

Building a *Safe* Digital Space for Minors

Towards Responsible Design and Use of Digital Devices and Services



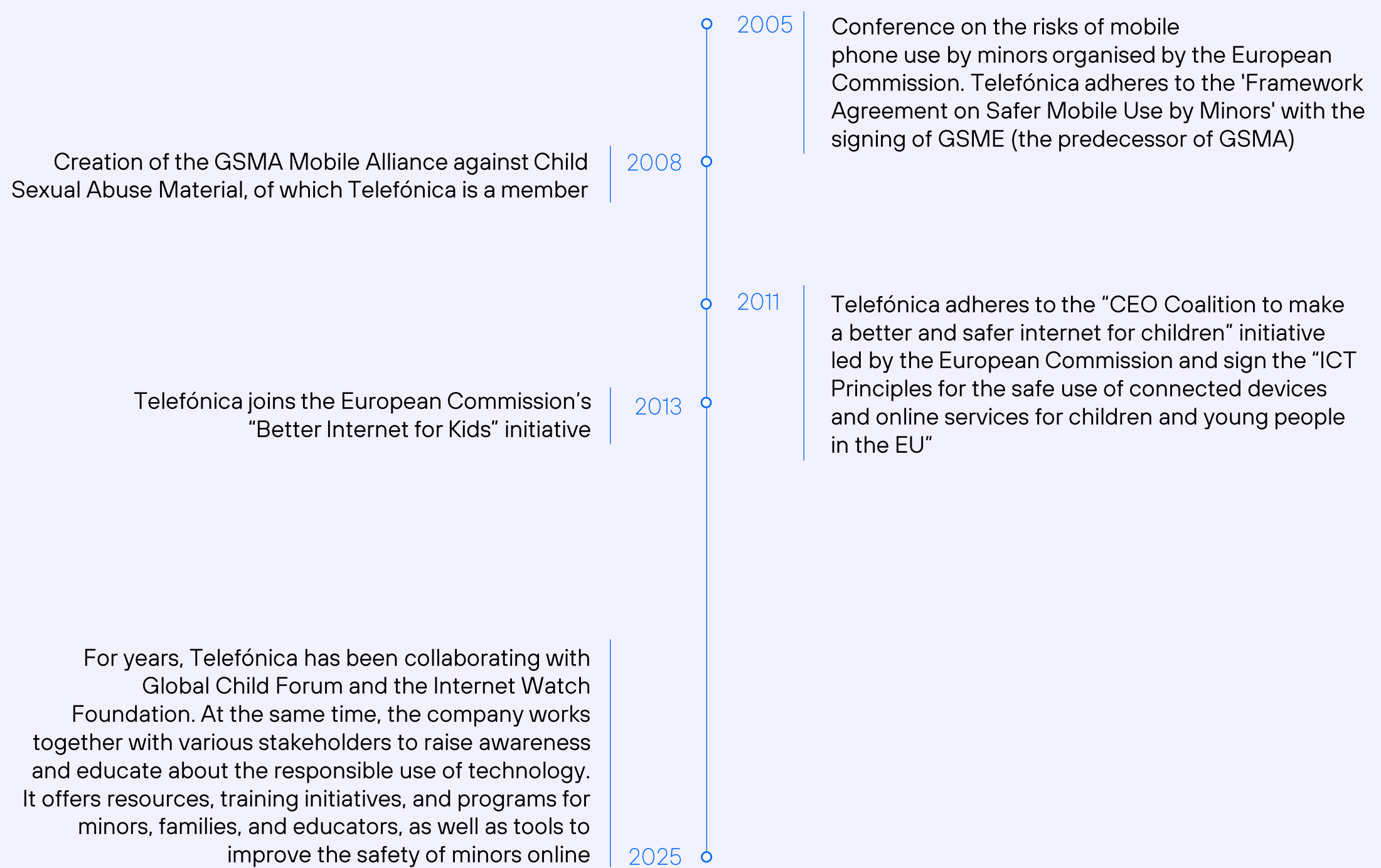
Our commitment today is what will define the digital well-being of future generations



Minors have become active users of a digital environment that was not designed with them in mind. Due to the widespread adoption of digital devices and services without prior awareness or training, minors are exposed to various risks.

At Telefónica we understand the importance of addressing the challenges minors face online, as well as our responsibility to positively impact the future development of children in the digital age.

Telefónica is Committed to the Online Protection of Minors for Two Decades



Risks that Minors face in the Digital Space



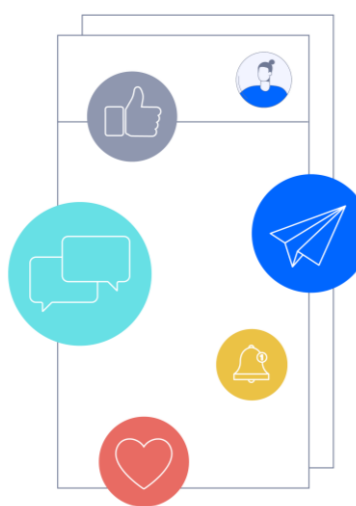
Access to Inappropriate, Offensive & Harmful Content

- Access to Pornographic Content
- Access to Content Inciting Violence
- Access to Suicide-Glorifying Content
- Access to Content on Body Image Disturbance



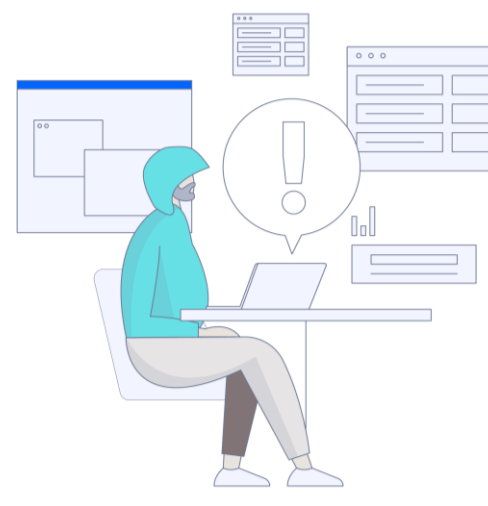
Vulnerability to Online Interactions

- Online Harassment or Cyberbullying
- Online Sexual Harassment or Grooming
- Sharing Sexual Content Online
- Contact by Cybercriminals



The Impact of Social Media

- Development of Addictive Behaviours
- Generation of Expectations
- Sharenting



Online Distribution of Minors' Sexual Content



Non-Responsible Use of Digital Devices in Classrooms

Decalogue of Principles for Responsible Design and Use

Towards Responsible Design

- Establish an effective age verification system on video-sharing platforms, social media, online video games platforms and adult content websites to prevent minors from accessing explicit and age-inappropriate content.
- Implement best practices such as issuing warnings for excessive usage time, slowing down the reloading of sequential videos after this time, or deactivating the recommendation system based on interactions that create secondary profiles by default, among others.
- Enable age classification for content in public user profiles, facilitating content filtering based on its appropriateness for the user's age group.
- Facilitate a reporting tool that considers the different risks to which minors are exposed so that digital platforms can take appropriate measures according to the seriousness of the situation.
- Offering an online help chat for minors who do not know how to manage their situation.

Towards Responsible Use

- Include in the educational program courses or talks aimed at raising awareness among minors about the risks they face and promoting responsible use of digital devices and services.
- Offer families and teachers awareness-raising talks and courses that provide guidance on how to detect potential risk situations and information on the tools available to them.
- Include in the educational program courses for minors on responsible use of digital devices in the classroom.
- Provide teachers with lectures and courses on how to effectively integrate digital technologies into the classroom.
- Promote awareness campaigns aimed at society at large to increase awareness of the various risks minors face and provide a series of best practices to mitigate these risks collectively.