

WHITEBOOK

Chapter on Ethical issues

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# 1 Executive summary

While the trends and developments of ICT in Accessibility and eInclusion have given rise to many positive developments, concerns about the use of ICT in daily living for youngsters at risk can be summarized as follows (adapted from opinion 13 from **EGE**<sup>1</sup>):

- The pervasiveness of a technology, which many people do not understand.
- The lack of transparency of the field of web and mobile applications.
- The difficulty of respecting privacy and confidentiality when third parties may have a strong interest in getting access to electronically recorded and stored personal data.
- The difficulty in ensuring the security of shared personal data.

It is clear that the situation is even more critical when children or youngsters are involved

In this chapter we will discuss:

- the overall ethical approach needed for this type of project,
- the creation of an ethical **peer review committee**, alternately called Ethics Advisory Board (EAB),
- information on the legal consent procedures linked to the **Focus groups** and
- **Pilot specific** approaches.

If your project involves data collection, privacy and security aspects of this **data collection** have to be taken into account also.

## 1.1 Naming conventions

### 1.1.1 Focus groups

If you are planning meetings with specialists, stakeholders and the youngsters themselves when starting social software initiatives, confidential information is likely to be mentioned during these Focus Group meetings.

All participants are requested to sign an informed consent form as well as a privacy declaration. If youngsters themselves are involved, also their parents/coaches are required to sign such documents.

### 1.1.2 Pilots

Within INCLUSO, four organisations in four different countries have established testing set ups within their organisations in which social software solutions (websites, Nings, Facebook/Netlog etc.) have been offered to their clients.

Again great care must be taken to handle ethical issues correctly. More details in the following paragraphs.

## 2 Overview of ethical issues

### 2.1 Introduction

If your project involves children and youngsters, it touches upon quite a lot of privacy concerns and needs to process data respecting privacy rules.

With the example of the Incluso project in mind

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<sup>1</sup> cf. [http://ec.europa.eu/european\\_group\\_ethics/archive/1998\\_2000/avis\\_en.htm](http://ec.europa.eu/european_group_ethics/archive/1998_2000/avis_en.htm)

- it is sometimes required to have the ethical issues of your project approved by a national Ethical Board;
- it is advisable to create an Ethical expert committee and
- to take precautions for the secure handling of data with respect for privacy issues.

These aspects are detailed below.

## **2.2 Overall acceptance of the ethical approach of your project by an established Ethical Board**

Based on our experiences within INCLUSO we see several (sometimes partial) solutions depending on the size, the national legislation and the funding agency's policy for your project.

a) Smaller scale projects within established organizations can often operate according to the **procedures agreed by their organization**. Quite often the organizations are working with youngsters for a very long time.

Furthermore they are often created and managed by a board of directors that is constituted of highly respectable persons from society; some of them are (or were initially) linked to religious organisations, others are closely followed up by their local government. In other words, these organisations have a long tradition of finding the delicate balance between consulting, helping and respecting the privacy and ethical rights of their clients (and generally also their parents or tutors).

b) In some countries it is possible to obtain an ethical approval document from an **established national organization**. From our Incluso experience however this type of national organization does not exist in many countries or it is only concerned with medical situations. If your organization is closely collaborating with a university, an ethical approval from a University based ethical committee might be possible.

c) If your funding is coming (even partially) from the European Commission, you will be forced to obtain an ethical approval from a national committee. E.g. the contracts of most Framework 7 research projects contain a special clause 7.4 stating:



### 7.4 Special clause n°15 - ETHICAL REVIEW

The *beneficiary(ies)* shall provide the *Commission* with a written confirmation that it has received (a) favourable opinion(s) of the relevant ethics committee(s) and, if applicable, the regulatory approval(s) of the competent national or local authority(ies) in the country in which the research is to be carried out before beginning any *Commission* approved research requiring such opinions or approvals. The copy of the official approval from the relevant national or local ethics committees must also be provided to the *Commission*.

As mentioned before, the efforts of obtaining such "favourable opinions" is extremely time consuming in most countries and the resultant delays should not be underestimated<sup>2</sup>.

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<sup>2</sup> It has taken about 6 months for the Incluso project, despite the availability of the combined knowledge of several EU officials, several international ethics project coordinators and the person in charge of the Ethics review unit of the EC.

## **2.3 Installation of an ad hoc ethical expert committee activities with ethical implications**

### **Ethical peer review Committee**

It is highly advisable (and obligatory in some externally funded projects) to establish alongside the project an ad hoc committee with ethical experts. One of its tasks is to check the actions and the project results with ethical implications.

Ethical issues have to be put on the agenda of all relevant meetings and the advice of the Ethical peer should be obtained whenever new or special ethical problems arise.

The composition of such an ethical committee is, in general, not prescribed.

Ethical experts can be found among:

- Universities; sometimes they even do have a centre for Ethics.
- Research groups on innovative care (if not exclusively focussing on medical issues)
- Groups such as umbrella organisations of Centres for Youth activities or more generally oriented welfare groups
- Directors of institutions with a large experience in youth work
- International groups such as:
  - European Group on Ethics in Science and New Technologies (EGE, link: [ec.europa.eu/european\\_group\\_ethics/](http://ec.europa.eu/european_group_ethics/))
  - Ethics review unit of the EC (Dr. Kritikos)
  - Ethical specialist within specialised European projects such as ETICA (Ethical Issues of Emerging ICT Applications; link: [www.etica-project.eu](http://www.etica-project.eu)).

## **2.4 Data security**

This aspect is handled in part 5.

## **2.5 Informed consent**

Informed consent is the **process** by which a participant will be fully informed about the research in which s/he is going to participate. It originates from the legal and ethical right the participant has to direct what happens to his / her body and personal data, and from the necessity of the investigator to involve participants in research.

A distinction between three informed consent elements is possible: the information given, the capacity to understand it and the voluntary nature of any decision taken.

The written information as well as the sought informed consent in general corresponds to information gathered from the revised version of the Helsinki Declaration of 1964, as lastly amended in Tokyo, 2004, and the Convention of the Council of Europe on Human Rights and Biomedicine (1997).

In seeking informed consent, and according to the American Psychological Association (2002), the following information shall be provided to each participant (or, for minors, to the person responsible for him/her):

1. the purpose of the research, expected duration, and procedures;
2. the possible risks, discomfort, adverse effects, and side-effects (if any);
3. a description of any benefits to the participant or to others which may reasonably be expected from the research;
4. explanations on confidentiality of the data;
5. their right to decline to participate and to withdraw from the research once participation has begun;

6. whom to contact for questions about the research and research participants rights.

Within the INCLUSO project, several types of informed consent forms have been used depending on the purpose of the information collection. They are detailed below.

### 2.5.1 Ethical issues related to Focus groups

Focus groups are often organised to learn from existing experience, to plan for new actions and obtaining support for them etc. User groups can possibly involve the youngsters themselves.

In the first type of focus groups, specialists, coaches, researchers and persons with practical experience in the study field are grouped. As, during these meetings private information could be given or referred to, all participants have to give their consent explicitly. Information on the consent procedure and the consent form text are provided in **annex I** (cf. 7.1).

In some focus groups, youngsters themselves are participating. Therefore a slightly modified procedure and consent form are needed. Their definitive forms might have to be adapted to the national legislations concerning youngsters (e.g. taking into account the age to be considered as an adult). Furthermore it should be stressed that a language, adapted and comprehensible to youngsters, should be used. The consent procedure and the consent form text for this type of focus groups can be found in **annex II** (cf. 7.2).

### 2.5.2 Ethical issues for pilot tests with youngsters

When projects address directly a group of youngsters, project partners have to pay a lot of attention to the ethical and privacy aspects.

The use of social software implicates that youngsters will register into online platforms. They will be invited to create user profiles and to respond to inquiries that can contain personal information. This implies that all participants in the pilots should be very well informed about the impact.

As the pilots involve children, parents and/or legal representatives should be informed about all aspects of the planned pilot actions.

Children can only be allowed into the pilots with parents' (legal representatives) consent. During the recruitment of participants for the pilots, full information shall be given to the children and their parents (legal representatives) about all aspects (contents, actions, goals) of the pilots. Children and parents can choose to join the pilots out of free will and no reimbursements will be offered nor requested. A consent document will be signed by all participants and/or their legal representatives.

In some cases, hardware and/or software will be put at the disposal of the participants of the pilots. Clear information about the ownership of this hardware and software will be given.

Taking part in online activities enables participants to publish information on the web. All participants will therefore be informed about general issues as intellectual property rights and the code of conduct that is expected.

All participants (and parents) will be informed about the use of the measurement tool on social inclusion, what kind of information will be collected and how this information will be treated.

Personal information shall, under no circumstances, be revealed or passed on, even not to other partners in the project.

At the end of the pilot, results of the research and plans for the future will be communicated to all participants and their legal representatives. They will be offered to sign a termination form that ends the pilot. In case hardware or software is left at the disposal of the pilot participants after the pilots' termination, clear conditions shall be communicated.

Pilot participants can, at any moment, leave the pilots without having to give an explanation. They will, under no circumstances, be forced to remain in the pilots. This will be communicated to them at regular points in time.

## Special considerations

Youngsters, like some adults, are often not aware of the fact that everybody can see everything they put online if they do not manage correctly the privacy settings of the social software platforms.

Some youngsters even are precisely looking for this effect and they want to tell and show everything to everybody. Marginalised youngsters are often very vulnerable and are an easy prey for unscrupulous or aggressive commercial activities, identity theft, bullying and indecent proposals.

Staff members have mentioned that some of the youngsters already have problems with addiction to games, chatting and other internet related activities.

Parents are often ICT-illiterate and react in extremes: "no control at all" or "everything is forbidden: no computers in our house"

All these issues most certainly show that there is a need to develop working methods and to see these potential problems as an opportunity to start the discussion with the youngsters.

***Youngsters will go on-line anyhow.***

Coaches, like parents, should be aware of this and make appropriate behaviour on the web a full part of their educational tasks.

## 3 Some interesting resources

Concerning safety topics in Internet use, we recommend having a look at some good and well documented practices that are available at:

- <http://www.saferinternet.org/>
- <http://www.clicksafe.be/>
- <http://www.bebo.com/>

INCLUSO's initial desk research provided a list of interesting additional documents

### **BAL06**

Title: Involving children in health and social research

Author: Balen, R.; et al.

In: Childhood - A global journal of child research, Volume: 13, Issue: 1, Pages: 29-48

Year: 2006

### **BEB08**

Title: Safety – BEBO

Publisher: Bebo

Year: 2008

Online: <http://www.bebo.com/Safety.jsp?MID=4428327486>

[http://www.webwise.ie/Default.aspx?id=risks\\_socialnetworking\\_270306](http://www.webwise.ie/Default.aspx?id=risks_socialnetworking_270306)

### **CEC08b**

Title: Inclusion 2020: The Ethics of e-Inclusion

Year: 2008

Online: [http://ec.europa.eu/information\\_society/events/cf/item-display.cfm?id=779](http://ec.europa.eu/information_society/events/cf/item-display.cfm?id=779)

### **CLA05**

Title: ETSI's standardisation work on guidelines for young children's use of ICT products and services

Author: Clarke, A.; et al.

Year: 2005

### **EUK08**

Title: EU Kids Online

Year: 2008

Online: <http://www.eukidsonline.net/>

#### **CLA06**

Title: Young Children and ICTs – current issues in the provision of ICT technologies and services for young children

Author: Clarke, A.

Year: 2006

#### **FRA08**

Title: Privatsphärenschutz in Soziale-Netzwerke-Plattformen

Publisher: Fraunhofer Institut für Sichere Informationstechnologie SIT

Year: 2008

Online:

[http://www.sit.fraunhofer.de/fhg/Images/SocNetStudie\\_Deu\\_Final\\_tcm105-132111.pdf](http://www.sit.fraunhofer.de/fhg/Images/SocNetStudie_Deu_Final_tcm105-132111.pdf)

## **4 Extra actions**

### 4.1.1 Legislation is lacking behind

Formal legislation does not tell us a lot about the responsibilities of organisations towards the youngsters (minors). Legal advice will be needed to clear out some questions that already came up as:

Who is responsible if a youngster commits illegal activities and did this with aid of tools that were provided by the organisation?

For youngsters falling under the special child protection laws (Belgium) specific rules define that no information what so ever can be passed on. What to do with on-line participation in social networks where pictures, video and identity can easily be linked to the child protection organisation?

In Belgium contacts therefore have been initiated with:

- ICRI - Interdisciplinary Centre for Law and ICT (Prof. J. Dumortier)
- Child Focus
- Federal Computer Crime Unit.

Reports (in Dutch) about these meetings are available from the authors.

### 4.1.2 Computer and Network security

Although this aspect is definitely not in the focus of the Incluso project, interesting information was collected through our focus groups and from other professional contacts.

A research topic, currently studied at both Cambridge and Leuven universities (COSIC) is the way user profiles on social networks, such as MySpace, Facebook and Netlog, are linked with each other. Often friends of friends can be named which permits automatic crawling software to produce link maps of large user groups. Leuven research already proved that quite a lot of social network users are actually *virtual*, they are computers, web spiders or spam bots trying to become "friends" of people that provide some specific information about themselves.

Another recent phenomenon is the creation by good-willing groups of special social software sites for small children. Research at Cambridge University found out that the content of these sites probably can be kept "cleaner" but that they often lack the basic security implementations that all big providers do have at this moment.

More background reading at:

- <http://www.lightbluetouchpaper.org/2008/12/12/think-of-the-children/>



- ENISA homepage: [http://www.enisa.europa.eu/pages/01\\_02.htm](http://www.enisa.europa.eu/pages/01_02.htm)
- <http://www.dzieckowsieci.pl>
- <http://www.sieciaki.pl>
- <http://www.saferinternet.at> & <http://www.saferinternet.org>

## 5 Data protection issues

Data Protection is found to be organised on a national scale and therefore national laws have to be applied. In most countries a handbook called, "Code of Conduct" is available.

Below we mention only a few general principles

During an EU organised workshop on Ethical issues in eInclusion research (March 2009) Prof. De Hert (VUB, Brussels) gave following advice<sup>3</sup>:

- Consider proportionality early in the planning process
- Limit the amount of personal data being processed to what is truly necessary
- Limit the processing of data to the original purposes for which they were collected

It is highly advisable to take two steps before personal data are processed:

(1) have a clear conception of the purposes for which the data are collected and processed;

(2) develop procedures to ensure that the data are processed only in accordance with such purposes.

- Consider whether there are other means of realizing the same end which would result in less processing of personal data. (take anonymization or pseudonymization seriously!)

It may be possible to realize the purpose of the data processing by means that are less intrusive than originally planned. Is it truly necessary to process "sensitive data"? Sometimes this may not be the case, and it may be possible to realize the same purpose without the extra risk of processing such data

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<sup>3</sup> [http://ec.europa.eu/information\\_society/activities/einclusion/docs/workshop\\_ethics\\_09/de\\_hert.pps](http://ec.europa.eu/information_society/activities/einclusion/docs/workshop_ethics_09/de_hert.pps)

## 6 Annexes

In these annexes several templates of forms used within the INCLUSO project are given as examples.

They are:

Annex I: Informed Consent Procedure for Expert Focus Groups

Annex II: Consent procedure and forms for Focus groups with direct involvement of youngsters

Annex III: Tonuso pilot - informed consent form (Dutch version)

Annex IV: All INCLUSO pilots - informed consent form (English template)

Annex V: TUW/VJZ pilot – Informed consent form (German version)

### **6.1 Annex I: Informed Consent Procedure for Expert Focus Groups**

#### 6.1.1 General

This document describes the Informed Consent Procedure for the Expert Focus Groups without participation of the youngsters themselves

All the participants in the Focus Groups are experts in their respective area of work and the questions and discussions in the Focus Groups are related to their professional experience and knowledge. No private and/or personal aspects shall and will be touched.

#### 6.1.2 Preparation

A short description about the content and the goals of the project shall be given when inviting potential participants. Information about the procedure that will be followed during the meeting will be provided as well as names and addresses of contact persons.

Once the invited participants have accepted the invitation, they can be considered to have given their initial consent to participation.

#### 6.1.3 Procedure for obtaining informed consent in the focus groups

The following list of actions needs to be taken to obtain an informed consent from the participants:

Verbal description of the contents and goals of the project.

Verbal description of the procedure and goal of the meeting.

Explicitly point out that the meeting will be audio and/or videotaped. Ask if everyone is in agreement.

The recorded session and any transcribed text are kept confidential by the project partner who organizes the meeting. Only staff working in this project has access to this data.

Any information from the meeting that is given other project partners is to be anonymized. Only anonymous data will be used for project work and in publications.

“Are there any questions?”

Any participant who feels uncomfortable or does not agree on the procedure or goals of the meeting is free to leave.

Ask for the consent of the participants.

For video conference meetings the consent of the participants has to be noted in the meeting protocol together with the names of the participants. For face-to-face meetings each participant should sign the statement below.

6.1.4 Consent Form (template as used within the INCLUSO project)

**INCLUSO**

**Social Software for inclusion of (marginalized) young people**

Focus Group Meeting on **date** at **partner name and place**. Contact person: **name**.

I do agree with the following:

The content and goal of the project as well as the procedure for and the goal of the Focus Group meeting have been explained. The meeting will be audio and/or videotaped, the recorded session and transcribed text will be kept confidential by the INCLUSO project partner **name**. Any data resulting from this meeting given to other INCLUSO project partners for use in the project and for publication will be anonymized. I do understand that any participant can leave the meeting anytime without providing a reason.

Participant Name	Signature

## **6.2 Annex II: Consent procedure and forms for Focus groups with direct involvement of youngsters**

### 6.2.1 General

This document describes the Informed Consent Procedure for the Focus Groups in which the youngsters are involved. It may not be expected that they have any knowledge or experience in any area covered by the project.

### 6.2.2 Preparation

A short description about the content and the goals of the project shall be given when inviting potential participants. Information about the procedure that will be followed during the meeting will be provided as well as names and addresses of contact persons. For this description an “easy” language shall be used that the youngsters are able to understand. It is important, however, to avoid creating a childish or patronising impression.

Once the invited participants have accepted the invitation, they can be considered to have given their initial consent to participation.

### 6.2.3 Procedure for obtaining informed consent in the focus groups

The following list of actions needs to be taken to obtain an informed consent from the participants:

Verbal description of the contents and goals of the project (see “easy” language above).

Verbal description of the procedure and goal of the meeting (see “easy” language above).

Explicitly point out that the meeting will be audio and/or videotaped. Ask if everyone is in agreement.

The recorded session and any transcribed text are kept confidential by the project partner who organizes the meeting. Only staff working in this project has access to this data.

Any information from the meeting that is given other project partners is to be anonymised. Only anonymous data will be used for project work and in publications.

“Are there any questions?”

Any participant who feels uncomfortable or does not agree on the procedure or goals of the meeting is free to leave without any negative consequences.

Ask for the consent of the participants.

Depending on the legal demands in the different countries for working with youngsters it may be necessary to fulfil some additional preconditions. Each partner has to check for these conditions and follow the rules for the respective country.

Each participant should sign the following statement. If the youngsters are below a certain age it may be necessary to obtain the signature of a coach/legal representative (age limit depends on the legal situation in the partner country).

## 6.2.4 Consent Form (template as used in the INCLUSO project)

### INCLUSO

#### Social Software for inclusion of (marginalized) young people

Focus Group Meeting on **date** at **partner name and place**. Contact person: **name**.

I agree with the following:

The content and goal of the project as well as the procedure for and the goal of the Focus Group meeting have been explained. The meeting will be audio and/or videotaped, the recorded session and transcribed text will be kept confidential by the INCLUSO project partner **name**. Any data resulting from this meeting given to other INCLUSO project partners for use in the project and for publication will be anonymised. Any participant can leave the meeting anytime without providing a reason. *(Please fill in additional legal demands here)*

Participant Name	Signatures
	youngster: legal representative:
	youngster: legal representative:
	youngster: legal representative:
	youngster: legal representative:
	youngster: legal representative:
	youngster: legal representative:
	youngster: legal representative:
	youngster: legal representative:
	youngster: legal representative:

### **6.3 Annex III: Tonuso pilot - informed consent form (Dutch version)**

#### Doel

Incluso onderzoekt of internet jongeren kan helpen om meer en beter deel te nemen aan de maatschappij. Om dat uit te zoeken, werkt Incluso samen met <deelwerking>.

<deelwerking> wil samen met <naam deelnemer> internet gebruiken. Samen willen we uitzoeken of dit <naam deelnemer> kan helpen om meer deel te nemen aan de maatschappij.

Incluso is een project van twee jaar. Het is gestart op 1 september 2008. Het stopt op 31 augustus 2010.

#### Optie 1: (residentieel) Toegang tot internet

<naam deelnemer> krijgt in <deelwerking> toegang tot het internet. De begeleiding van <deelwerking> zal samen met <naam deelnemer> afspraken maken over wanneer en hoe <naam deelnemer> op het internet kan <naam deelnemer> zal zich aan deze afspraken houden.

#### Optie 2: (ambulante) De computer en internet

<naam deelnemer> krijgt een computer. Het is geen nieuwe computer. <naam deelnemer> mag de computer mee naar huis nemen. Voor de computer moet goed gezorgd worden. Hij mag niet beschadigd worden. Hij moet op een veilige plaats staan zodat hij niet gestolen wordt.

Als er met de computer een probleem is, moet <naam deelnemer> dat melden aan <contactpersoon> van <deelwerking>.

Als de deelnemer mee doet tot 31 augustus 2010, dan mag hij de computer houden. Als <naam deelnemer> vroeger stopt met het project 'Incluso', dan moet hij de computer teruggeven aan <deelwerking>.

<naam deelnemer> krijgt een internetmodem voor 1 jaar. Daardoor kan <deelnemer> met de computer op het internet. Het abonnement kost ongeveer 20 Euro per maand. De kosten worden betaald door Incluso. <naam deelnemer> of de ouders moeten niets betalen.

Het abonnement voor de modem start op <datum1> en eindigt op <datum2>. Nadien worden de kosten voor het abonnement niet meer betaald door Incluso. <naam deelnemer> is niet verplicht om het abonnement te verlengen.

#### Begeleiding

<contactpersoon> zal instaan voor begeleiding. <deelnemer> kan op elk moment terecht bij <contactpersoon> met alle vragen of problemen.

#### Wil je stoppen met Incluso?

<naam deelnemer> mag op elk moment stoppen met Incluso. Als <naam deelnemer> wil stoppen dan laat hij/zij dat weten aan <contactpersoon>. Als <naam deelnemer> vroeger stopt dan moet hij de computer en de modem terug geven.

#### Gedragsregels

Om iedereen plezier te laten beleven aan Incluso, moet je je minstens aan enkele regels houden. Volgende daden zijn verboden en kunnen vervolgd worden:

\* Racisme, xenofobie, negationisme en discriminatie (kan leiden tot gevangenisstraffen)  
Op Netlog is bijvoorbeeld het volgende verboden: racistische uitlatingen, homohaat propageren, een nazistisch beeld als foto plaatsen of vreemdelingen beledigen.

\* Openbare zedenschennis, publiceren van pornografische afbeeldingen, pedofilie en het publiek aanbieden van prostitutie- of escortdiensten en impliciet of expliciet uitnodigen tot activiteiten van seksuele aard.

Het is dus verboden om pornografische of overdreven erotische foto's te uploaden of overdreven erotische teksten te plaatsen. Ook uitnodigen tot seksuele activiteiten is niet toegelaten (zowel publiek als via privéberichten). Humoristische of karikaturale afbeeldingen kunnen hier in sommige gevallen een uitzondering op zijn, zolang het humoristische karakter de bovenhand haalt.

\* Laster, eerroof, stalking, beledigingen, misbruik van de naam of de beeltenis, misbruik van vertrouwen, etc. zijn bij wet verboden en strafbaar gesteld als klachtmisdrijven. Scheldpartijen, grove beledigingen, het misbruiken van andermans naam of foto, lasterlijke en eerrovende praktijken zijn dus ook op Netlog verboden.

Het is strikt verboden om boodschappen of beelden waar dan ook op de site te plaatsen met een inhoud die schadelijk, bedreigend, misleidend, lasterlijk, haatdragend, agressief, racistisch, vulgair, denigrerend, onbehoorlijk, aanstootgevend, beledigend, gewelddadig, obscene of pornografisch is.

Het is eveneens verboden om de site te gebruiken voor puur politieke, religieuze of commerciële doeleinden. Verwijzingen naar politieke partijen en het plaatsen van vlaggen zal dan ook bestraft worden indien er duidelijk politieke of opruiende bedoelingen achter schuilgaan. Discussies over politieke/religieuze standpunten kunnen wel, zolang deze niet ontaarden.

\* Schending van de intellectuele eigendommen

Je mag alleen inhoud (foto's, teksten, filmpjes, etc...) voor publicatie aanbieden wanneer die inhoud jouw eigendom is. Publiceer je toch foto's of tekst waarvan je niet over de benodigde rechten beschikt, dan kunnen de Incluso partners hiervoor niet verantwoordelijk gesteld worden. Incluso zal wel reageren met sancties wanneer ze op de hoogte gesteld wordt van dit misbruik.

\* Storen van de openbare orde op de website houdt in dat onder meer spamming, stemmenronseling, het sturen van ongevraagde reclame of kettingbrieven, via private of publieke berichten of uitingen, het veelvuldig onrechtmatig herladen van pagina's, flooding of het plaatsen van overdreven lange teksten, enz. vervolgd kan worden. **VERTOON DUS GEEN GEDRAG DAT ONGEPAST OF SCHADELIJK VOOR DE ANDERE GEBRUIKERS OF VOOR INCLUSO IS.**

\* Hacken of poging tot hacken van Netlog of van de account van een Netlog gebruiker is uiterst strafbaar. In dit geval halen wij er zonder uitzondering, ook bij minderjarigen, onmiddellijk de politie bij. Je riskeert een gevangenisstraf of zware boete.

\* Beste <naam deelnemer> naast al deze waarschuwingen die noodzakelijk zijn hopen we op een goede samenwerking en een leerrijke periode voor u en voor ons. We hopen tegen het einde van het project op goede resultaten en hopen dat het een fijne samenwerking was. We willen je alvast bedanken voor uw initiatief om te willen meewerken aan het project 'Incluso'.

Akkoord

<naam deelnemer> is minderjarig. Daarom vraagt Incluso toestemming aan de ouders (of voogd) om <naam deelnemer> te laten deelnemen aan Incluso.

Ik ben akkoord met al deze afspraken.

Naam: (ouder of voogd van <naam deelnemer>)

Voornaam:

Handtekening.



## **6.4 Annex IV: All INCLUSO pilots - informed consent form (English template)**

Introductory remark:

As the specific actions in different settings will be different, this informed consent form is a generic one and is to be adapted for the concrete situation in the pilot by choosing the appropriate options.

Following abbreviations are used:

<name participant> : Youngster, taking part in the pilot.

<name partner>: Incluso partner or the dependent organisation that the youngster knows about

<contact person>: person the youngster should contact in case of problems with the computer or other questions relating to the project

Incluso Informed Consent

Goals

Incluso examines whether the Internet can help young people to create more and better participation in society. In <country>, Incluso works with <name partner as known to participant>.

<name partner> together with <name participant> will work on the Internet. Together we want to find out whether this can support <name participant> to increase participation in society.

Incluso is project with a duration of two years. It started on September 1, 2008. It stops on 31 August, 2010.

Option 1: Internet access

<name participant> gets access to the Internet which is provided by <name partner>. The staff of <name partner> will work with <name participant> and agree on when and how <name participant> gets access to the Internet. <name participant> will keep these agreements.

Option 2: The computer

<name participant> gets a computer. It is <not> a new computer. <name participant> can take the computer home. The computer may not be damaged. The computer must be stored in a safe place so it is not stolen.

If there is a problem with the computer, <name participant> shall notify <contact person> of <name partner>.

If the participant stays in the project till August 31, 2010, he can keep the computer. If <name participant> steps out of the "Incluso-project", then the computer is returned to <name partner>.

Option 3: Internet access through modem

<name participant> gets an Internet modem for 1 year. This way, <name participant> can access the Internet with the computer. The subscription cost is about <cost in Euro> per Month. This cost is paid by Incluso. <name participant> or his/her parents do not have to pay.

The subscription for the modem access starts on <date1> and ends on <date2>. Thereafter, Incluso does not pay anymore the cost of the subscription. <name participant> is not required to continue the subscription.

Option 4 : Internet access through WIFI

<name participant> will get a username and password to access the WIFI network. No costs will be charged.

#### Option 5: Internet access on location

<name participant> will get free internet access at the premises of <name partner>.

#### Option 6: Personal data storage

Personal information will be recorded through online questionnaires. The purpose of these questionnaires is to evaluate the evolution in social inclusion of the candidates.

This information will not be passed on to anybody outside the Incluso partnership.

The information will be stored on an Internet server that collects the online questionnaires. The information on this server will only be accessible by one of the Incluso partners, the Verwey Jonker Instituut.

The data will not be kept after conclusion of the Incluso project.

#### Option 7: video and photo materials

Video and photo materials can include images of the <name participant>. These video and photo materials can be used by Incluso to promote the project on public forums, conferences, on-line public websites. <name participant> grants Incluso the right to use these materials.

Incluso will remove any photo of video material from public forums on simple request of <name participant>.

#### Guidance

<contact person> will provide guidance. < name participant> may at any time contact <contact person> with any questions or problems.

Do you want to stop collaborating with Incluso?

<name participant> may at any time stop his/her participation in Incluso. If <name participant> wants to stop, then he/she informs <contact person>.

Facultative: If <name participant> leaves the Incluso project before the end then the computer and the modem shall be returned.

#### Code of Conduct

We want everyone to enjoy Incluso as much as possible. This is why we have some rules for all users to follow:

Racism and discrimination. Racist remarks, discrimination of sexual preferences, publishing racist pictures or insulting foreigners are forbidden.

Sexual pictures, vulgar behaviour, paedophilia, offering prostitution and sending invitations for sexual activities are not permitted.

Uploading pornographic or sexually suggestive pictures/texts is forbidden. Invitations for sexual activities in public or by private messages are also not allowed.

Bullying, stalking, insults, abusing someone's name or picture are punishable by law and not allowed.

Posting death threats or any other damaging messages is strictly forbidden.

Incluso cannot be used for political, religious or advertising purposes.

Violation of intellectual property rights or copyright are not allowed

You can only publish text and pictures that are yours. Publishing a picture that is taken straight from somebody's account without their consent, is stealing the picture.

Disturbing the public order on a website by posting chain letters or sending spam and messages that have been uncalled for is not allowed.

(Trying to) hack(ing) the account of others is not allowed.

DON'T BEHAVE IN A WAY THAT IS INAPPROPRIATE OR ABUSIVE TOWARDS OTHER USERS.

.

#### Agreement

If <name participant> is minor, Incluso is asking permission from the parents (or legal representative) of <name participant> to participate in Incluso.

"Dear <name participant>, in addition to all these warnings, we hope for a good cooperation and a learning period for you and for us. We hope for good results by the end of the project and hope that the cooperation is fine. We want to thank you in advance for your willingness to contribute to the "project Incluso."

I agree with all these arrangements.

Both parties get a copy of this Informed Consent form.

Name: (<name participant>, parent or legal representative of <name participant>)

First Name:

Signature:

Date:

Name: <contact person>

Organisation: <partner>

Signature:

Date:

## **6.5 Annex V: TUW/VJZ pilot – Informed consent form (German version)**

Name der Teilnehmerin/des Teilnehmers: Teilnehmer/Teilnehmerin

Name der/des Erziehungsberechtigten: Elternname

Name der Kontaktperson: Max Mustermann

Name der Einrichtung: Mustereinrichtung

### **Einverständniserklärung (Informed Consent) Projekt INCLUSO**

#### Ziele

Das Projekt INCLUSO untersucht, ob das Internet jungen Menschen helfen kann, sich mehr und besser an der Gesellschaft zu beteiligen. In Österreich arbeitet INCLUSO mit dem Verein Wiener Jugendzentren und dessen Einrichtung Mustereinrichtung zusammen.

Mustereinrichtung wird zusammen mit Teilnehmer/Teilnehmerin im Rahmen des Projekts im Internet arbeiten. Gemeinsam wollen wir herausfinden, ob das Teilnehmer/Teilnehmerin helfen kann, besser an der Gesellschaft teilzuhaben.

INCLUSO ist ein zweijähriges Projekt. Der Projektstart war am 1. September 2008, Projektende ist der 31. August 2010.

#### Internetzugang

Teilnehmer/Teilnehmerin wird vom Verein Wiener Jugendzentren der Zugang zum Internet ermöglicht. Die Mitarbeiterinnen und Mitarbeiter von Mustereinrichtung arbeiten im Rahmen des Projekts mit Teilnehmer/Teilnehmerin, beide Parteien einigen sich darauf, wann und wie Teilnehmer/Teilnehmerin Zugang zum Internet erhält. Teilnehmer/Teilnehmerin wird sich an diese Einigung halten.

#### Computer/Handy

Sofern Teilnehmer/Teilnehmerin im Rahmen des Projekts Hardware (Netbook oder ähnliches) erhält, so wird darüber eine separate Vereinbarung abgeschlossen.

#### Internetzugang in der Einrichtung

Teilnehmer/Teilnehmerin erhält im Rahmen des Projekts freien Internetzugang in den Räumlichkeiten von Mustereinrichtung.

#### Speicherung persönlicher Daten

Im Lauf des Projekts werden mehrmals persönliche Daten mit Hilfe eines Online-Fragebogens erhoben. Dieser Fragebogen dient dazu, die Entwicklung der sozialen Teilhabe der Teilnehmerinnen und Teilnehmer zu evaluieren.

Die Daten stehen ausschließlich innerhalb des INCLUSO Projekts zur Verfügung und werden nicht an Dritte weitergegeben.

Die Informationen werden auf einem Server gespeichert, der die Online-Fragebögen sammelt. Zugang zu diesem Server hat nur der für die Fragebögen verantwortliche Projektpartner Verwey Jonker Instituut (VJI).

Die Daten werden nicht über das Projektende hinaus gespeichert.

Die Daten enthalten weder Name noch Anschrift der Teilnehmerinnen und Teilnehmer und werden nur vollständig anonymisiert verarbeitet.

#### Audiovisuelles Material

Videos und Fotos, die im Rahmen des Projekts entstehen, können die Abbildung von Teilnehmer/Teilnehmerin enthalten. Diese Videos und Fotos können von INCLUSO zu Informationszwecken über das Projekt in öffentlichen Foren, auf Webseiten oder auf

Konferenzen verwendet werden. Teilnehmer/Teilnehmerin gestattet dem Projekt INCLUSO die Verwendung der genannten Materialien.

INCLUSO wird Fotos oder Videos auf einfache Aufforderung durch Teilnehmer/Teilnehmerin und nach technischer Möglichkeit wieder von öffentlichen Foren und Webseiten entfernen.

#### Anleitung und Beratung

Max Mustermann steht im Rahmen des Projekts für Anleitung und Beratung zur Verfügung. Teilnehmer/Teilnehmerin kann sich mit Fragen und Problemen jederzeit an Max Mustermann wenden.

#### Beendigung der Teilnahme

Teilnehmer/Teilnehmerin kann zu jedem Zeitpunkt die Teilnahme am Projekt beenden. Wenn keine Teilnahme mehr gewünscht ist, dann soll dieser Umstand Max Mustermann mitgeteilt werden.

Wenn Teilnehmer/Teilnehmerin das Projekt verläßt, dann ist vom Projekt zur Verfügung gestellte Hardware (Netbook oder ähnliches) an das Projekt zurückzugeben.

#### Verhaltenskodex (Code of Conduct)

Die Teilnahme am Projekt INCLUSO soll für alle Beteiligten so angenehm und erfreulich wie möglich sein. Daher gibt es für alle Teilnehmerinnen und Teilnehmer die folgenden Regeln:

- Rassismus und Diskriminierung: Rassistische Bemerkungen, Diskriminierung von sexuellen Vorlieben, Veröffentlichung von rassistischen Bildern sowie Beleidigungen von ausländischen Mitbürgerinnen und Mitbürgern sind verboten.
- Das Veröffentlichen von Bildern oder Texten sexuellen Inhalts, vulgäres Benehmen, Anbieten von Prostitution sowie die Einladung zu sexuellen Aktivitäten sind nicht gestattet.
- Mobbing, Beleidigungen sowie der Mißbrauch des Namens oder Bildes einer anderen Person sind gesetzlich verboten und nicht gestattet.
- Das Posten von Todesdrohungen oder anderer schädlicher Nachrichten ist verboten.
- INCLUSO darf nicht für politische, religiöse oder Werbezwecke mißbraucht werden.
- Die Verletzung von Urheberrechten ist nicht gestattet.
- Es dürfen nur eigene Texte und Bilder veröffentlicht werden. Das Veröffentlichen von Bildern, die dem Account einer anderen Person entstammen, ist ohne Zustimmung dieser Person nicht gestattet.
- Das Posten von Kettenbriefen oder Spam ist nicht gestattet.
- Das Hacken des Accounts einer anderen Person oder Einrichtung bzw. der Versuch des Hackens sind nicht gestattet.

Das eigene Verhalten gegenüber anderen Userinnen und Usern soll immer angemessen und niemals beleidigend oder herabwürdigend sein.

#### Einverständnis

Nach der Erwähnung der Rahmenbedingungen und Regeln hoffen wir auf eine gute Zusammenarbeit und gute Ergebnisse des Projekts. Wir möchten Dir/Ihnen schon im Voraus für die Bereitschaft zur Mitwirkung am Projekt INCLUSO danken.

Die Unterzeichnenden erklären, die Rahmenbedingungen und Regeln verstanden zu haben und ihnen zuzustimmen.

Beide Parteien erhalten ein Exemplar dieser Einverständniserklärung.

Unterschrift der/des Jugendlichen:

Wien am tt.mm.jjjj

Teilnehmer/Teilnehmerin

Unterschrift der/des Erziehungsberechtigten:

Wien am tt.mm.jjjj

Elternname

Unterschrift der Kontaktperson:

Wien am tt.mm.jjjj

Max Mustermann (Mustereinrichtung)