UN Trafficking in Persons Protocol clearly states that the consent of the victim to the exploitation is irrelevant when the threat of or use of force, deception, coercion, abuse of power or position of vulnerability is used. In the case of children, consent is irrelevant regardless of whether any means were used or not.[18]

Finally, the list of forms of exploitation mentioned in the UN trafficking in Persons Protocol is not exhaustive and States might add, to some extent, new concepts according to their cultural contexts. Some international anti-trafficking instruments have explicitly included further forms of exploitation not directly mentioned in UN Trafficking in Person Protocol. For instance, the EU Trafficking Directive 2011/36/EU105[19] explicitly adds forced begging and exploitation of criminal activities to the list of exploitative purposes linked to THB.[20]

Migrant Smuggling and Human Trafficking

'Human trafficking' and 'migrant smuggling' are two distinct crimes that often are confused as interchangeable phenomena.

According to the Protocol adopted by the United Nations in November 2000, migrant smuggling is defined as[21]

> the procurement, in order to obtain, directly or indirectly, a financial or other material benefit, of the illegal entry of a person into a State Party of which the person is not a national or a permanent resident.

17. UNODC (2013), Abuse of a position of vulnerability and other "means" within the definition of trafficking in persons, Issue Paper
18. UNODC (2014), The Role of 'Consent' in the Trafficking in Persons Protocol, Issue Paper
19. Directive 2011/36/EU of the European Parliament and of the Council of 5 April 2011 on preventing and combating trafficking in human beings and protecting its victims, and replacing Council Framework Decision 2002/629/JHA (OJ L 101, 1 15.4.2011)
20. UNODC (2015), The concept of 'exploitation' in the Trafficking in Persons Protocol, Issue Paper
21. UN Protocol against the Smuggling of Migrants by Land, Sea and Air, which supplements the United Nations Convention against Transnational Organized Crime

Human trafficking might occur both domestically and internationally, it can take place within the victim's home country or in another country and the purpose is the exploitation. Contrariwise, migrant smuggling always happens across national borders, and it aims at making profits assisting a person to enter or stay in a country without a legal permission.[22]

Violence and abuse are widespread traits of migrant smuggling and the risk of exploitation might occur as criminal organisations may both traffic and smuggle people, employing the same routes and ways of transporting them.[23]

Focusing on some of the several migration corridors for Europe, on the ''Eastern Mediterranean Route''' through which during 2015 and 2016 almost one and a half million people irregularly entered EU countries, trafficking was often related to smuggling. The Trafficking along Migration Routes (TRAM) research assessment[24] showed that the restrictive border control by the local authorities and the lack of legal alternatives provided to onward migrant movements have increased the coercitive power of unscrupulous smugglers, who have taken advantage of the vulnerable conditions of refugees and migrants, often involving them in human trafficking and other forms of explotations.[25]

Another very active and dangerous migration corridor is the Central Mediterranean route through which people try to cross the sea from Sub-Saharan Africa, Libya, Tunisia and Algeria, to reach Italy. There was a significant increase of arrivals via this route during 2015 and 2016 as well. The mixed migration flows include refugees that run away from conflict and persecution, and migrants travelling for building a better social and economic future.[26] According to the International Organisation for Migration (IOM), in 2016 most migrants arriving in Italy by sea were from Nigeria,

22. UNODC: the Doha Declaration, promoting a culture of lawfulness
23. Office to Monitor and Combat Trafficking in Persons: Washington DC government website
24. The research assessment "Trafficking along Migration Routes to Europe - Bridging the Gap between Migration, Asylum and Anti-Trafficking" (2018) has been developed in the frame of project "Trafficking along Migration Routes (TRAM): Identification and Integration of Victims of Trafficking among Vulnerable Groups and Unaccompanied Children'', funded by the European Union (Asylum, Migration and Integration Fund - AMIF) and co-funded by the Austrian Federal Ministry for Europe, Integration and Foreign Affairs. It has been implemented by the International Centre for Migration Policy Development (ICMPD), in partnership with Terre des hommes (Tdh); the Council of the Baltic Sea States Secretariat (CBSS); the Greek National Centre for Social Solidarity (EKKA); the Bulgarian National Commission to Combat Trafficking in Human Beings (NCCTHB); and La Strada International (LSI).
25. Trafficking along Migration Routes to Europe - Bridging the Gap between Migration, Asylum and Anti-Trafficking" (2018) - p.5
26. Acaps website - Crisis updates

with an unexpected increase of women and unaccompanied girls. IOM estimates that about 80% of them could represent potential victims of trafficking for sexual exploitation, as these social categories are among the most at risk of being trafficked for this purpose and as they have detected several trafficking indicators during the first- interviews with migrants.[27]

1.3 Legal instruments and international action against the trafficking of human beings

The main international legal instrument for contrasting the trafficking of human beings is the **UN Protocol to Prevent, Suppress and Punish Trafficking in Persons, especially Women and Children**,[28] that was adopted by the United Nations General Assembly in 2000, and it supplements the **United Nations Convention against Transnational Organized Crime**.[29] It represents a legal instrument with an internationally recognised definition of human trafficking that facilitates the identification of victims and the individuation of all forms of exploitation which constitute human trafficking. The countries that ratify it agree to provide protection and assistance to victims and guarantee that their rights are fully respected. Coordination between international organisations and institutions has been fostered in order to enhance a capillary action against trafficking in human beings.

The 2005 Council of Europe Convention on Action against Trafficking in Human Beings[30] represents a crucial step in the process of strengthening international cooperation against this phenomenon. The Convention entered into force in 2008 and it followed a series of other actions by the Council of Europe for responding to trafficking in human beings. It has a human rights-based and victim-centred approach, defining trafficking in human beings as a violation of human rights and an offence to the dignity and integrity of the human being. The Convention focused primarily on the rights of victims of trafficking to be protected and assisted, to be guaranteed a renewable residence permit and to receive compensation for the damages suffered.

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27. International Organisation for Migration, HUMAN TRAFFICKING THROUGH THE CENTRAL MEDITERRANEAN ROUTE: DATA, STORIES AND INFORMATION COLLECTED BY THE INTERNATIONAL ORGANIZATION FOR MIGRATION (2017), p.9.
28. Protocol to Prevent, Suppress and Punish Trafficking in Persons Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime (2000)
29. United Nations Convention against Transnational Organized Crime (2004)
30. Council of Europe Convention on Action against Trafficking in Human Beings (2005)

Furthermore, the Convention has set up a monitoring and evaluation system to supervise and assess the implementation of the obligations contained in it. Such system consists of two pillars: the Committee of the Parties and the Group of Experts on Action against Trafficking in Human Beings (GRETA)[31] The latter consists of an independent team that carries out visits and publishes both country reports, evaluating the measures taken to give effect to the provisions of the Convention, and general reports on its activities.

Finally, a very important step for building a more effective **European human anti-trafficking policy was achieved with Directive 2011/36/EU of the European Parliament and of the Council of 5 April 2011**[32] on preventing and combating trafficking in human beings and protecting its victims, replacing Council Framework Decision 2002/629/JHA. It provides binding legislation to prevent and contrast the phenomenon, affecting more areas of action such as criminal law provisions, prosecution of offenders, victims' rights in criminal proceedings, prevention and monitoring of the implementation.

1.4 The role of modern technologies in trafficking of human beings

According to a recent Europol report[33] regarding the trafficking in human beings in the European Union, the Internet, social media and mobile applications have significantly impacted the way in which organised crime groups involved in international THB operate. Technology has broadened criminals' ability to traffic human beings for different types of exploitation and have acquired a prominent role in victims' recruitment. Nowadays, the use of the Internet impacts significantly the various phases that characterise trafficking in human beings, in origin, transit and destination countries.[34]

As argued by the senior researcher and lecturer at the Institute of European Law at University of Fribourg Nula Frei,[35] the trafficking of human beings that is perpetrated

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31. Council of Europe: Greta website
32. Directive 2011/36/EU of the European Parliament and of the Council of 5 April 2011 on preventing and combating trafficking in human beings and protecting its victims, and replacing Council Framework Decision 2002/629/JHA (OJ L 101, 1 15.4.2011)
33. EUROPOL Operations Directorate, The challenges of countering human trafficking in the digital era Report (2020)
34. EUROPOL Operations Directorate, The challenges of countering human trafficking in the digital era Report (2020), p. 1
35. Nula Frei, "On 'cyber trafficking' and the protection of its victims", Völkerrechtsblog, 26 July 2017

with the use of computer networks should be understood as 'cyber trafficking'. According to the researcher, each of the three core elements of human trafficking definition (action, means and purpose), may be committed (not exclusively) in a 'cyber' way. Since trafficking is a crime, 'cyber' trafficking' is not only covered by the International and European counter-trafficking legal instruments above mentioned, but it is also addressed by the **Council of Europe Convention on Cybercrime**[36], that represents the first binding international instrument on crimes committed via the Internet and online networks.[37]

The Convention of Cybercrime, known as the Budapest Convention, has 63 States Parties. Among them, there are almost all Council of Europe member states, as well as 19 other countries across the world. This legal document deals with infringements of copyright, computer-related fraud, child pornography and violations of network security. Although it does not refer specifically to trafficking in human beings, it defines a series of procedural instruments and actions which should cover all crimes committed on or via the Internet including aspects of human trafficking where evidence is available on computer systems, such as mobile phone location data of victims or suspects, email traffic, websites to recruit or groom victims.[38]

According to the Executive Secretary of the Council of Europe Convention on Action against Trafficking in Human Beings, Petya Nestorova, the CoE Anti-Trafficking Convention[39] foresaw the use of new information technologies and ICT by exploiters as 'the definition's reference to recruitment covers recruitment by any means (personal, through the press or via the Internet), regardless of the mode employed (threat, force, etc.)[40],stating that the two Council of Europe Conventions[41] interaction is crucial for ensuring coordinated intervention against cyber-trafficking.

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36. Council of Europe Convention on Cybercrime Budapest, 23/11/2001
37. Nula Frei, "On 'cyber trafficking' and the protection of its victims", Völkerrechtsblog, 26 July 2017 - What is 'cyber' trafficking?
38. 19th Alliance against trafficking in Persons Conference, Panel 4 - Changing the policy landscape: current and future strategic approaches to technology and human trafficking Presentation by Petya Nestorova, Executive Secretary of the Council of Europe Convention on Action against Trafficking in Human Beings - Vienna (2019) - p.2
39. Council of Europe Convention on Action against Trafficking in Human Beings (2005)
40. 9th Alliance against trafficking in Persons Conference, Panel 4 - Changing the policy landscape: current and future strategic approaches to technology and human trafficking Presentation by Petya Nestorova, Executive Secretary of the Council of Europe Convention on Action against Trafficking in Human Beings - Vienna (2019) - p.1
41. Council of Europe Convention on Action against Trafficking in Human Beings (2005) and Council of Europe Convention on Cybercrime Budapest, 23/11/2001

The digital technologies have provided traditional forms of organised crime further dimensions of application. The Internet and other telecommunication technologies have increased the profits of certain types of markets, such as the sex industry, offering traffickers unprecedented opportunities, which they have been quick to exploit.[42]

Technologies and the digital environment has allowed criminal organisations to increase their capacity to take part in encrypted communications and hence enhancing their anonymity. Additionally, technologies enable traffickers to recruit victims without direct interaction (face to face), reducing the risk to be detected by law enforcement agencies. Social media profiles are mainly used for identifying new victims in two ways. First, they are employed to carry out a preliminary selection, by analysing users' physical, personal background displayed on the social networks. Second, they are also used as a psychological weapon, especially when traffickers threaten victims to publish compromising online materials if they fail or refuse to comply with their requests.[43]

Based on the victims profiles, traffickers are able to shape their recruitment strategies. Two main modalities have been detected: one more active way in which traffickers proactively seek a particular type of victims ('hunting'), and the other, a more passive recruitment modality, in which traffickers attract potential victims ('fishing').[44]

In the first case, the victims are selected by traffickers according to their characteristics, such as the level of vulnerability, their economic, social and emotional situation, which could make them more or less susceptible to exploitation. Social media platforms allow traffickers to gather victims' personal information, assess their situation and approach them to build relationships. This strategy is also applied when criminals reply to online posts of job seekers, who mainly look for a job abroad. After a brief conversation, criminal recruiters ask victims a fee for ensuring the job abroad and supporting them with travels. Generally victims discover the scam once they arrive in theforeign country.[45]

In the second case, criminals post fake job advertisements on social media

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42. Directorate General of Human Rights and Legal Affairs Council of Europe - Trafficking in human beings: Internet recruitment Misuse of the Internet for the recruitment of victims of trafficking in human beings, Athanassia P. Sykiotou Lecturer in Criminology Faculty of Law Democritus University of Thrace (Greece) (2007) - p.18

43. Europol Operations Directorate - The challenges of countering human trafficking in the digital era (2020) Report p.2

44. UNODC's 2020 Global Report on Trafficking in Persons, Chapter 5 traffickers use of the Internet ,p.127

45. Europol Operations Directorate - The challenges of countering human trafficking in the digital era (2020) Report p.2

marketplace and on trusted job websites or they even set up dedicated job websites often with live chats of false employment agencies. Traffickers provide advertisements easily accessible to everyone, by publishing the job offers as examples on social media, offering well paid jobs, and encouraging potential victims to make initial contact with criminals.[46]

The fishing strategies are often used to attract potential customers as well. Traffickers disseminate posts that hide the explotation conditions, among advertisemts for escort or prostitution services and they invite costumers to contact them. By managing the entire conversation online, traffickers might keep their anonymity, reach many potential victims or customers with minimal risks.[47]

The Internet technologies have also allowed traffickers to overcome geographical distances using the 'cyberspace' to connect with victims, not necessarily requiring their physical transportation.[48]

Traditionally, human traffickers exert control over the victims with the use of physical violence, abuse and isolation strategies. Instead, modern technologies allow exploiters to control victims remotely, without being in close proximity to them. Blackmail (e.g. threatening to share online material on sex acts) and virtual forms of movement restrictions and monitoring through the use of GPS and location-sharing applications are some of the "remote" forms of control used.

Furthermore, the victims no longer require a fixed physical location to be hosted. Customers can find location information directly online, so victims are often moved between cities and countries as exploiters can easily edit details in online ads. The short-term stay and the continuing movements contribute to increase a feeling of confusion and need of help among victims, enhancing their isolation and dependency on traffickers, while rendering investigations by law enforcement authorities even more difficult.[49]

The Internet and digital technologies have been acting as a force multiplier for exploitation activities, pushing to a massive scale the commercialisation and exploitation of victims. Criminals can replicate the same advertisements and live streaming in several platforms in order to maximise profits and dissemination.[50]

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46. Europol Operations Directorate - The challenges of countering human trafficking in the digital era (2020) Report p.2

47. UNODC's 2020 Global Report on Trafficking in Persons, Chapter 5 traffickers use of the Internet ,p.128

48. UNODC's 2020 Global Report on Trafficking in Persons, Chapter 5 traffickers use of the Internet - p.124

49. Europol Operations Directorate - The challenges of countering human trafficking in the digital era (2020) Report p.3

50. Europol Operations Directorate - The challenges of countering human trafficking in the digital era (2020) Report p.3

Modern technologies might also affect the criminal organised group composition, allowing traffickers to manage the online business without the need for a physical criminal infrastructure. Although still little used, cryptocurrencies, digital wallets, and Fintech, which provides virtual banking services and free and easy access to digital currencies, have been starting to be deployed by a few criminal networks for trafficking in human beings. Crypto-profiles based on business models such as traders, mixers, exchangers are emerging into trafficking of human beings groups.[51] Some organised criminal networks, such as trafficking groups that sexually exploit minors and produce a large number of their images for online distribution on illicit sites, have been trying to recruit hackers or cyber experts to support the management of sophisticated technologies and to scale up their actions.[52]

Although technology has broadened criminals' ability to traffic human beings for different types of exploitation, trafficking for sexual purposes represents the most impacted sector. It has significantly increased online, affecting women and girls, who constitute most of the victims of this type of trafficking. The Internet and modern technologies are exploited by traffickers during every phase of sexual exploitation, from the recruitment and advertisement of victims to blackmailing them with photos and videos and controlling their movements.[53]

This trend was also observed in the research Surf and Sound of E-Crime[54], where evidence confirmed that **sex trafficking has been increasingly becoming e-trafficking.**[55] The study analysed the role of the Internet in migrant smuggling and human trafficking in 4 European countries: Bulgaria, Romania United Kingdom, and Italy. Here below will be presented a brief insight on the above mentioned research on the e-trafficking phenomenon in Italy, to better frame the context and the patterns deployed by traffickers in one of the countries involved in the project

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51. Europol Operations Directorate - The challenges of countering human trafficking in the digital era (2020) Report p.2

52. UNODC's 2020 Global Report on Trafficking in Persons, Chapter 5 traffickers use of the Internet ,p.126

53. Europol Operations Directorate - The challenges of countering human trafficking in the digital era (2020) Report p.1

54. E-Crime research report *Surf and Sound* - the role of internet in people smuggling and human trafficking, implemented in the frame of Eu project *surfandsound.eu- Improving and sharing knowledge on the Internet's role in the human trafficking process* (2012)

55. E-Crime research report *Surf and Sound* - the role of internet in people smuggling and human trafficking, implemented in the frame of Eu project *surfandsound.eu- Improving and sharing knowledge on the Internet's role in the human trafficking process* (2012) - p.52.

Case study – Italy[56]

The role of the Internet in human trafficking in Italy: recruitment, transport and exploitation

In this section the Italian case study will be examined, as Italy is one of the countries where the F2L project is being implemented.

The study shows that offline recruitment processes in some countries as Nigeria still take place mainly in the country of origin through informal and direct communication networks, without necessarily involving the search for a job or travel offers on the Internet. Even if the offline informal channels for recruitment are still solid, the online recruitment methods have amplified the audience of potential victims, increasing the number of victims' nationalities and lowering their age. According to the researchers, in Italy social networks are highly used for recruitment and Facebook seems to have a central role, followed by Instagram.

The online recruitment is often carried out according to 2 main strategies: 1) through offering jobs in Europe, with all related travel arrangements and the necessary documents covered. 2) through the dark web or deep web, full of real markets where a client can "buy" minors, preferably unaccompanied, through a chain of anonymous mediators who belong to networks of kidnappers and exploiters.

According to the Surf and Sound research, in the first case, the job offers often include transportation services for taking the person from their country of residence to the duty station in another country. The criminal attracts the potential victims online, especially young and unmarried women, of legal age or almost, on social networks and at a later stage through specific messaging applications, such as Messenger. A virtual relationship is established based on false expectations and promises for a better future. The traffickers may present themself not only as employers, business dealers but they also may pretend to be potential boyfriends, wealthy men looking for wives, planning weddings and sending gifts or money to convince the potential victim to leave for Europe.

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56. E-Crime research report *Surf and Sound* - the role of internet in people smuggling and human trafficking, implemented in the frame of Eu project *surfandsound.eu- Improving and sharing knowledge on the Internet's role in the human trafficking process* (2012), pp. 49 -59.

Social networks facilitate the recruitment of potential victims. Their accessibility and their continuous updating with personal posts, pictures and videos allow the traffickers to make a preliminary evaluation of potential victims' physical and psychological characteristics. The so-called e-recruitment[57], through computers and other devices, has emerged alongside other more 'traditional' recruitment methods (e.g. those in which the sponsors arrive in Nigeria, see the girls and make them take a vow before taking them out of the country). E-recruitment has become the most prominent method, especially for sexual exploitation.

The second recruitment method mainly regards minors and it usually occurs on the Dark web. The study identified online conversations and forums among users and alleged experts, buyers and sellers, on how and where to find minor girls and boys. Minors' high vulnerability – determined by the age and the inexperience – and their hyper exposition to the use of the Internet and social networks make them particularly at risk not only of abuses and exploitations but also to online and child pornography. The traffickers often threaten them with the possession of sexually explicit pictures or videos that directly involve them. The exploiter, in these cases, asks the victim for money or other benefits in order to avoid the dissemination of the material. According to Interpol[58], these types of activities can be classified as sextortion, a term referring to the threat of showing sexually explicit images of a person if the latter does not provide compensation through money or other (sexual) benefits. In cases of sexual exploitation linked to the trafficking of human beings, the threats are usually to show sexual images to the family or friends – in the countries of origin – of the exploited person who may not know what kind of job is actually carried out by the trafficked person.

The role of the Internet in human trafficking for sex exploitation in Italy

According to the Surf and Sound research, human trafficking for sex exploitation has managed to take advantage of technologies and the digital environment. The research points out four main benefits:

1. the increasing demand of online sex-related contents, stimulated by the digital revolution, has particularly attracted the infiltration of this form of human trafficking in the online sex market.

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57. Directorate General of Human Rights and Legal Affairs Council of Europe - Trafficking in human beings: Internet recruitment Misuse of the Internet for the recruitment of victims of trafficking in human beings, Athanassia P. Sykiotou Lecturer in Criminology Faculty of Law Democritus University of Thrace (Greece) (2007)
58. INTERPOL, Sextortion / Online safety / Cyber- crime / Crime areas / Internet / Home (2017)
https://www.interpol.int/Crime-areas/Cybercrime/Online-safety/Sextor- tion

2. The internet has turned to be a very attractive channel for the advertisement of sexual services that are provided offline. It emerged that the main channel used by traffickers to publicize victim's services are social networks, in particular Facebook.
3. Tools such as chats, webcams, smartphone have allowed to spread sex-related services without implying physical interaction, therefore, facilitating the work of traffickers.
4. Smartphones have acquired an important role in the trafficking process. They are mainly deployed as communication and monitoring tools between the criminal networks, traffickers and victims.

Concerning the advertising of trafficking victims' sexual services, the research highlights two different methods: on the visible and on the Dark web.
In the first strategy, dedicated websites, or ads on blogs, platforms - such as 'tuttoannunci.org', 'bakeca.it', 'vivastreet.com' - might be used by traffickers. It emerged that they may advertise direct sex-related services or deploy ads for body care, escorting and dancing posts where sexual services are hidden behind.
As mentioned above, the Dark web is more employed for the advertisement of online and offline sexual services provided by minors. Indeed it ensures high standards of anonymity and privacy. Through the web exploration conducted in the frame of the research, explicit cases of sexual exploitation, contents referring both to the online share of child pornography and the sale of offline sexual services (private meetings) were detected.

Source - (Surf and Sound E-Crime report)

1.5 COVID-19 pandemic: The rise of new vulnerabilities and its impact on e-trafficking in human beings

The COVID-19 pandemic has led to a significant global downturn. Interpol[59] has highlighted the risk that the restrictions adopted to contain the health emergency may have an impact on the trafficking business, in particular on the sexual one, speeding it up via online mode. As stated by OSCE Special Representative[60], negative consequences of this crisis will affect the most socially vulnerable categories who find themselves in dire economic straits as public resources gravitate to address sanitary concerns, lowering the welfare services effectiveness and diverting attention from deterring criminal actors. Now more than ever, vulnerable persons already living in precarious conditions are at higher risk of being involved into exploitative situations. As mentioned above, trafficking for sexual exploitation is increasingly moving online where exploiters can keep their revenue preserved and increase the isolation of and control over victims,particularly women and girls, who represent the most part of the victims of trafficking for sexual exploitation.

According to Europol, the protracted closure due to COVID-19 of sex industry has amplified the vulnerability of those 'victims who were providing services in window prostitution, sex clubs, nightclubs, massage parlours, etc. Their services remain on offer but have largely gone under the radar, putting victims in a much weaker position.'[61]

As reported by a recent report of Save the Children[62], minors, with school in lockdown and with potentially more hours spent online, face a greater risk of online grooming. In particular, a growing number of darkweb forums are increasingly dedicated to the production, sharing and distribution of child pornography material, defined as Child Sexual Exploitation Material (CSEM)[63], exchanged through software and platforms that allow anonymous communication and file sharing on the Internet (e.g. TOR network and file peer to peer).[64] Victims recruited in this way are exploited both with the traditional offline strategy of forced prostitution, and as subjects used

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59. INTERPOL, COVID-19 impact on migrant smuggling and human trafficking, (2020)
60. Statement by OSCE Special Representative for Combating Trafficking in Human Beings on need to strengthen anti-trafficking efforts in a time of crisis (2020)
61. Europol Operations Directorate - The challenges of countering human trafficking in the digital era (2020) Report p.7
62. Save the Children, Piccoli schiavi invisibili. L'impatto del Covid 19 sulla tratta e lo sfruttamento: dalle strade all'online (2020)
63. Interagency Working Grop (IWG) Terminology Guidelines for the Protection of Children from Sexual Exploitation and Sexual Abuse (2016)
64. Save the Children, Piccoli schiavi invisibili. L'impatto del Covid 19 sulla tratta e lo sfruttamento: dalle strade all'online (2020), p. 15

for the production of CSEM to be marketed on online platforms and on the darkweb. According to Europol[65], 30% of the offenders in possession of CSEM are involved in both online and offline child sexual exploitation. The commercialization of this material is extremely lucrative and this business has considerably increased the number of underage sexual coercion and extortion.

The OSCE Special Representative[66] has published a set of practical recommendations attempting to understand how to address and manage the consequences of the COVID-19 pandemic on the most vulnerable groups, in particular with regard to victims of human trafficking. This framework comprises 13 recommendations which follow the logic of 4Ps (i.e. prevention, protection, prosecution and partnership), the strategic guidelines for intervention outlined at international level[67]. As part of the protection effort, one recommendation, specifically targeted to minors is to establish or strengthen hotlines for human trafficking, domestic violence and child abuse (including online) reporting, and to broadly promote their services as a tool for identification of presumed cases of human trafficking.

Concerning the protection measures, more specific recommendations on online trafficking in human beings were reported. The OSCE Special Representative, Valiant Richey, calls on law enforcement, social workers, healthcare professionals, educators and NGOs, although their anti-trafficking efforts are limited by COVID 19 emergency, to ensure high alert to recognise and detect online exploitation phenomenon and to adapt to a changing environment. Investigators should be prepared to the changes of human trafficking, enhancing online enforcement presence and employing financial investigation tools to detect human trafficking in financial flows due to an increase in non-cash payments.[68]

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65. EUROPOL, European Union Serious and Organized Crime Threat Assessment (2017)
66. OSCE Special Representative for Combating Trafficking in Human Beings offers recommendations on short-term responses to COVID-19 (2020)
67. United Nations Office on Drugs and Crime (UNODC), International Framework for Action To Implement the Trafficking in Persons Protocol (2009)
68. OSCE Special Representative for Combating Trafficking in Human Beings offers recommendations on short-term responses to COVID-19 (2020)

1.6 Recommendation of International agencies on preventing and fighting e-trafficking

The growing use of ICT and modern technologies by traffickers, the advantages arising from their deployment - such as anonymity of users, a faster deletion of evidence, use of diverse providers in different countries - the constant development of new technologies and the change in business models used by traffickers, create challenges for criminal justice in cyberspace.[69]

While there is still much to be developed in this field, fighting human trafficking, especially the online one, is becoming one of the EU and Europol top priorities.[70] Concerning cyber/e-trafficking, European agencies have developed some recommendations to be implemented in the coming years.

According to the Executive Secretary of the Council of Europe Convention on Action against Trafficking in Human Beings[71], it is fundamental to turn the liability into an asset. The lack of appropriate national legislation and State policies creates problems in prosecution and jurisdiction. Thus become crucial to 'harmonise' legislation related to cyber-trafficking, such as on 'blocking, filtering and take-down of illegal internet content, including the possibility of withdrawal of data protection in the case of human trafficking investigations.'[72] International cooperation and investigations have to be fostered as well, as the traffickers, victims and online platforms involved in the same THB case are often based in different countries. Other than the CoE Cybercrime Convention and the EU legislation on electronic communications and the responsibility of Internet service providers, there are no international instruments on the use of Internet or Internet-related crimes.[73]

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69. 19th Alliance against trafficking in Persons Conference, Panel 4 - Changing the policy landscape: current and future strategic approaches to technology and human trafficking Presentation by Petya Nestorova, Executive Secretary of the Council of Europe Convention on Action against Trafficking in Human Beings - Vienna (2019), p.7

70. Europol Operations Directorate - The challenges of countering human trafficking in the digital era (2020) Report p.5

71. 19th Alliance against trafficking in Persons Conference, Panel 4 - Changing the policy landscape: current and future strategic approaches to technology and human trafficking Presentation by Petya Nestorova, Executive Secretary of the Council of Europe Convention on Action against Trafficking in Human Beings - Vienna (2019)

72. 19th Alliance against trafficking in Persons Conference, Panel 4 - Changing the policy landscape: current and future strategic approaches to technology and human trafficking Presentation by Petya Nestorova, Executive Secretary of the Council of Europe Convention on Action against Trafficking in Human Beings - Vienna (2019) - p.5

73. 19th Alliance against trafficking in Persons Conference, Panel 4 - Changing the policy landscape: current and future strategic approaches to technology and human trafficking Presentation by Petya Nestorova, Executive Secretary of the Council of Europe Convention on Action against Trafficking in Human Beings - Vienna (2019) - p.5

Europol points out that there is a need to promote information exchange and cooperation between law enforcement and the private sector (internet service providers and social media companies). In particular, 'policies are needed to raise awareness among online service providers and coerce them into implementing measures to ensure their platforms are not being abused' and the investment in equipment and training (including in terms of data privacy, ethics and informed consent) is the key for the improvement of investigative tools too.[74]

Law enforcement authorities dedicated to fighting human traffickers must be empowered to face these technological challenges. Therefore, it is necessary to increase their capabilities both in terms of technical knowledge and dedicated human resources.

Concerning law enforcement, technical competences empowerment, methodologies for detecting exploitation signs among the magnitude of online advertisements have been developed. This sector represents one of the major challenges for online trafficking investigations.

In this regard, the Surf and Sound research[75] outlines some knowledge-based guidelines for improving the capabilities of counter-trafficking actors to detect human trafficking online. In particular, the research provides indicators which can be used to identify potential e-trafficking cases hidden behind sexual services advertisements. Analysis of online ads,conducted by the Surf and Sound reserachers, has shown that adverts of sexual services are more likely to be associated with human trafficking cases when they:

- are characterised by poor language and frequent grammatical, syntax, spelling errors;
- publicise services provided by young people;
- display disparity in price of sexual services provided by native and no native persons, proposing advantageous cost for the latter;
- propose unprotect sex performances;
- present transportation indicator related to the person advertised (such as "new girl", "new in town");
- show discrepancies between the women advertised, especially on social media, and the person publishing it.

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74. Europol Operations Directorate - The challenges of countering human trafficking in the digital era (2020) Report p.6

75. E-Crime research report *Surf and Sound* - the role of internet in people smugling and human trafficking, implemented in the frame of Eu project *surfandsound.eu- Improving and sharing knowledge on the Internet's role in the human trafficking process* (2012)

Moreover, there may be a potential victim of human trafficking if there are multiple profiles of the same person on various dedicated websites or social platforms and a single mobile number associated with more women that provide online sexual services.[76]

Considering the high dynamism that has always charaterised the trafficking of human beings and the international recommendation to enhance the prevention and contrasting of online violence against women, F2L project intends to implement an innovative approach to spread new practices to upskill relevant professionals and to advocate for promoting dialogue among relevant professionals and policy makers in order to give impulse to significant change to prevent e-trafficking at the national and European level.

The next section will explore the main findings and lessons learnt emerged from the survey, designed in the first phase of the project, aimed at understanding the current knowledge of relevant professionals and collecting their preliminar training needs on the phenomenon of online trafficking in persons

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76. E-Crime research report *Surf and Sound* - the role of internet in people smugling and human trafficking, implemented in the frame of Eu project *surfandsound.eu- Improving and sharing knowledge on the Internet's role in the human trafficking process* (2012) -p.98

Section 2

Data analysis and lessons learned

The second part of the report is dedicated to presenting the main results of the research conducted in the frame of the F2L project. It starts by presenting the profile of participants, their professional experience and level of involvement in the THB intervention network. Then, their knowledge on trafficking in human beings (both offline and online) will be detected and a particular attention will be paid to analysing their awareness of the tools and the methods used in e-trafficking and of which types of competences a professional should need to garantee an effective intervention against human trafficking. Lastly, it will summarise the key points and lessons learned drawn from the responses of more than 200 professionals that participated in the survey.

2.1 Presentation of survey results

Profile of the respondents

In total, 229 respondents participated in the survey.

As illustrated below, 70% of survey participants are between 25 and 44 years of age and more than two thirds of the sample are constituted by females.
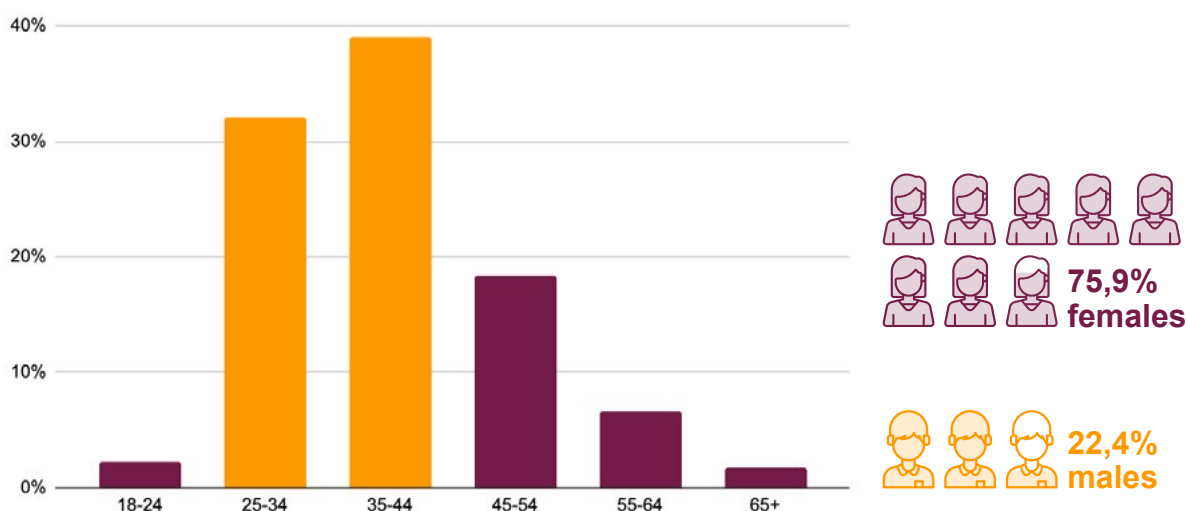

Figure 1: age and gender identity of the respondents

The target group is highly educated: 90% of the participants have at least obtained a tertiary education diploma. Moreover, there is a slightly higher involvement of Italian professionals networks, representing more than 60% of the target group.

Professional experience
Concerning the job sector of respondents, almost 60% of them work in NGOs at the local level, about half of which provide social, residencial, integration services for refugees, marginalized social categories and slightly more than 30% are specialised in supporting victims of human trafficking.

Moreover, it emerges that 17% of professionals are employed in international organizations/NGOs involved in the humanitarian protection sector and 16% in public institutions, mainly composed by local governments and government departments of asylum and migration.
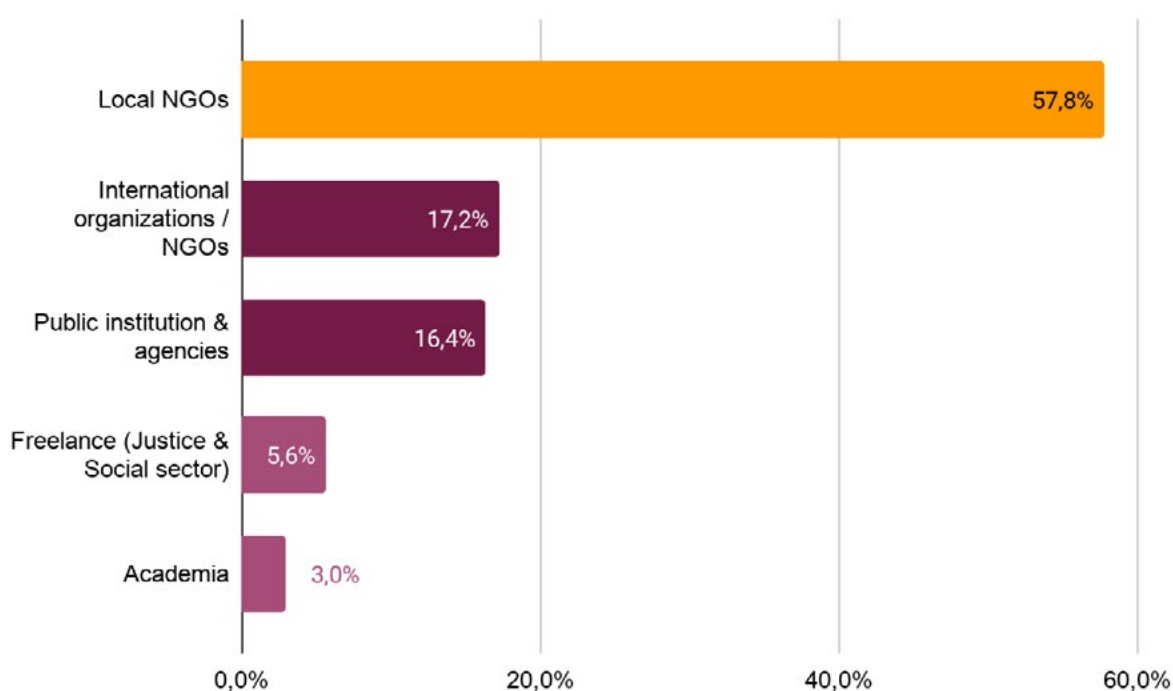
Figure 2: job sectors of the respondents

By taking a closer look at the specific areas of expertise, the most recurrent category of respondents is social workers (39%). By analysing their profiles, it emerges that they constitute a prominent part of local front-line professionals, whose work leads them to directly deal with project beneficiaries. Indeed almost 80% of them are employed in local non-governmental or civil society organisations, 40% of which provide integration programmes for victims of sexual exploitations and 34% of them manage services tailored to the needs of refugees and other disadvantaged groups.

The rest of the respondents have much more varied professional profiles related to legal aid, health, intercultural expertise sectors - e.g lawyers (9%), program coordinators both at the local and international levels (8%), Protection staff (7%) and civil servants.

Figure 3: areas of expertise of the respondents

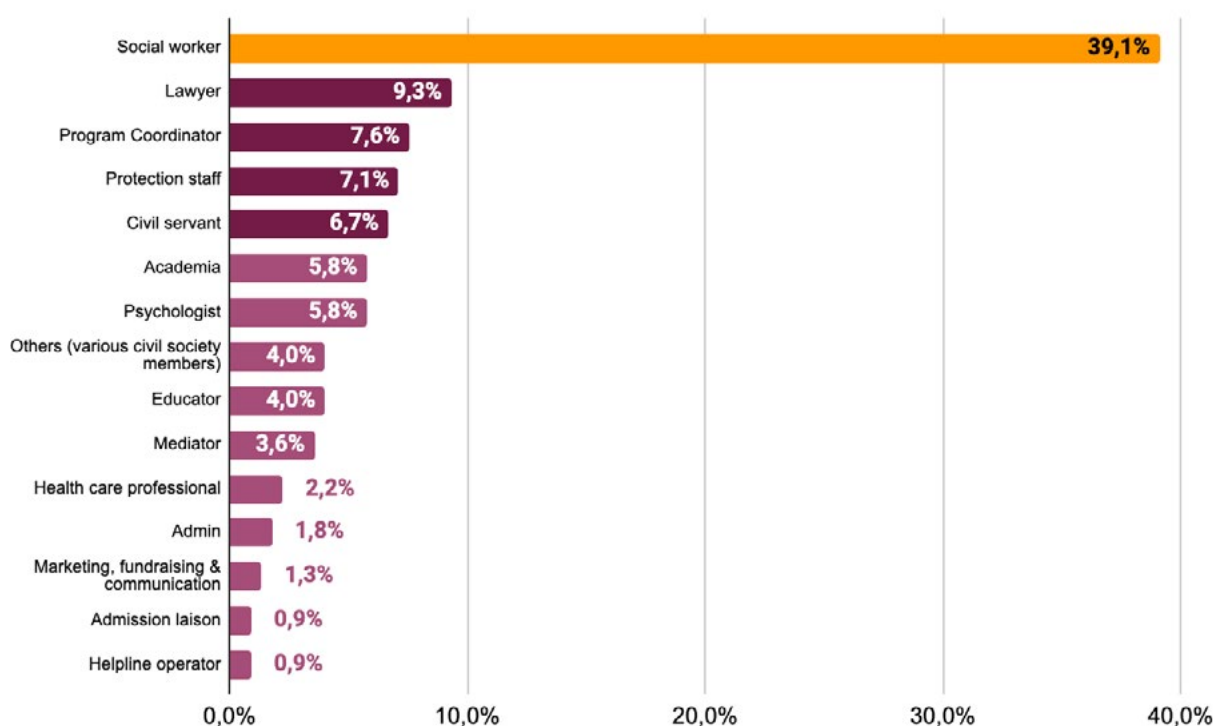When assessing both previous and current participants' professional experiences, 86% of the respondents have reported to have mostly worked with refugees and migrants (86%), victims of trafficking (69%), minors (62%), survivors of gender-based violence (55%) and women living in safe houses (44%).[77]
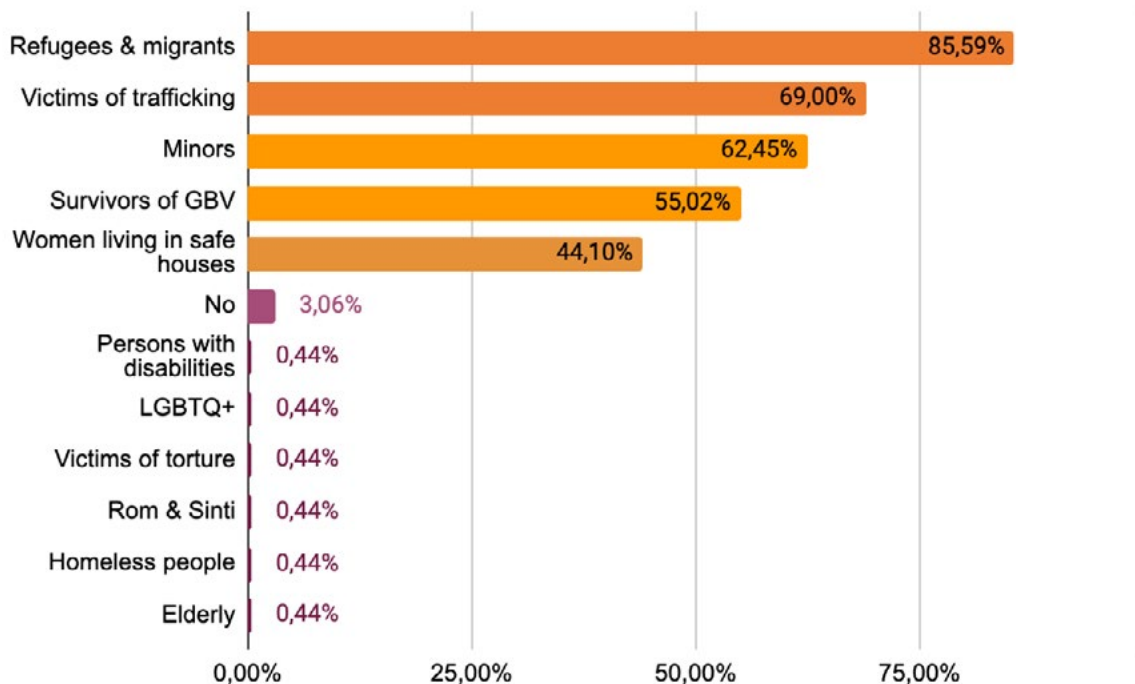
Figure 4: social groups with which respondents have worked

Knowledge of Trafficking of human beings
The analysis shows that respondents declare to be aware of the dynamics of trafficking in persons. More than two-thirds (75%) indicate that they have a good level of knowledge about the phenomenon.

It emerges that the most recognized form of human trafficking is sexual exploitation and/or abuse (84%), probably depending by the consistent number of professionals involved in integration programmes dedicated to victims of sexual exploitations. Slavery (70%) and forced labor (68%) are the two other main forms of exploitations reconized.

Among the options of the multiple choice question on what the participants mean by THB, the 'prostitution' item is included. About the 61% of the respondents answer that

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77. This data was retrieved from a multiple choice answer where respondents could indicate more preferred answers. The percentages are therefore taken against the total number of respondents (229).

Prostitution itself could be considered as a form of explotation. Given a slight equal distribution of the latter responders by country (53% work in Italy, 47% in Greece), it emerges that almost two third (75%) of those who include prostitution as a form of human trafficking has declared to be well informed about the THB phenomenon. Considering the three job sectors where the professionals interviewed are mostly concentrated - local NGOs, international organisations and public agencies - 70% of those who are employed at international organisations consider prostitution itself as a form of THB (local NGOs: 55% of total, public agencies: 60% of the total).

This choice appears quite interesting considering (1) the normative framework of the two surveyed countries (Italy and Greece) where prostitution itself is not banned or the purchase of sexual services is not prohibited[78] and (2) the majority of attendees declare to be aware of the international definition of THB - that clairly mentions 'the exploitative purposes' linked to the prostitution.[79]
This topic might be possibly better investigated with the participants during the training modules that will be organised in the second phase of the F2L project.
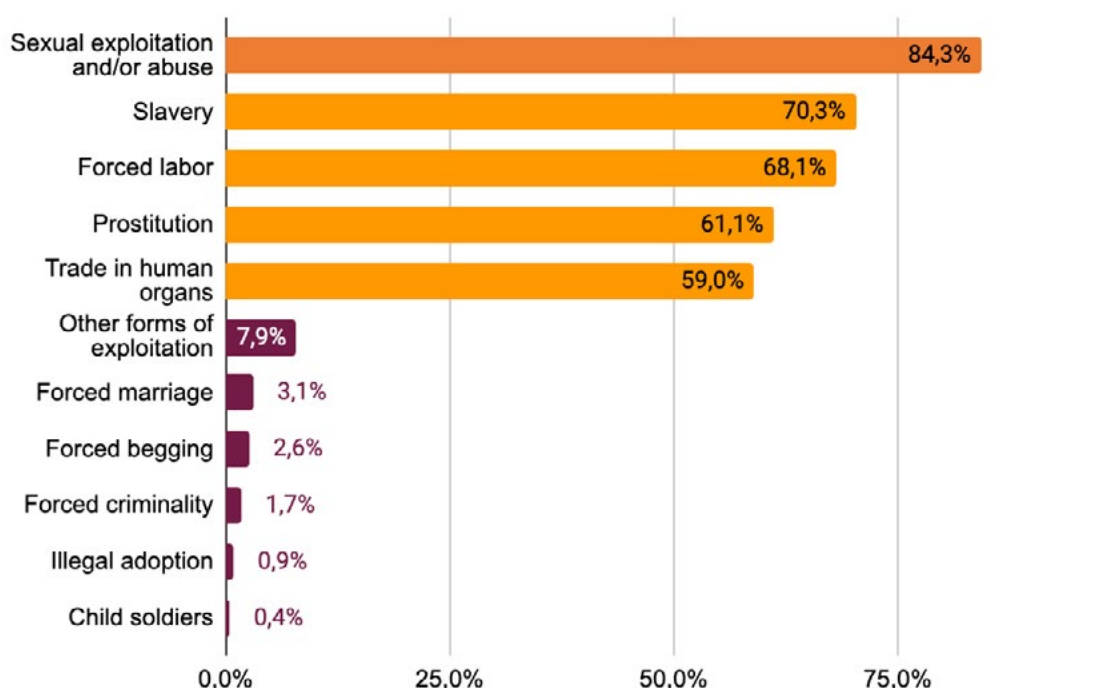
Figure 5: major forms of human trafficking recognized by the respondents

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78. Observatory for Sociopolitical Developments in Europe - Prostitution in Europe between regulation and prohibition Comparing legal situations and effects (2016)
79. Ibid (77)

Knowledge of e-trafficking

Although almost two thirds of the target declare to be well informed about THB, only a quarter of the total respondents affirm to have a good level of knowledge (24%) about the online trafficking of human beings.
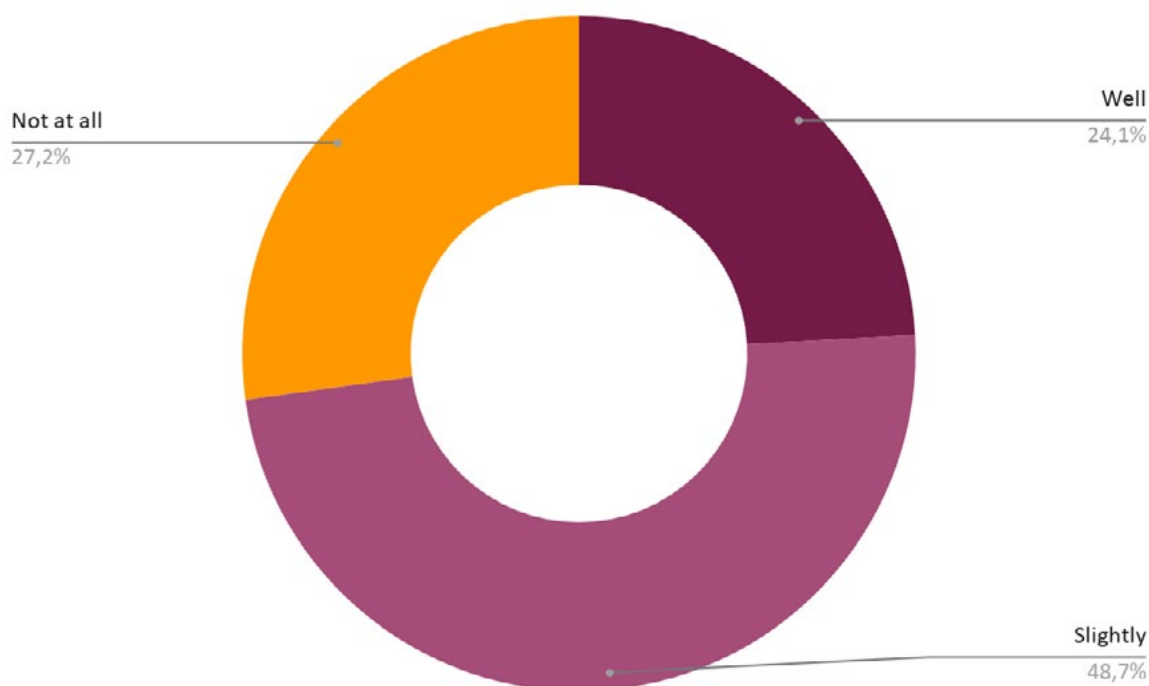
Figure 6: level of knowledge on e-trafficking

Considering the professionals highly aware of the THB phenomenon, only 31% of them consider to have a good understanding of the related online phenomenon. Among those who answer 'slightly', almost 50% of them are professionals of local NGOs well informed on the THB phenomenon, but the share increases among those who declare to not know 'at all' about e-trafficking, involving 66% local NGOs professionals well-prepared on THB.

As a second step, participants are asked to define e-trafficking.
Almost 54% of the sample indicate the more adherent definition of e-trafficking provided among multiple choice options. It is described in the survey as:

> 'the use technology and the Internet[80] for the recruitment, transportation, transfer, harbouring or receipt of persons for the purpose of exploitation, which includes exploiting the prostitution of others, sexual exploitation, forced labour, slavery or similar practices and the removal of organs'.
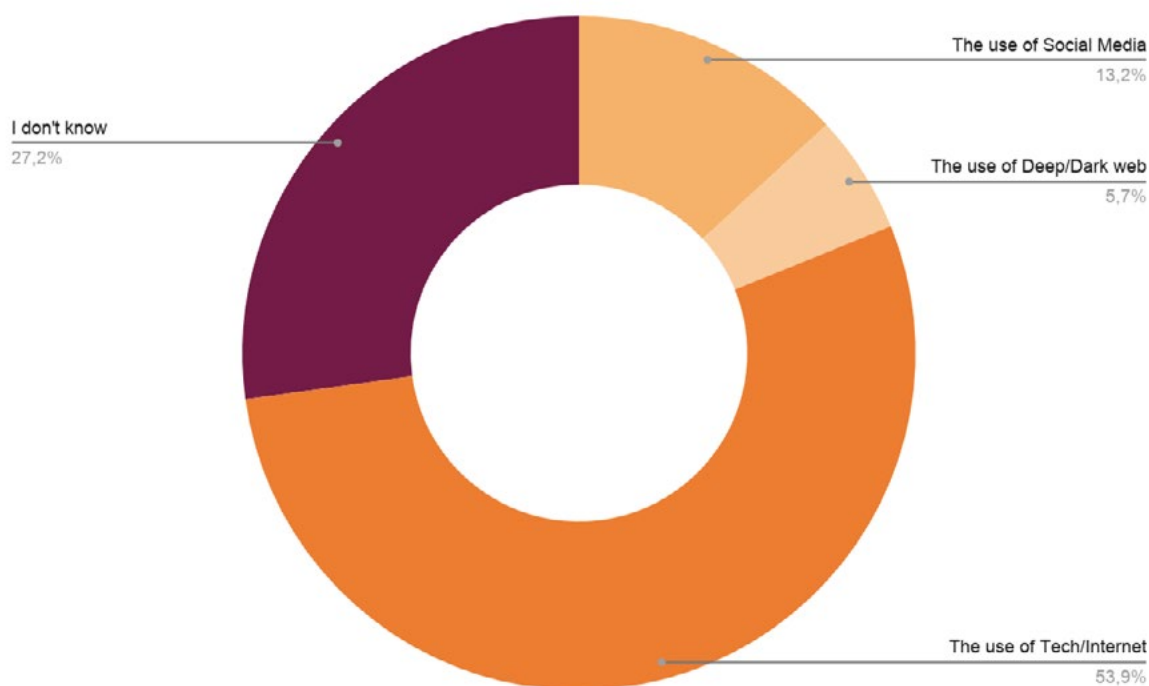
Figure 7: response rates on the definition that best describes e-trafficking according to the respondents

In general, a fair level of awareness about online human trafficking emerges among professionals: a little more than 70% of participants that well-know e-trafficking chose this definition. Professionals that do not define the phenomenon (27%) previously have declared to not know at all about e-trafficking.

Overachingly, although not all the professionals were not or partially able to define e-trafficking, they share a general understanding of the dynamics that may distinguish

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80. The other 2 listed options differ only in the use of tools: (1) Social Media, (2) Dark/Deep web.

it: almost all the respondents (93%) affirm that the Internet and Social Media might facilitate the phenomenon of human trafficking.

On average, around 9 out of 10 participants consider younger people the most susceptible category to this form of crime. Regarding gender identities, almost all the participants believe that girls (93%) are the most vulnerable population. In addition, it seems that females are tendentially seen as more at risk than males while LGBTQ+ (51%) are considered more vulnerable than adult men (22%).[81] These findings are in line with the latest trends reported by international and Europe agencies' studies on Human Trafficking.[82]
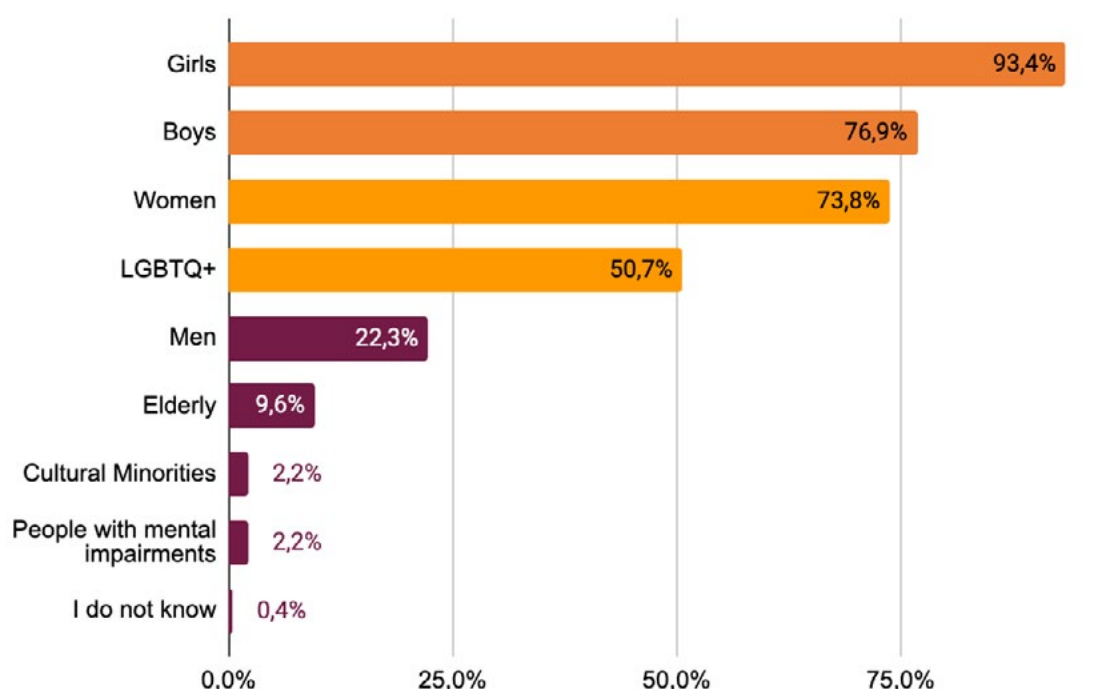
Figure 8: social groups defined more vulnerable to e-trafficking by gender identity

While participants seem to easily identify the social target groups most exposed to the online THB, they show a particular difficulty in defining their geographical location. It emerges that only 22% of the participants have associated e-trafficking with a particular geographical location. Precisely, out of 51 affirmative answers, the

81. Ibid (77)
82. Please, refer to Section 1 of this report, in particular paragraphs 1.1 and 1.4

top-three most indicated regions were Eastern Europe (84%), West Africa (80%) and South America (59%), followed by Southeast Asia (47%), East Africa (47%) and North Africa (45%).[83] It emerges that participants have a very low awareness about the management of human trafficking flows on the 'cyberspace'[84], as the reduction of physical transportations of the victims that characterise the e-trafficking[85] appears to have put in crisis the professionals' geographical references on the THB. However, the 'traditional' geographical human trafficking patterns are reflected in the asweres given by the group of respondents that seek to define regions of victims provenience. The principal areas detected, indeed, are Eastern Europe and West Africa, in line with UNODC's 2020 Global Report on Trafficking in Persons.[86]
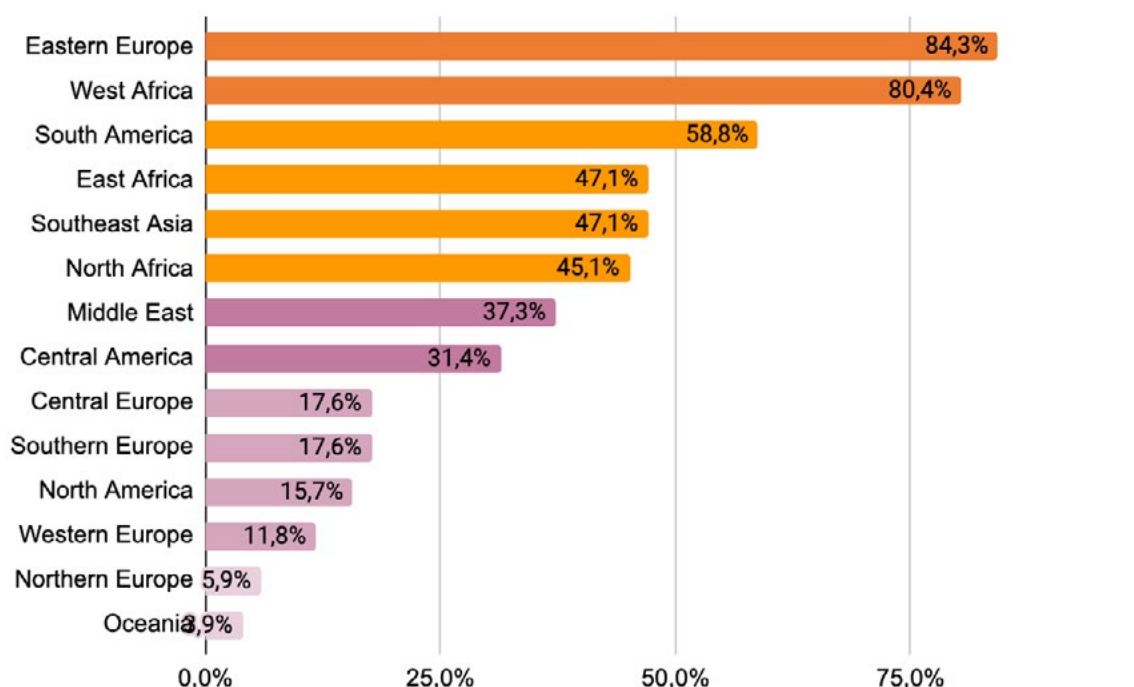
Figure 9: regions more associated with e-trafficking by respondents

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83. This data was retrieved from a multiple choice answer where respondents could indicate more preferred answers. The percentages are therefore taken against the total number of respondents, in this case 51.
84. UNODC's 2020 Global Report on Trafficking in Persons, Chapter 5 traffickers use of the Internet ,p.124
85. Please, refer to Chapter 1 of this report, in particular paragraph 1.4
86. UNODC's 2020 Global Report on Trafficking in Persons - Chapter 6 Regional Overviews, p. 135

According to the recent studies[87], the Covid 19 outbreak has accellerated the migration of human trafficking, mainly for sex exploitation, to the online enviroment. 55% of the respondents believes that the pandemic situation significantly impacted e-trafficking, though a significant group of participants (29%) reports that it does not know in which way.
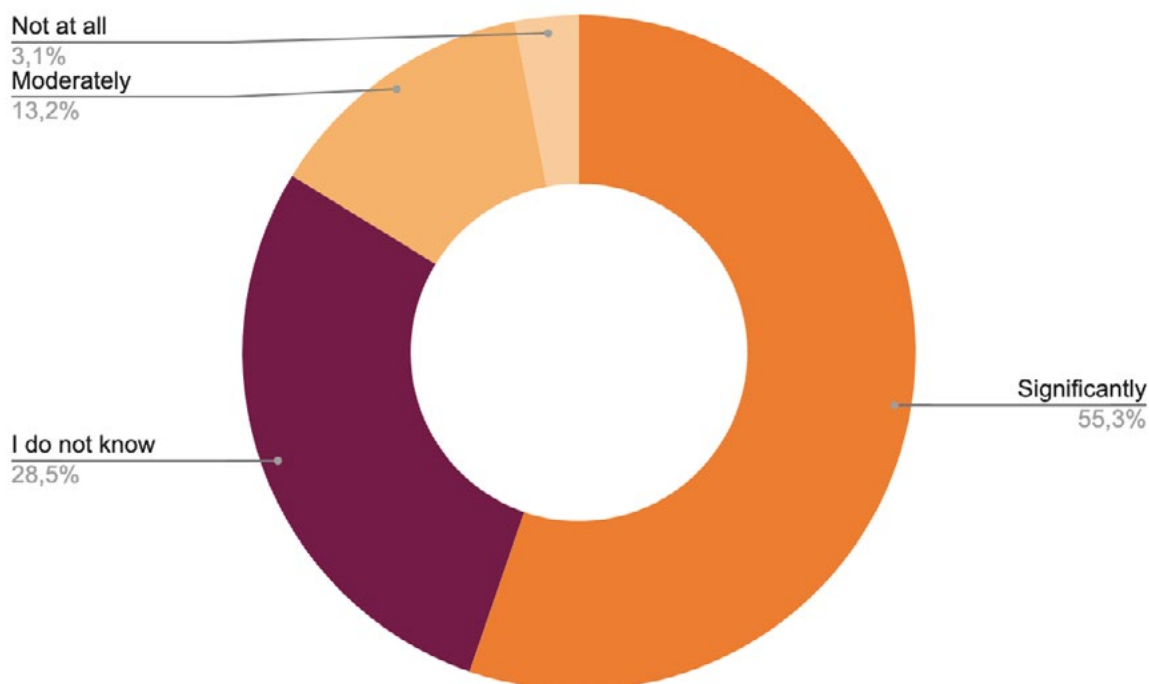
Figure 10: level of impact of Covid-19 pandemic on e-trafficking

Tools used for e-trafficking

Regarding the use of the Internet and social media for the recruitment, trafficking and exploitation of persons, a relatively low awareness emerges among professionals. Indeed more than half of the respondents (52%) report not having a specific knowledgement of the methods and instruments used by traffickers on cyberspace. Among those who affirm to have some technical knowledge (42%), out of 109 affirmative answers, 93% of the respondents have indicated Facebook as the most preferred one, followed by dating sites and applications (75%), job boards (66%), Instagram (57%), WhatsApp (56%) and Telegram (41%).[88]

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88. This data was retrieved from a multiple choice answer where respondents could indicate more preferred answers. The percentages are therefore taken against the total number of respondents, in this case 109.

Respondents' answers seem to be coherent with the findings emerged by the Surf and Sound research conducted in 2012 which pointed out that, for instance, in Italy, Facebook and online job ads are highly used for e- recruitment.[89]
However, the cyber environment evolves very fast. For instance, the online platforms mentioned above are known to be little used by young people. Although most participants consider girls and boys more vulnerable to e-trafficking, they seem to underestimate the digital behaviours according to a generational approach. Indeed, only 3% of professionals identifies Tik Tok, that represents one of the social media most commonly used by young people, as a possible tool of e- recruitment/trafficking,
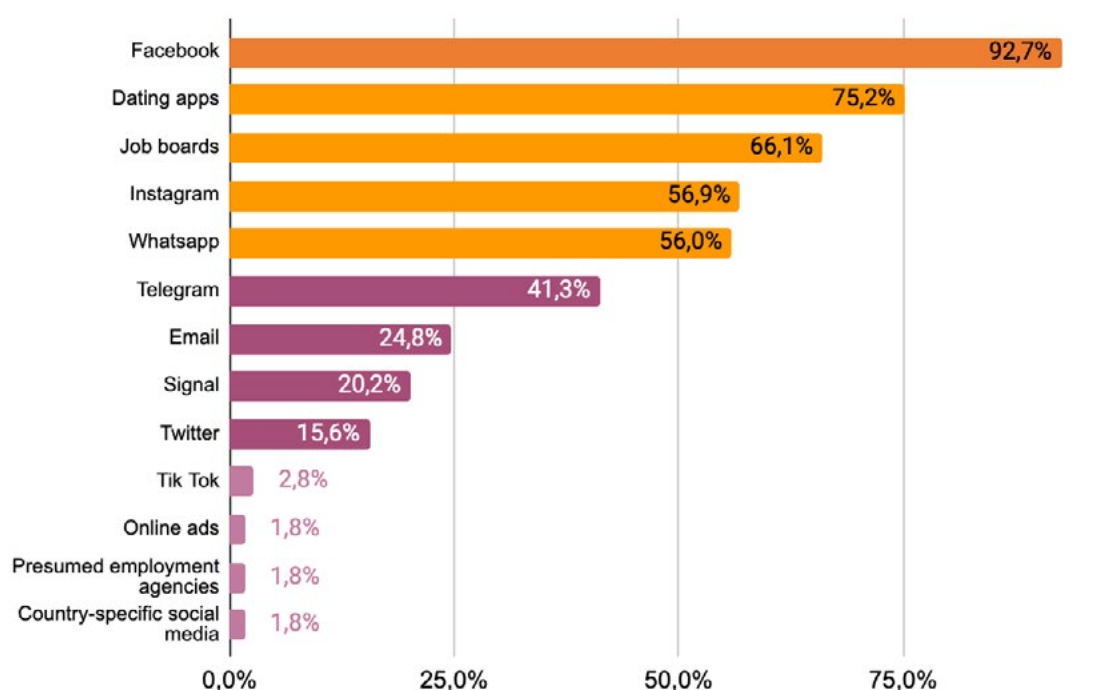
Figure 11: tools that are used the most to facilitate e-trafficking according to the respondents

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89. E-Crime research report Surf and Sound - the role of internet in people smuggling and human trafficking, implemented in the frame of Eu project surfandsound.eu- Improving and sharing knowledge on the Internet's role in the human trafficking process (2012), pp. 49 -59

Concerning the scope of e-trafficking, the main purposes that partecipants associate with online trafficking of human beings are sexual exploitation (89%), harboring or receipt for the purpose of exploitation (82%), illegal indoor prostitution (69%), forced labor (62%), illegal transportation (55%) and slavery or similar practices (53%).[90]

Moreover the peculiar relevance of e-trafficking for sexual exploitation is highlighted and recognised by the 90% of the respondents, in line with the evidence reported in the first section of this report.[91]
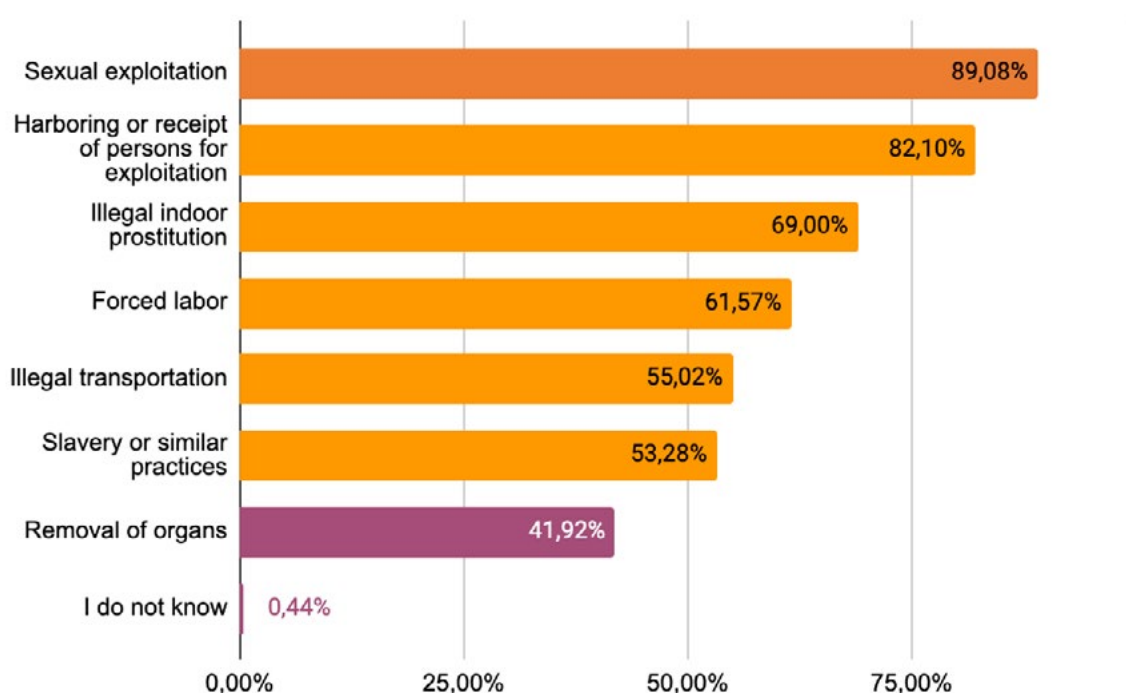
Figure 12: main purposes of exploitation deployed in e-trafficking

The general low level of awareness emerges also in regards to the payment methods employed in the online trafficking of human beings. Indeed, around 56%[92] of the respondents indicate that they are not aware about it. This uncertainty is also mirrored in the almost equal distribution among payment methods provided by participants [Online Money Transfer (31%), Cash (25%) and Cryptocurrency (24%)].

90. Ibid (77)
91. Please, refer to Section 1 of this report, in particular to paragraph 1.4.
92. Ibid (77)
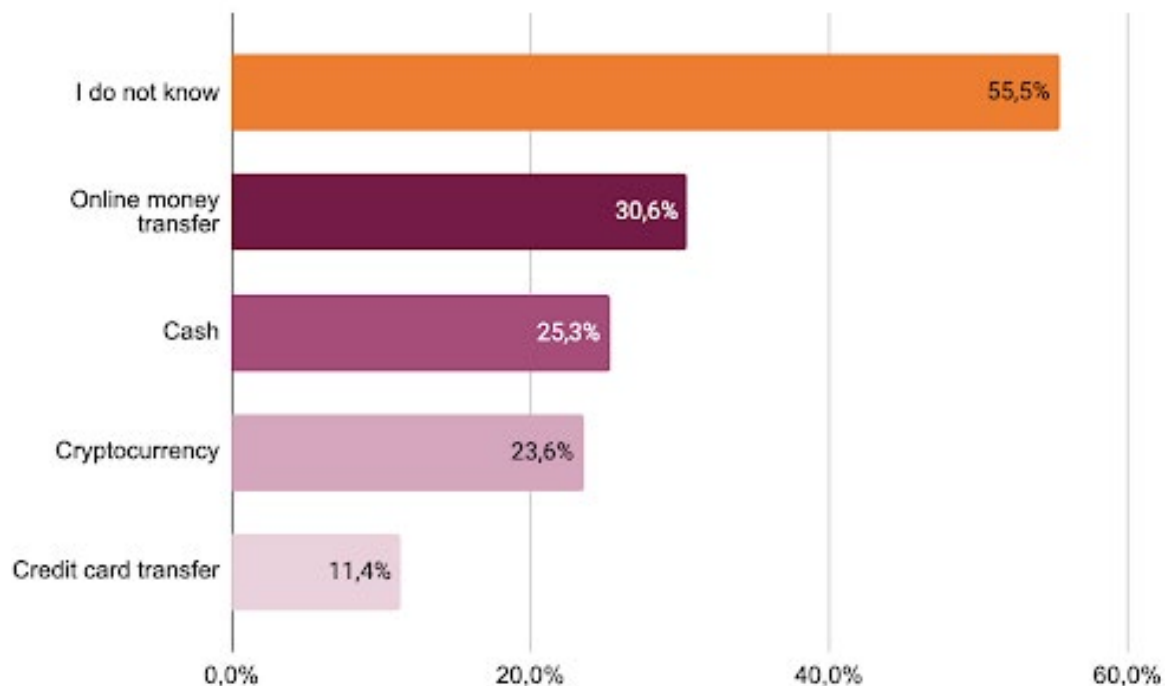
Figure 13: payment method frequently used for e-trafficking according to the respondents

The section about the e-trafficking instruments ends with an investigation of the participants' level of knowledge on the Dark web. It emerges that 68% of respondents indicate to know about its employment in online human trafficking. Yet, out of 109 affirmative questions, only 36% of them affirme to know how this digital environment works for e-recruitment/trafficking in persons.[93]

Professionals' training needs
The last part of the questionnaire deals with the understanding of the participants' training needs. Concerning training received on human trafficking and/or e-trafficking, respondents are split equally between those who have received training (50%)and those who have not (50%).

Nevertheless, in the following question, **99% of them indicate that they would be willing to receive additional training on e-trafficking**, especially on how to

93. This data was retrieved from a multiple choice answer where respondents could indicate more preferred answers. The percentages are therefore taken against the total number of respondents, in this case 109.

indentify manage and prevent relevant incidents related to human trafficking in cyberspace.

As it concerns the last request, respondents are asked to specify the most important skills to be developed in order to efficently responde to human trafficking. Considering that it is an open question and the survey is quite demanding, in terms of time consuming and attention, there has been high participation. 60% of them (i.e. 128 respondents) have proven to be motivated to indicate several areas of specialization, that are listed in the table below.

Skillset[94]	Recurrence
Knowledge of the phenomenon and constant training	52%
Listening and interview skills with the victim (beneficiary centred approach)	31%
Training on Deep & Dark Web / Social Media / Internet	17%
Cooperation with police and judicial authorities	17%
Background knowledge of the victim's culture and social conditions	15%
Psychological support	12%
IT skills	12%
Mapping tools to reconstruct the network of the phenomenon	11%
Cooperation with local operators	11%

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94. This data was retrieved from the final open question answer. The percentages are therefore taken against the total number of respondents, in this case 128.

Skillset	Recurrence
Legal knowledge	8%
Language skills	3%

Figure 14: professionals' skills to respond to e-trafficking

A little more than 50% of professionals underline the importance of continuous learning on the THB phenomenon. Considering THB as an ever-changing phenomenon, life long training should be intended as a professional's modus operandi and it represents the most important instrument to respond to trafficking in person. Moreover, 30% of participants consider essential maintaining a beneficiary-centred approach for improving early identification of victims. Communication, empathic, and listening skills are the key elements for better understanding the victim's needs and conditions.

As emerges from the analysis, participants express an interest in deepening specific knowledge on the role of digital technologies (17%) in the THB phenomenon. Indeed, most of them are aware of the existence of digital instruments and platforms, but they need technical competences on how to access and use digital information. Moreover, 12% of them express the need to improve their IT competencies in managing devices.

Some professionals (17%) believe that an early identification of THB victims and their protection can be fostered through a consistent collaboration between the private and the public sector as with law enforcement. It emerges an alignment with Europol recommendation to promote information exchange and cooperation between law enforcement and the private sector (internet service providers and social media companies).[95]

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95. Europol Operations Directorate - The challenges of countering human trafficking in the digital era (2020) Report p.6

Finally, by analysing the top 4 skills reported by respondents and taking into account the 3 main job sectors of professionals (local NGOs, international NGOs and public sector), an overall homogeneity of priorities emerges. In general, local and international NGOs are more focused on improving skills linked to the beneficiary-centred approach, considering both interview techniques as well as cultural sensitivity, 2 key aspects to be constantly developed. Contrariwise, the deepening of the use of modern technology as a skill to develop emerges more clearly in public agencies' responses. Finally, it emerges that improving cooperation with law enforcement authorities is a cross sectoral need.
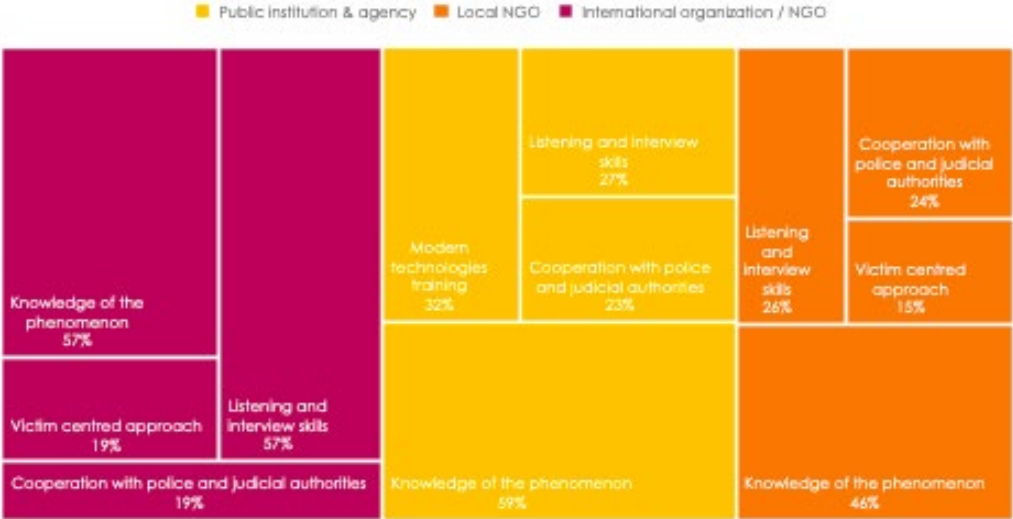

Figure 15: professionals' skills to respond to e-trafficking by job sector

2.2 Conclusions

The analysis shows that the survey participants are higly involved and specialised in the anti-human trafficking and refugee protection system. In fact, almost 60% of them work in local level NGOs and around 39% of the professionals are social workers that deal directly with project beneficiaries of social integration programmes. By assessing both participants' professional experiences, 86% of the respondents have reported to have mostly worked with refugees and migrants (86%), victims of trafficking (69%). Moreover, more than two-thirds (75%) of the professionals declare to have a good level of knowledge about trafficking in human beings.

Despite the high levels of awareness on THB phenomenon, only a quarter of the total respondents affirm to know how the online human trafficking operates. In particular, a low grade of knowledge emerges in regards to the payment methods employed in the online trafficking of human beings. Almost 40% of the respondents clearly indicate that they are not aware of them.

However, professionals seem to share a general understanding about the dynamics that may distinguish the e-trafficking. For instance, almost all the survey participants conceive the Internet and social media as facilitators of the online dimension of the phenomenon and 68% of respondents indicate to know that the Dark web is used in online human trafficking. Furthermore, the peculiar relevance of e-trafficking for sexual exploitation is highlighted and recognised by the 90% of the respondents, in line with the evidence reported in the first section of this report.[96]
On average, about 9 out of 10 participants consider younger people the most susceptible category to this form of crime, in particular girls (93%). Although youth is perceived to be more vulnerable to e-trafficking, professionals seem to underestimate the digital behaviours according to a generational approach. For instance, Facebook is indicated as the most preferred platform where online THB takes place, while only 3% of professionals identify Tik Tok, that represents one of the social media most commonly used by young people, as a possible tool of e- recruitment/trafficking. Furthermore, participants seem to have a particular difficulty in defining the geographical locations of the social target groups most exposed to online THB.

The analysis highlights two relevant issues that might be further discussed with the attendees of the training modules. In particular, the link between 'prostitution' and trafficking might be better explored by assessing the main contextual and cultural

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96. Please, refer to Section 1 of this report, in particular to paragraph 1.4

variables that have affected the participants' interpretations regarding this issue and how the COVID19 outbreak has influenced the professionals' working methods and the main changes that emerged at local and national levels.

By taking a closer look to professionals' training needs, almost all of them are willing to receive additional training on the identification, management and prevention of relevant indicators related to the e-trafficking. Considering THB as an ever-changing phenomenon, life long training and beneficiary-centred techniques used for the early identification of victims are intended as a professionals' modus operandi to respond efficiently to trafficking in persons. Moreover, a significant part of professionals highlights the importance to foster a consistent collaboration between the private and law enforcement, as a structural condition necessary for the identification of THB victims and their protection.

Professionals also express an interest in deepening specific technical competences on how to access and use the digital information deployed in the THB phenomenon and, even if a minority group (12%) say so, improving competencies in managing devices.

Section 3

Recommendations for upcoming training modules

1. Respondents to the survey have a heterogeneous work background (social workers, lawyers, law enforcements officers, international NGOs): therefore there is a need to create an interdisciplinary training format that would provide a common knowledge and understanding on THB, and facilitate the dialogue and exchange of good practices across professional specialities. In order to ease the sharing of best practices between participants specific sessions dedicated to networking should be included in the format.

2. Based on the survey results, there is a need for an overview and explanation of the different forms of trafficking: most of the respondents to the survey are social workers mainly involved in programs for victims of sexual exploitation; as a consequence, the other forms of human trafficking that take shape in the criminal network spread all over Europe are less known. The Free2Link team believes that a more in-depth knowledge of the subject may support all professionals in understanding better the phenomenon, detecting forms they were not aware of, improving their capacity in victims identification, and sensitizing possible victims about the different risks.

3. The responses to the survey underline that participants need and request for a specific training on e-trafficking. In particular, professionals are not completely aware of the characteristics of the phenomenon, such as the diffusion around the different countries, both from a geographical and a cybernetic point of view, the tools used for recruitment, and typical to e-trafficking forms of exploitation. Therefore, it is necessary to frame e-trafficking focusing on its main dynamics, providing operators with the necessary tools to decode the phenomenon.

4. ⅔ of the sample thinks that the COVID-19 pandemic has impacted e-trafficking, by shifting sexual exploitation from the streets online and including other forms of THB. The Free2Link team believes that an in-depth analysis on the effects of the health emergency should be included in the training.

5. The final aim is to implement a preventive perspective: at the end of the training participants should be able to transfer the acquired knowledge to people they assist, providing them with tools to protect themselves from the risks of online recruitment.

Annex a - Survey Form

Name and surname	Ονοματεπώνυμο	Nome e Cognome			
Email	Ηλεκτρονική Διεύθυνση (email	Email			

GENERAL INFORMATION / ΓΕΝΙΚΕΣ ΠΛΗΡΟΦΟΡΙΕΣ / INFORMAZIONI GENERALI

Age	Ηλικία	Età	18-24	18-24	18-24
			25-34	25-34	25-34
			35-44	35-44	35-44
			45-54	45-54	45-54
			55-64	55-64	55-64
			65+	65+	65+
Gender	Φύλο	Genere	Female	Γυναίκα	Femminile
			Male	Άνδρας	Maschile
			Prefer not to say	Προτιμώ να μην αναφέρω	Preferisco non specificarlo

Nationality	Εθνικότητα	Nazionalità			
			• Albanian	• Αλβανική	• Albanese
			• Armenian	• Αρμένικη	• Armena
			• Austrian	• Αυστριακή	• Austriaca
			• British	• Βρετανική	• Britannica
			• Bulgarian	• Βουλγάρικη	• Bulgara
			• Croatian	• Κροατική	• Croata
			• Czech	• Τσεχική	• Ceca
			• Danish	• Δανική	• Danese
			• Dutch	• Ολλανδική	• Olandese
			• Estonian	• Εσθονική	• Estone
			• Finnish	• Φινλανδική	• Finlandese
			• French	• Γαλλική	• Francese
			• German	• Γερμανική	• Tedesca
			• Greek	• Ελληνική	• Greca
			• Hungarian	• Ουγγρική	• Ungherese
			• Irish	• Ιρλανδική	• Irlandese
			• Italian	• Ιταλική	• Italiana
			• Latvian	• Λετονική	• Lettone
			• Lithuanian	• Λιθουανική	• Lituana
			• Maltese	• Μαλτέζικη	• Maltese
			• Norwegian	• Νορβηγική	• Norvegese
			• Polish	• Πολωνική	• Polacca
			• Portuguese	• Πορτογαλική	• Portoghese
			• Romanian	• Ρουμάνικη	• Romena
			• Russian	• Ρωσική	• Russa
			• Serbian	• Σερβική	• Serba
			• Slovak	• Σλοβάκικη	• Slovacca

			• Spanish • Swedish • Swiss • Turkish • Ukranian • Other, please specify	• Ισπανική • Σουηδική • Ελβετική • Τουρκική • Ουκρανική Άλλο	• Spagnola • Svedese • Svizzera • Turca • Ucraina • Altro (specificare):
Level of education	Επίπεδο εκπαίδευσης	Titolo di studio	High school diploma	Απολυτήριο λυκείου	Diploma di scuola superiore
			Bachelor's degree	Πτυχίο πανεπιστημίου	Laurea
			Masters' degree	Μεταπτυχιακό	Laurea Specialistica/ Magistrale
			PhD/Doctorate degree	Διδακτορικό	Dottorato di ricerca
			Other	Άλλο	Altro
Job location	Χώρα εργασίας	Luogo di lavoro	Italy	Ιταλία	Italia
			Greece	Ελλάδα	Grecia

Current job - sector and position	Τρέχουσα εργασία - τομέας και θέση	Situazione lavorativa attuale - settore e posizione	Other country	Άλλη χώρα	Altro paese
			Public agency/ institution (governmental)	Δημόσιος φορέας	Ente Pubblico locale
			Local non-governmental organization (NGOs) or civil society organization	Μη Κυβερνητική Οργάνωη ή Οργάνωση Κοινωνίας των Πολιτών με δράσεις σε τοπικό επίπεδο	Organizzazioni Non Governative o Associazioni locali
			International organization and NGO	Διεθνής Οργανισμός ή/ και Διεθνής Μη Κυβερνητική Οργάνωση	Organizzazioni Non Governative Internazionali - Enti Governativi internazionali
			Academic institution	Πανεπιστήμιο	Istituzione accademica

			Other, please specify type of organization/ institution_____	Άλλο, παρακαλώ διευκρινίστε τον τύπο της Οργάνωσης ή του Φορέα	Altro, specificare il tipo di organizzazione/ istituto
Name of organisation/ institution	Όνομα οργανισμού/ ιδρύματος	Nome dell' organizzazione/ istituzione	Please specify the name of the organization/ institution you work in (optional)	Παρακαλώ διευκρινήστε το όνομα του οργανισμού/ ιδρύματος που δουλεύετε (μη υποχρεωτικό πεδίο)	Specificare il nome dell'organizzazione/ istituzione in cui lavori (facoltativo)
Your position/area of expertise	Θέση/Πεδίο ειδίκευσης	Posizione professionale/area di competenza	Social Worker Civil Servant Lawyer Judge Police Protection staff Helpline operator Mediator Health care professional Professor/Lecturer Researcher	Κοινωνικός λειτουργός Δημόσιος υπάλληλος Δικηγόρος Δικαστής Αστυνομία Προσωπικό με αντικείμενο την προστασία Προσωπικό γραμμής	Operatore/trice sociale Funzionario/a pubblico/a Avvocato/a Giudice Forze dell'Ordine Personale di protezione Operatore/trice linea d'ascolto

	Student	βοηθείας	Mediatore/		
	Other, please	Διαμεσολαβητής	trice Personale		
	specify	Επαγγελματίας	sanitario		
		του χώρου υγείας	Docente		
		Καθηγητής/-ρια/	Ricercatore/		
		Λέκτορας	trice		
		Ερευνητής/-ρια	Studente		
		Φοιτητής/-ρια	Altro, specifi-		
		Άλλο	care:		

LEVEL OF KNOWLEDGE ON HUMAN TRAFFICKING AND E-TRAFFICKING / Επίπεδο γνώσης για την εμπορία ανθρώπων και το διαδικτυακό εμπόριο ανθρώπων / Livello di conoscenza sui fenomeni tratta di esseri umani e e-trafficking

How informed are you in regards to the phenomenon of human trafficking?	Πόσο ενημερωμένος/η αισθάνεστε σχετικά με το φαινόμενο της εμπορίας ανθρώπων/ trafficking?	Quanto sei informato/a rispetto al fenomeno della tratta degli esseri umani?	Not at all	Καθόλου ενημερωμένος/η	Per niente
			Slightly	Λίγο ενημερωμένος/η	Leggermente
			Relatively well	Ενημερωμένος/η	Relativamente bene
			Very well	Πολύ καλά ενημερωμένος/η	Molto bene

How do you understand the notion "trafficking in human beings"?	Τι από τα παρακάτω πιστεύετε ότι περιλαμβάνει η "διακίνηση και εμπορία ανθρώπων" (trafficking);	Cosa si intende per "tratta di esseri umani"?	Forced labor		Lavoro forzato
			Prostitution		Prostituzione
			Sexual exploitation and/or abuse		Sfruttamento sessuale e/o abuso
			Trade in human organs		Traffico di organi umani
			Slavery		Schiavitù
			Other, please specify		Altro, specificare:
How familiar are you with the phenomenon of e-trafficking?	Πόσο ενημερωμένος/η αισθάνεστε σχετικά με το φαινόμενο της διαδικτυακής εμπορίας ανθρώπων/ e-trafficking?	Quanto conosci il fenomeno dell' e-trafficking?	Not at all	Καθόλου ενημερωμένος/η	Per niente
			Slightly	Λίγο ενημερωμένος/η	Leggermente
			Relatively well	Ενημερωμένος/η	Relativamente bene
			Very well	Πολύ καλά ενημερωμένος/η	Molto bene

Which definition describes best the phenomenon of e-trafficking?

Ποιά περιγραφή αποτυπώνει καλύτερα το φαινόμενο του διαδικτυακού trafficking/εμπορίου ανθρώπων;

Quale definizione meglio definisce il fenomeno dell'e-trafficking?

The use of Social Media for the recruitment, transportation, transfer, harbouring or receipt of persons for the purpose of exploitation, which includes exploiting the prostitution of others, sexual exploitation, forced labour, slavery or similar practices and the removal of organs.

Η χρήση των κοινωνικών μέσων δικτύωσης για τη στρατολόγηση, μετακίνηση, μεταφορά, υπόθαλψη ατόμων με σκοπό την εκμεταλλεύση, η οποία περιλαμβάνει την πορνεία άλλων, την σεξουαλική εκμετάλλευση, την καταναγκαστική εργασία, δουλεία ή άλλες παρόμοιες πρακτικές, και την αφαίρεση οργάνων.

L'utilizzo dei Social Media per il reclutamento, il trasporto, il trasferimento, l'alloggiamento o l'accoglienza di persone ai fini dello sfruttamento, che include lo sfruttamento della prostituzione di altre persone, o altre forme di sfruttamento sessuale, lavori o servizi forzati, schiavismo o prassi affini allo schiavismo, servitù o prelievo di organi.

The use of the Deep/Dark web for the recruitment, transportation, transfer, harbouring or receipt of persons for the purpose of exploitation, which includes exploiting the prostitution of others, sexual exploitation, forced labour, slavery or similar practices and the removal of organs.

Τη χρήση του "σκοτεινού/ αόρατου" διαδικτύου για τη στρατολόγηση, μετακίνηση, μεταφορά, υπόθαλψη ατόμων με σκοπό την εκμεταλλεύση, η οποία περιλαμβάνει την πορνεία άλλων, την σεξουαλική εκμετάλλευση, την καταναγκαστική εργασία, δουλεία ή άλλες παρόμοιες πρακτικές, και την αφαίρεση οργάνων.

L'utilizzo del Deep/Dark web per il reclutamento, il trasporto, il trasferimento, l'alloggiamento o l'accoglienza di persone ai fini dello sfruttamento, che include lo sfruttamento della prostituzione di altre persone, o altre forme di sfruttamento sessuale, lavori o servizi forzati, schiavismo o prassi affini allo schiavismo, servitù o prelievo di organi.

The use technology and the Internet for the recruitment, transportation, transfer, harbouring or receipt of persons for the purpose of exploitation, which includes exploiting the prostitution of others, sexual exploitation, forced labour, slavery or similar practices and the removal of organs.

Τη χρήση της τεχνολογίας και του διαδικτύου για τη στρατολόγηση, μετακίνηση, μεταφορά, υπόθαλψη ατόμων με σκοπό την εκμεταλλεύση, η οποία περιλαμβάνει την πορνεία άλλων, την σεξουαλική εκμετάλλευση, την καταναγκαστική εργασία, δουλεία ή άλλες παρόμοιες πρακτικές, και την αφαίρεση οργάνων.

L'utilizzo della tecnologia e Internet per il reclutamento, il trasporto, il trasferimento, l'alloggiamento o l'accoglienza di persone ai fini dello sfruttamento, che include lo sfruttamento della prostituzione di altre persone, o altre forme di sfruttamento sessuale, lavori o servizi forzati, schiavismo o prassi affini allo schiavismo, servitù o prelievo di organi.

Do you believe that the Internet and the social media facilitate human trafficking?	Πιστεύετε ότι το Διαδίκτυο και τα μέσα κοινωνικής δικτύωσης διευκολύνουν την εμπορία ανθρώπων;	Pensi che Internet e i Social Media facilitino il traffico di esseri umani?	Yes	Ναι	Sì
			No	Όχι	No
			I do not know	Δεν γνωρίζω	Non lo so
Based on your knowledge, which of the following groups are more vulnerable to e-trafficking?	Με βάση τις γνώσεις σας, ποιες από τις ακόλουθες ομάδες είναι πιο ευάλωτες στο διαδικτυακό trafficking/εμπόριο ανθρώπων;	Basandoti sulle tue conoscenze, quali di questi gruppi rischiano di essere più facilmente vittime di e-trafficking?	Women	Γυναίκες	Donne
			Girls	Κορίτσια	Ragazze adolescenti
			Men	Άντρες	Uomini
			Boys	Αγόρια	Ragazzi adolescenti
			Elderly	Ηλικιωμένοι	Anziani
			LGBTQ+	ΛΟΑΤΚ+ (LGBTQ+)	LGBTQ+
			Other, please specify	Άλλο, παρακαλώ διευκρινίστε__	Altro, specificare:
			Don't know	Δεν γνωρίζω	Non lo so

Would you associate e-trafficking with any particular country/ region?c	Θα συσχετίζατε το διαδικτυακό trafficking/εμπόριο ανθρώπων με κάποια συγκεκριμένη χώρα ή γεωγραφική περιοχή?	Associ il fenomeno dell'e-trafficking ad un particolare paese/regione di provenienza?	Yes No I do not know	Ναι Όχι Δεν γνωρίζω	Sì No Non lo so
When you think about e-trafficking, which regions do you associate it with?	Όταν σκέφτεστε το διαδικτυακό trafficking/εμπόριο ανθρώπων, με ποιες περιοχές το συσχετίζετε;	Pensando all'e-trafficking, a quali aree geografiche associ il fenomeno?	Western Europe Eastern Europe Central Europe Northern Europe Southern Europe Middle East North Africa Southeast Asia East Africa West Africa North America Central America South America Oceania	Δυτική Ευρώπη Ανατολική Ευρώπη Κεντρική Ευρώπη Βόρεια Ευρώπη Νότια Ευρώπη Μέση Ανατολή Βόρεια Αφρική Νοτιοανατολική Ασία Ανατολική Αφρική Δυτική Αφρική Βόρεια Αμερική Κεντρική Αμερική Νότια Αμερική	Europa Occidentale Europa Orientale Europa Centrale Europa Settentrionale Europa Meridionale Medio Oriente Nord Africa Sud- Est Asiatico Africa Orientale Africa Occidentale Nord America America Centrale

			Other, please specify	Ωκεανία Άλλο	Sud America Oceania Altro, specificare:
Please specify which specific countries you associate it with (optional)	Παρακαλώ αναφέρετε συγκεκριμένες χώρες με τις οποίες το συσχετίζετε (μη υποχρεωτικό πεδίο)	Per favore, specifica a quali paesi in particolare associ il fenomeno dell' e-trafficking (facoltativo)			

LEVEL OF KNOWLEDGE ON TOOLS AND METHODS USED IN E-TRAFFICKING / Επίπεδο γνώσης εργαλείων και μεθόδων που χρησιμοποιούνται στο διαδικτυακό εμπόριο ανθρώπων / Livello di conoscenza degli strumenti e dei metodi utilizzati nell' e-trafficking

Are you aware of any tools used for the recruitment-trafficking-exploitation of persons through the Internet and/or social media?	Γνωρίζετε τυχόν εργαλεία που χρησιμοποιούνται για την στρατολόγηση-διακίνιση-εκμετάλλευση ανθρώπων μέσω του διαδικτύου;	Sei a conoscenza di eventuali strumenti utilizzati per il recrutamento, il traffico e lo sfruttamento di esseri umani attraverso Internet e i social media?	Yes	Ναι	Si
			No	Όχι	No

If yes, which tools are you aware that are used the most to facilitate e-trafficking?	Εάν ναι, ποια εργαλεία γνωρίζετε ότι χρησιμοποιούνται περισσότερο για την διευκόλυνση του διαδικτυακού trafficking/εμπορίου ανθρώπων;	Se si, quali strumenti sono i più utilizzati nell'e-trafficking secono te?			
			Facebook	Facebook	Facebook
			Instagram	Instagram	Instagram
			WhatsApp	WhatsApp	WhatsApp
			Twitter	Twitter	Twitter
			Telegram	Telegram	Telegram
			Signal	Signal	Signal
			E-mail	E-mail/ ηλεκτρονική αλληλογραφία	E-mail
			Job boards	Πίνακες εύρεσης εργασίας	Bacheche di annunci lavorativi
			Other dating sites and app	Άλλοι ιστότοποι γνωριμιών και εφαρμογές	Altri siti o app di incontri
			Other tools	Άλλα εργαλεία	Altri strumenti

In your opinion, for what purpose is e-trafficking used?	Κατά τη γνώμη σας, για ποιο σκοπό χρησιμοποιείται το διαδικτυακό trafficking/εμπόριο ανθρώπων;	Secondo la tua opinione, per quale scopo è utilizzato l'e-trafficking?			
			Sexual eploitation	Σεξουαλική εκμετάλλευση	Sfruttamento sessuale
			Removal of organs	Αφαίρεση οργάνων	Rimozione di organi
			Illigal transportation	διακίνιση	Trasporto illegale
			Harbouring or receipt of persons for the purpose of exploitation (includes exploiting the prostitution of others)	Υπόθαλψη ή παραλαβή ατόμων με σκοπό την εκμετάλλευση (η οποία περιλαμβάνει την πορνεία άλλων)	Accoglienza persone a scopo di sfruttamento (compreso lo sfruttamento della prostituzione)
			Forced labour	Εξαναγκαστική εργασία	Lavoro forzato
			Slavery or similar practices	Δουλεία ή παρόμοιες πρακτικές	Schiavitù o pratiche simili

			Illegal indoor prostitution	Μαστροπεία κατ' οίκον εκδιδόμενων προσώπων	Sfruttamento sessuale indoor
			Other, please specify_____	Άλλο, παρακαλώ διευκρινίστε___	Altro, specificare:
Which payment method are you aware of that is used frequently for e-trafficking?	Ποιος τρόπος πληρωμής γνωρίζετε ότι χρησιμοποιείται συχνά για το διαδικτυακό trafficking/εμπόριο ανθρώπων;	Sei a conoscenza di quali sono i metodi di pagamento più frequentemente utilizzati nell'e-trafficking? Sei a conoscenza di quale metodo di pagamento viene più frequentemente utilizzato nell'e-trafficking?	Cash	Μετρητά	Contanti
			cryptocurrency	Κρυπτονόμισμα	Criptovaluta
			online money transfer	Ηλεκτρονική μεταφορά χρημάτων	Trasferimento online di denaro/bonifico bancario
			credit card transfer	Μεταφορά μέσω πιστωτικής κάρτας	Carte di Credito
			I do not know	Δεν γνωρίζω	Non lo so
			Other	Άλλο	Altro

Are you aware of what the dark/deep web is?	Γνωρίζετε τι είναι το "σκοτεινό" ή "αόρατο" διαδίκτυο (γνωστό ως dark web ή deep web);	Sei a conoscenza di cosa si intende per Dark/Deep web?	Yes	Ναι	Sì
			No	Όχι	No
If yes do you know whether/ how it is used for e-trafficking?	Εάν ναι, γνωρίζετε εάν και πως χρησιμοποιείται για διαδικτυακό trafficking/εμπόριο ανθρώπων;	Se si, sai se è utilizzato nell'e-trafficking e come?	Yes	Ναι	Sì
			No	Όχι	No

PROFESSIONAL EXPERIENCE AND TRAINING NEEDS / Επαγγελματική εμπειρία / Esperienza professionale e bisogni formativi

In your professional experience did you ever work with one or more of the following groups?	Κατά την επαγγελματική σας εμπειρία, εργαστήκατε ποτέ με μία ή περισσότερες από τις ακόλουθες ομάδες;	Nella tua esperienza professionale ha mai lavorato con uno o più dei seguenti gruppi?	Minors	Ανήλικοι	Minori
			Refugees and migrants	Πρόσφυγες και μετανάστες	Rifugiati e migranti
			Victims of Trafficking (THB)	Θύματα εμπορίας ανθρώπων	Vittime di tratta
			Women living in safe houses	Γυναίκες που ζουν σε ξενώνες φιλοξενίας	Donne ospitate in case sicure

			Survivors of Gender-Based Violence	Επιζώντες ή επιζήσασες σεξουαλικής ή έμφυλης βίας	Sopravvissute alla violenza di genere
			No	Όχι	No
			Other specify	Άλλο, παρακαλώ διευκρινίστε___	Altro, specificare:
The phenomenon of e-trafficking is relevant to sexual exploitation.	Το φαινόμενο της διαδικτυακής διακίνισης/ trafficking σχετίζεται με την σεξουαλική εκμετάλλευση.	Il fenomeno dell'e-trafficking è rilevante quando si parla di sfruttamento sessuale.	1. Strongly disagree 2. Disagree 3. Neither agree nor disagree 4. Agree 5. Strongly agree	1. Διαφωνώ απόλυτα 2. Διαφωνώ 3. Ούτε συμφωνώ ούτε διαφωνώ 4. Συμφωνώ 5. Συμφωνώ απόλυτα	1. Assoluta-mente in disac-cordo 2. In disaccor-do 3. Incerto 4. D'accordo 5. Completa-mente d'accor-do

In your opinion, how much did the COVID-19 pandemic impact e-trafficking?	Κατά την γνώμη σας, κατά πόσο έχει επηρεάσει η πανδημία COVID-19 την διαδικτυακή διακίνιση/trafficking;	Secondo te, la pandemia COVID-19 quanto ha influito sul fenomeno dell'e-trafficking?	Significantly	Σημαντικά	Significativa-mente
			Moderatly	Μέτρια	In maniera moderata
			Not at all	Καθόλου	Per niente
			Don't know	Δεν γνωρίζω	Non lo so
Have you ever received any training regarding human trafficking and/or e-trafficking?	Έχετε λάβει ποτέ εκπαίδευση σχετικά με την διακίνιση-εμπορία ανθρώπων ή/και την διαδικτυακή διακίνιση (e-trafficking);	Hai mai ricevuto una formazione specifica sui temi della tratta di esseri umani e/o l'e-trafficking?	Yes	Ναι	Si
			No	Όχι	No
Would you find it helpful to receive additional training on human trafficking and/or e-trafficking and how to identify, manage and prevent relevant incidents?	Θα σας ήταν χρήσιμο να λάβετε επιπλέον εκπαίδευση σχετικά με την διακίνιση-εμπορία ανθρώπων ή/και την διαδικτυακή	Pensi sarebbe importante ricevere una formazione supplementare sulla tratta di esseri umani e/o sull'e-trafficking e su come identificare,	Yes	Ναι	Si
			No	Όχι	No

	διακίνιση (e-trafficking), και πως να εντοπίσετε, να διαχειριστείτε και να αποτρέψετε σχετικά περιστατικά;	gestire e prevenire casi pertinenti?
Which skills do you consider essential for identifying, managing and preventing trafficking/e-trafficking?	Ποιές δεξιότητες θεωρείτε απαραίτητες για τον εντοπισμό, τη διαχείριση και την πρόληψη της διακίνισης/εμπορίας ανθρώπων (μέσω διαδικτύου και μη);	Quali competenze consideri essenziali per l'identificazione, la gestione e la prevenzione della tratta e dell'e-trafficking?
Thank you for your time! Your feedback is very valuable to us. Your response was submitted.	Σας ευχαριστούμε για τον χρόνο σας! Οι παρατηρήσεις σας είναι πολύτιμες για μας. Η απάντησή σας έχει υποβληθεί.	Grazie per il tempo dedicato! Il tuo contributo è molto importante per noi. Le tue risposte sono state inviate.

Annex b - Survey consent section

Introduction

1. Who we are
Free2Link (F2L) is a project launched in 2020 by NGOs Progetto Tenda Torino, DRC Greece, LABC, CWEP Poland and Nesta Italia to combat online traps for women and girls. We aim at connecting organizations working in asylum systems, integration programs and support to victims of trafficking to increase the ability of their frontline staff, as well as public and private networks, in the early identification of victims of e-trafficking through the creation of e-learning modules and an awareness-raising online platform about the phenomenon. The project is funded by the European Union's Rights, Equality and Citizenship Programme (2014-2020).

2. Purpose of survey
With this survey we want to find out characteristics and expressions of human e-trafficking in the European Union and to map the training needs of front line staff regarding e-trafficking.
Your participation in this survey is completely voluntary and your

Εισαγωγή [Greece]

1. Ποιοι είμαστε
Το Free2Link (F2L) είναι ένα έργο που ξεκίνησε το 2020 από τις ΜΚΟ Progetto Tenda Torino, DRC Greece, LABC, CWEP Poland και Nesta Italia για την καταπολέμηση διαδικτυακών παγίδων που στοχοποιούν γυναίκες και κορίτσια. Στόχος μας είναι να ενισχύσουμε την συνεργασία μεταξύ οργανισμών που εργάζονται στο τομέα του ασύλου ή υλοποιούν προγράμματα ένταξης και υποστήριξης των θυμάτων εμπορίας ανθρώπων και να ενισχύσουμε τις δεξιότητες του προσωπικού τους, καθώς και των δημόσιων και ιδιωτικών δικτύων, ως προς την έγκαιρη αναγνώριση των θυμάτων της εμπορίας ανθρώπων μέσω διαδικτύου, δημιουργώντας ηλεκτρονική πλατφόρμα διαδικτυακών μαθημάτων για την ευαισθητοποίηση σχετικά με το φαινόμενο. Το έργο χρηματοδοτείται από το Ευρωπαϊκό Πρόγραμμα Δικαιωμάτων, Ισότητας και Ιθαγένειας (2014-2020) της Ευρωπαϊκής Επιτροπής.

Introduzione [Italian]

1. Chi siamo
Free2Link è un progetto avviato nel 2020 da Progetto Tenda Torino, DRC Greece, LABC, CWEP Poland e Nesta Italia per combattere l'adescamento online di donne e ragazze. Il nostro obiettivo è creare un contatto sinergico fra le organizzazioni che lavorano nel sistema di protezione internazionale, nei programmi di integrazione e sostegno alle vittime della tratta, così come fra le reti pubbliche e private, per aumentare la capacità del loro personale in prima linea, nell'identificazione precoce delle vittime dell'e-trafficking, attraverso la creazione di moduli di apprendimento online e di una piattaforma web di sensibilizzazione sul fenomeno. Il progetto è finanziato dal Programma Diritti, Uguaglianza e Cittadinanza dell'Unione Europea (2014-2020).

2. Obiettivi del questionario
Con questo questionario vogliamo mappare le caratteristiche e le espressioni del fenomeno della tratta

responses will help us better understand and combat the phenomenon of e-trafficking of women and girls. This survey contains 32 brief questions and you will need approximately 10-15 minutes of your time to complete it fully.

3. Legal basis for processing participants' personal data

The NGOs participating in the F2L project process your personal data according to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation or "GDPR").

This survey uses "snowballing" to identify its potential participants, i.e. referrals from other participants. We will not further process your personal data provided by other participants, if you do not participate in the survey.

By completing this survey, you are consenting to the processing of your personal data (full name, email address, position and organization),

2. Σκοπός έρευνας

Μέσω αυτής της έρευνας, επιδιώκουμε να εντοπίσουμε τα χαρακτηριστικά και τις εκφάνσεις της ηλεκτρονικής διακίνησης ανθρώπων στην Ευρωπαϊκή Ένωση και να χαρτογραφήσουμε τις εκπαιδευτικές ανάγκες του προσωπικού «πρώτης γραμμής». Η συμμετοχή σας σε αυτήν την έρευνα είναι εθελοντική και οι απαντήσεις σας θα μας βοηθήσουν να κατανοήσουμε καλύτερα και να καταπολεμήσουμε το φαινόμενο της ηλεκτρονικής διακίνησης γυναικών και κοριτσιών. Αυτή η έρευνα περιέχει 32 σύντομες ερωτήσεις και θα χρειαστείτε περίπου 10-15 λεπτά για να την ολοκληρώσετε.

3. Νομική βάση για την επεξεργασία των προσωπικών δεδομένων των συμμετεχόντων

Οι ΜΚΟ που συμμετέχουν στο έργο F2L επεξεργάζονται τα προσωπικά σας δεδομένα σύμφωνα με τον Κανονισμό (ΕΕ) 2016/679 του Ευρωπαϊκού Κοινοβουλίου και του Συμβουλίου, της 27ης Απριλίου 2016, για την προστασία των φυσικών προσώπων έναντι της επεξεργασίας δεδομένων προσωπικού χαρακτήρα (Γενικός Κανονισμός Προστασίας Δεδομένων ή «GDPR»).

di esseri umani online nell'Unione Europea e identificare i bisogni formativi degli operatori riguardo l'e-trafficking. La partecipazione al questionario è volontaria e le risposte ci aiuteranno a comprendere e combattere il fenomeno dell'e-trafficking di donne e ragazze. Il questionario è composto da 32 domande e ci vorranno circa 10-15 minuti per completarlo.

3. Trattamento dei dati personali

Le organizzazioni partecipanti nel progetto F2L tratteranno i tuoi dati personali secondo il Regolamento UE 2016/679 del Parlamento Europeo e del Consiglio del 27 Aprile 2016 relativo alla protezione delle persone fisiche con riguardo al trattamento dei dati personali, nonché alla libera circolazione di questi dati (Regolamento sulla protezione dei dati o "GDPR").
Questo sondaggio utilizza il "campionamento a valanga" per identificare i suoi potenziali partecipanti, vale a dire il passaparola da altri partecipanti. Nel caso tu decida di non prendere parte al questionario non elaboreremo ulteriormente i tuoi dati

according to article 6 paragraph 1 (a) of the GDPR. Your participation is voluntary and you can withdraw your consent at any time.

4. Who we will process your personal data and retention periods
The NGOs participating in the F2L project are committed to protect your data and respect your privacy. Please be aware that:
• Your contact details may be used to contact you for a follow-up interview at a later stage or to ask you to participate in one of our training.
• Your survey answers and comments will not be used in a way that can identify you individually.
Your personal data will be stored up to 2 years after the submission of the survey.

5. Your data rights
You have eight (8) rights regarding your personal data:
1. the right to know if we have collected and stored your data.
2. the right to see which data we have collected and stored about you.
3. the right to correct the data we have collected and stored about you.
4. the right to object to the use of your data and ask for its erasure when no

Αυτή η έρευνα χρησιμοποιεί τη μέθοδο "snowballing", δηλαδή οι συμμετέχοντες προτείνονται από άλλους συμμετέχοντες. Τα προσωπικά σας δεδομένα που παρασχέθηκαν από άλλους συμμετέχοντες δεν θα τεθούν σε περαιτέρω επεξεργασία, εάν δεν αποφασίσετε να συμμετάσχετέ στην εν λόγω έρευνα.

Με την ολοκλήρωση της έρευνας, συναινείτε στην επεξεργασία των προσωπικών σας δεδομένων (πλήρες όνομα, διεύθυνση ηλεκτρονικού ταχυδρομείου, θέση και οργανισμός), σύμφωνα με το άρθρο 6 παράγραφος 1 στοιχείο (α) του GDPR. Η συμμετοχή σας είναι εθελοντική και μπορείτε να αποσύρετε τη συγκατάθεσή σας ανά πάσα στιγμή.

4. Υπεύθυνοι επεξεργασίας δεδομένων και χρόνος διατήρησης
Οι ΜΚΟ που συμμετέχουν στο έργο F2L δεσμεύονται να προστατεύουν τα προσωπικά σας δεδομένα. Λάβετε υπόψη ότι:
• Τα στοιχεία επικοινωνίας σας μπορεί να χρησιμοποιηθούν για να επικοινωνήσουμε μαζί σας για μια συνέντευξη σε μεταγενέστερο στάδιο ή για να σας ζητήσουμε να συμμετάσχετε σε μία από τις εκπαιδεύσεις μας.

personali forniti da altri partecipanti.
Compilando questo sondaggio, acconsenti al trattamento dei tuoi dati personali (nome completo, indirizzo e-mail, posizione e organizzazione), ai sensi dell'articolo 6 paragrafo 1 (a) del GDPR. La partecipazione è volontaria e puoi revocare il tuo consenso in qualsiasi momento.

4. Titolari del trattamento e tempi di conservazione
Le organizzazioni coinvolte nel progetto F2L si impegnano a proteggere i tuoi dati e a rispettare la tua privacy. Tieni presente che:
• I tuoi contatti potranno essere utilizzati per ricontattarti per un'intervista di follow-up o per proporti di partecipare a una delle nostre formazioni;
• Le risposte al questionario e i commenti non saranno utilizzati in modo che tu possa essere identificato.
I tuoi dati personali saranno conservati fino a 2 anni dall'invio del sondaggio.

5. I tuoi diritti in merito alla protezione dati
Hai otto (8) diritti riguardanti la protezione dei dati personali:
1. il diritto all'informazione;

longer necessary, under the conditions defined by law.
5. the right to get copies of your data and have it ported to another service provider.
6. the right to file a complaint to the Greek Data Protection Authority either by email at complaints@dpa.gr, sending a letter or in person at their office (Kifisias Avenue 1-3, 115 23 – Athens).
7. the right to restrict the use of your data, under the conditions defined by law.
8. the right to receive compensation for damages you suffered, if your rights are violated.

6. Contact details
If you want to exercise your data protection rights and get additional information about we process your data, you may get in touch with DRC Greece's Data Protection Officer at grc-co-dataprotection@drc.ngo.

By submitting this form you are indicating that you have read the description of the study, are over the age of 18, and that you agree to the terms as described.

• Οι απαντήσεις και τα σχόλιά σας δεν θα χρησιμοποιηθούν με τρόπο που σας ταυτοποιεί άμεσα.
Τα προσωπικά σας δεδομένα θα διατηρηθούν έως και 2 έτη, μετά την υποβολή των απαντήσεών σας στην έρευνα.

5. Τα δικαιώματά σας αναφορικά με την προστασία δεδομένων
Έχετε οκτώ (8) δικαιώματα σχετικά με την προστασία των προσωπικών σας δεδομένων:
1. το δικαίωμα πληροφόρησης.
2. το δικαίωμα πρόσβασης.
3. το δικαίωμα διόρθωσης.
4. το δικαίωμα εναντίωσης ή διαγραφής, εφόσον αποσύρετε τη συναίνεσή σας
5. το δικαίωμα να λάβετε αντίγραφα των δεδομένων σας και το δικαίωμα φορητότητας
6. το δικαίωμα να καταθέσετε καταγγελία στην Ελληνική Αρχή Προστασίας Δεδομένων, στην ηλεκτρονική διεύθυνση complaints@dpa.gr ή στην φυσική διεύθυνση, επί της λεωφόρου Κηφισίας, 1-3, ΤΚ 115 23, Αθήνα.
7. το δικαίωμα περιορισμού της επεξεργασίας.
8. Το δικαίωμα αποζημίωσης, σε περίπτωση που προκύψει βλάβη εξαιτίας

2. il diritto di accesso;
3. il diritto alla correzione dei dati forniti;
4. la revoca del diritto di accesso ai tuoi dati e la loro conseguente cancellazione;
5. il diritto di ottenere copie dei dati e trasferirli a un altro fornitore di servizi;
6. il diritto di presentare un reclamo all'Autorità greca per la protezione dei dati tramite e-mail a complaints@dpa.gr, inviando una lettera o di persona presso i loro uffici(Kifisias Avenue 1-3, 115 23 - Athens);
7. il diritto alla limitazione del trattamento;
8. il diritto al risarcimento, in caso di danno dovuto alla violazione dei diritti di cui sopra.

6. Informazioni di contatto
Se desideri esercitare i tuoi diritti di protezione dei dati e ottenere ulteriori informazioni sul trattamento dei tuoi dati, puoi metterti in contatto con il responsabile della protezione dei dati di DRC Grecia all'indirizzo grc-co-dataprotection@drc.ngo.

Inviando questo modulo dichiari di aver letto le finalità del sondaggio, di avere più di 18 anni e di accettare i termini come descritti.

της παραβίασης των παραπάνω δικαιωμάτων.

6. Στοιχεία επικοινωνίας
Εάν θέλετε να ασκήσετε τα δικαιώματά σας για την προστασία των προσωπικών σας δεδομένων ή να λάβετε πρόσθετες πληροφορίες, μπορείτε να επικοινωνήσετε με τον Υπεύθυνο Προστασίας Δεδομένων της DRC Greece στην ηλεκτρονική διεύθυνση grc-co-dataprotection@drc.ngo.

Με την υποβολή αυτής της φόρμας δηλώνετε ότι έχετε διαβάσει τους σκοπούς της έρευνας, είστε άνω των 18 ετών και αποδέχεστε τους όρους, όπως αυτοί περιγράφονται.

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