Supporting a Safer Internet

France Findings
About This Study

Online gender-based violence (OGBV) is recognized as one of the most widespread forms of interpersonal violence and, with rapid digitization, has become all too prevalent in today’s online interactions.

OGBV takes many forms, including hacking, impersonation, surveillance/tracking, harassment/spamming, the non-consensual distribution of intimate photos and messages, and through recruiting victims into violent/harmful situations. The prevalence of OGBV is an **exacerbating factor in digital exclusion**. Yet currently there is **limited data** available on how various groups of people (women, men, LGBTQ+) experience the online world, the levels of harassment or violence they face and how the impacts of OGBV unfold on individuals as well as on the overall composition and freedom of the online world.

The Centre for International Governance Innovation (CIGI) and the International Development Research Centre (IDRC) have embarked on the project **Supporting a Safer Internet**. This project engaged an array of leading experts in the field to conduct research on this growing phenomenon with the aim to present a final report with proposed programmatic, policy and legal options for **mitigating OGBV for a safer online world**.

A key part of the overall project is a **research survey** (led by Ipsos) that seeks to understand people’s experiences online and the incidence of OGBV, with a specific focus on countries in the Global South.
Methodology

**TARGET AUDIENCE**

General population representative survey covering respondents aged 18–74 in Canada and the United States and 16–74 in all other countries. Quotas and weighting by age, gender and region to ensure a representative sample.

**SURVEY INSTRUMENT**

The survey instrument was designed in consultation with the steering committee (subject matter experts from and/or partnering with CIGI/IDRC). Ipsos global and regional experts also contributed from the point of view of both regional nuances and operational feasibility.

Pilot interviews were conducted in each country and based on the feedback, further adjustments were made to the content and flow, as well as administration (instructions/descriptions, etc.).

**SURVEY METHODOLOGY**

An online survey was supplemented by offline interviews in selected countries.

(In countries where internet penetration is limited or based on limitations of online panel coverage, offline interviews [face-to-face or telephone] were also conducted to ensure inclusion of respondents that may have been under-represented or excluded online.)

The survey was developed in English and conducted in-language in each country.

**FIELDWORK DATES AND LENGTH OF INTERVIEW**

**Fieldwork dates:** June 25 to September 2, 2021

**Length of interview:** Online survey: ~15 minutes and offline survey: ~30–35 minutes
The term “LGBTQ+” has been used throughout the report where “+” stands for each country’s unique traditions, norms and definitions.

The survey asked three separate questions on gender identity and sexual orientation. For simplification and in order to study the data on a quantifiable sample, “LGBTQ+” is defined as those who selected “A gender other than the one I was assigned at birth (‘transgender’)” or “Another gender identity” for questions on gender identity or “Gay/Lesbian/Another sexual orientation” for question on sexual orientation.

Due to lower base size for the LGBTQ+ group, differences may not test as statistically significant. Based on the objectives of the research and, therefore, the importance of analyzing the results separately for LGBTQ+ respondents, data is presented for directional purposes only and should be interpreted with caution.

Some questions were not asked in certain countries. A full list of country-specific adaptations can be made available upon request.

Where results do not add to 100%, it is due to rounding or because the question allowed the selection of multiple responses.
Ipsos follows a “no-harm” approach in surveying. Given the sensitive nature of the topic and in recognition of the fact that some of the questions, especially on personal experiences, could be triggering, all respondents were:

- informed about the topic and the objectives of the survey and asked for their explicit consent to participate before the start of the survey;
- informed up front that all questions are voluntary and an option of “Prefer not to answer” was available in each question, and could be selected if the topic was uncomfortable or if the respondent did not want to answer for any other reasons; and
- provided a list of local resources and helplines if they wished to seek support.

As mentioned above, the survey questions included options of “Don’t know” or “Prefer not to answer” as valid response options that respondents could select if they did not wish to answer a particular question or did not feel they had enough information to share an opinion on the topic.

- The data and analysis presented in the report do not exclude these cases and include a proportion of respondents who selected these options of “Don’t know” or “Prefer not to answer.” This proportion varies for each question and for each country and may be representative of a “response style” unique to each country and culture.
- Please note that if the proportion of those who selected “Don’t know” or “Prefer not to answer” is excluded from the data, the analysis and interpretation may change and will differ from what is presented in this report.
Online gender-based violence has been minimized and ignored because of the mistaken belief that online abuse is not as harmful as abuse that happens in the physical world. To combat this misconception, it is vital to understand the many forms that online gender-based violence takes, who the victims are and what harms arise as a result of it.

Suzie Dunn, CIGI Senior Fellow

France Findings

“Online gender-based violence has been minimized and ignored because of the mistaken belief that online abuse is not as harmful as abuse that happens in the physical world. To combat this misconception, it is vital to understand the many forms that online gender-based violence takes, who the victims are and what harms arise as a result of it.”

Suzie Dunn, CIGI Senior Fellow

Total surveyed: 1,001  
Total LGBTQ+ respondents: 79
• 66% of French respondents who identify as LGBTQ+ have experienced online harm(s).

• Half of those respondents (50%) believe they were targeted because of their sexual orientation.
• 46% of respondents who identify as LGBTQ+ and 40% of women respondents feel that their mental health was negatively or very negatively impacted by the incident(s) of online harm.

• 17% of respondents deleted or deactivated a social media account in response to incidents of online harm.
• Over half (53%) of those surveyed who experienced some form of online harm did not reach out to anyone following the incident(s).

• 47% of respondents identified information on how to protect yourself online as the most effective resource available in their community to help respond to OGBV.

• 27% of respondents believe that the police have the most responsibility to help end OGBV.
Q1. How do you access the internet?

Note: “Personal access” refers to access through a personal smartphone, tablet and/or a personal computer.
Frequency of Daily Use

Q2. Please indicate how often you do the following.

- Send messages: 62%
- Look at video streaming sites: 29%
- Post on social media or message boards: 24%
- Play online games: 23%
- Post on video streaming sites: 8%
- Use dating websites: 4%
- Blog: 3%

browse social media sites or message boards daily.
Type of Internet User

Q3. What kind of an internet user are you? Select all that apply.

- Gamer: 12%
- Creator: 4%
- Blogger: 3%
- Advocate/activist: 3%
- Business person/run a business online: 3%
- Social media influencer: 2%
- Journalist: 1%
- Politician: 1%

85% describe themselves as an “average/typical” internet user.
Q4. Would you say you have a significant public following on your social media accounts? 

13% say they have a significant social media following.
Most Effective Resources Available to Help Respond to OGBV

Q5. Please rate the effectiveness of resources available in your community to help respond to online gender-based violence on a scale of 1–5 with 1 being very ineffective resources and 5 being very effective resources.

Note: The percentages reported are for T2B scores, i.e., those who rated 4 or 5 on the scale of 1–5 (T2B = top two box).
The Most Important Resources for Addressing OGBV

Q6. On a scale of 1–5 with 1 being not important at all and 5 being very important, how important do you think the following mediums/resources are in addressing online gender-based violence?

Note: The percentages reported are for T2B scores, i.e., those who rated 4 or 5 on the scale of 1–5.
Organizations That Have the Most Responsibility to Help End OGBV

Q7. Please rank this list from 1 to 7, placing the organization you think has the most responsibility to help end online gender-based violence at the top (rank 1) and the organization that you think has the least responsibility at the bottom (rank 7).

Note: The percentages reported are for rank 1 scores, i.e., organizations with the most responsibility.
34% strongly or somewhat agree that they have the knowledge or skills needed to help someone who has experienced an incident of OGBV.

Q8. If someone you know were to experience an incident of online gender-based violence, to what extent do you agree that you have the skills or knowledge needed to help the person with their problem?
### How Big a Problem Is OGBV in Your Country?

**Q9.** How big an issue do you think online gender-based violence is for yourself, men and women in your country? (Based on a 5-point scale where 1 means “not a problem at all” and 5 means “very big problem.”)

Note: The percentages reported are for T2B scores, i.e., those who rated 4 or 5 on the scale of 1–5.

<table>
<thead>
<tr>
<th></th>
<th>For yourself</th>
<th>For men</th>
<th>For women</th>
<th>For LGBTQ+</th>
</tr>
</thead>
<tbody>
<tr>
<td>LGBTQ+</td>
<td>51%</td>
<td>45%</td>
<td>76%</td>
<td>80%</td>
</tr>
<tr>
<td>Women</td>
<td>40%</td>
<td>33%</td>
<td>70%</td>
<td>70%</td>
</tr>
<tr>
<td>Men</td>
<td>33%</td>
<td>30%</td>
<td>67%</td>
<td>63%</td>
</tr>
</tbody>
</table>

FRANCE
## Behaviour Harmfulness Level

<table>
<thead>
<tr>
<th>Behaviour</th>
<th>LGBTQ+</th>
<th>Women</th>
<th>Men</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identity and reputation-based harms</td>
<td>65%</td>
<td>70%</td>
<td>60%</td>
<td>65%</td>
</tr>
<tr>
<td>Privacy and security-based harms</td>
<td>70%</td>
<td>72%</td>
<td>64%</td>
<td>68%</td>
</tr>
<tr>
<td>Coercion and harassment</td>
<td>67%</td>
<td>74%</td>
<td>64%</td>
<td>69%</td>
</tr>
<tr>
<td>Sexual harms</td>
<td>65%</td>
<td>68%</td>
<td>57%</td>
<td>63%</td>
</tr>
</tbody>
</table>

Q10. If the following were to happen to you or someone you know, how harmful would you consider these online behaviours? Please rate on a scale of 1–5 where 1 is not very harmful and 5 is extremely harmful.

Note: The percentages reported are for “extremely harmful (rated 5/TB)” (TB = top box).
Identity and Reputation-Based Harms

<table>
<thead>
<tr>
<th>Experience</th>
<th>Online impersonation</th>
<th>Lies posted online about you</th>
<th>Called discriminatory names or derogatory cultural terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>LGBTQ+</td>
<td>62%</td>
<td>76%</td>
<td>57%</td>
</tr>
<tr>
<td>Women</td>
<td>68%</td>
<td>77%</td>
<td>69%</td>
</tr>
<tr>
<td>Men</td>
<td>54%</td>
<td>74%</td>
<td>60%</td>
</tr>
<tr>
<td>Overall</td>
<td>61%</td>
<td>75%</td>
<td>60%</td>
</tr>
</tbody>
</table>

Q10. If the following were to happen to you or someone you know, how harmful would you consider these online behaviours? Please rate on a scale of 1–5 where 1 is not very harmful and 5 is extremely harmful.

Note: The percentages reported are for “extremely harmful (rated 5/TB).”
### Privacy and Security-Based Harms

<table>
<thead>
<tr>
<th>Behaviour</th>
<th>Monitored, tracked or spied on online</th>
<th>Having personal contact information or address posted online without permission</th>
<th>Someone accessing device or social media accounts belonging to you or someone you know without permission</th>
</tr>
</thead>
<tbody>
<tr>
<td>LGBTQ+</td>
<td>69%</td>
<td>70%</td>
<td>72%</td>
</tr>
<tr>
<td>Women</td>
<td>72%</td>
<td>74%</td>
<td>71%</td>
</tr>
<tr>
<td>Men</td>
<td>62%</td>
<td>64%</td>
<td>66%</td>
</tr>
<tr>
<td>Overall</td>
<td>67%</td>
<td>69%</td>
<td>69%</td>
</tr>
</tbody>
</table>

Q10. If the following were to happen to you or someone you know, how harmful would you consider these online behaviours? Please rate on a scale of 1–5 where 1 is not very harmful and 5 is extremely harmful.

Note: The percentages reported are for “extremely harmful (rated 5/TB).”
## Coercion and Harassment

<table>
<thead>
<tr>
<th>Behaviour</th>
<th>LGBTQ+</th>
<th>Women</th>
<th>Men</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physically threatened online</td>
<td>72%</td>
<td>79%</td>
<td>69%</td>
<td>74%</td>
</tr>
<tr>
<td>Blackmailed online</td>
<td>71%</td>
<td>77%</td>
<td>69%</td>
<td>73%</td>
</tr>
<tr>
<td>Networked harassment</td>
<td>72%</td>
<td>75%</td>
<td>68%</td>
<td>72%</td>
</tr>
<tr>
<td>Repeatedly contacted by someone you/they don’t want to be contacted by</td>
<td>52%</td>
<td>65%</td>
<td>48%</td>
<td>57%</td>
</tr>
</tbody>
</table>

**Q10.** If the following were to happen to you or someone you know, how harmful would you consider these online behaviours? Please rate on a scale of 1–5 where 1 is not very harmful and 5 is extremely harmful.

**Note:** The percentages reported are for “extremely harmful (rated 5/TB).”
Sexual Harms

Personal nude/sexual images of you/someone you know shared or shown to someone else or posted online without permission

<table>
<thead>
<tr>
<th>Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>LGBTQ+</td>
<td>81%</td>
</tr>
<tr>
<td>Women</td>
<td>80%</td>
</tr>
<tr>
<td>Men</td>
<td>69%</td>
</tr>
<tr>
<td>Overall</td>
<td>75%</td>
</tr>
</tbody>
</table>

Unwanted sexual images sent to you/someone you know

<table>
<thead>
<tr>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>80%</td>
</tr>
<tr>
<td>57%</td>
</tr>
<tr>
<td>46%</td>
</tr>
<tr>
<td>52%</td>
</tr>
</tbody>
</table>

Q10. If the following were to happen to you or someone you know, how harmful would you consider these online behaviours? Please rate on a scale of 1–5 where 1 is not very harmful and 5 is extremely harmful.

Note: The percentages reported are for “extremely harmful (rated 5/TB).”
Personal Experience of Harm

Q11. Have you ever personally experienced any of the following?

<table>
<thead>
<tr>
<th>Category</th>
<th>LGBTQ+</th>
<th>Women</th>
<th>Men</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any type of harm</td>
<td>66%</td>
<td>43%</td>
<td>47%</td>
<td>45%</td>
</tr>
<tr>
<td>Identity and reputation-based harms</td>
<td>51%</td>
<td>21%</td>
<td>28%</td>
<td>24%</td>
</tr>
<tr>
<td>Sexual harms</td>
<td>34%</td>
<td>19%</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>Coercion and harassment</td>
<td>38%</td>
<td>24%</td>
<td>30%</td>
<td>27%</td>
</tr>
<tr>
<td>Privacy and security-based harms</td>
<td>34%</td>
<td>20%</td>
<td>22%</td>
<td>21%</td>
</tr>
<tr>
<td>None</td>
<td>34%</td>
<td>57%</td>
<td>53%</td>
<td>55%</td>
</tr>
</tbody>
</table>
## Identity and Reputation-Based Harms

<table>
<thead>
<tr>
<th></th>
<th>Called discriminatory names or derogatory cultural terms</th>
<th>Experienced harassment online because of gender, race, sexual orientation, disability, gender expression, etc.</th>
<th>Online impersonation</th>
<th>Lies posted online about you</th>
</tr>
</thead>
<tbody>
<tr>
<td>LGBTQ+</td>
<td>30%</td>
<td>15%</td>
<td>14%</td>
<td>19%</td>
</tr>
<tr>
<td>Women</td>
<td>11%</td>
<td>5%</td>
<td>9%</td>
<td>6%</td>
</tr>
<tr>
<td>Men</td>
<td>17%</td>
<td>6%</td>
<td>10%</td>
<td>12%</td>
</tr>
<tr>
<td>Overall</td>
<td>14%</td>
<td>5%</td>
<td>9%</td>
<td>9%</td>
</tr>
</tbody>
</table>

Q11. Have you ever personally experienced any of the following?
Q11. Have you ever personally experienced any of the following?

- Someone accessing device or social media accounts belonging to you without permission: 28%
  - LGBTQ+: 14%
  - Women: 16%
  - Men: 13%
  - Overall: 15%

- Having personal contact information or address posted online without permission: 10%
  - LGBTQ+: 6%
  - Women: 8%
  - Men: 7%
  - Overall: 7%

- Monitored, tracked or spied on online: 9%
  - LGBTQ+: 14%
  - Women: 8%
  - Men: 9%
  - Overall: 9%
Q11. Have you ever personally experienced any of the following?

- Physically threatened online
- Blackmailed online
- Networked harassment
-Repeatedly contacted by someone you don’t want to be contacted by
Q11. Have you ever personally experienced any of the following?

**Sexual Harms**

**Personal nude/sexual images of you shared or shown to someone else or posted online without permission**

- LGBTQ+: 9%
- Women: 4%
- Men: 5%
- Overall: 5%

**Unwanted sexual images sent to you**

- LGBTQ+: 31%
- Women: 18%
- Men: 19%
- Overall: 18%
### Platforms Used in the Incidents

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ONLINE/SOCIAL MEDIA FORUMS</strong> (NET)</td>
<td>54%</td>
</tr>
<tr>
<td>Communication-based social media</td>
<td>41%</td>
</tr>
<tr>
<td>Video-sharing social media</td>
<td>13%</td>
</tr>
<tr>
<td>Image-sharing social media</td>
<td>12%</td>
</tr>
<tr>
<td>Professional websites</td>
<td>7%</td>
</tr>
<tr>
<td>Message boards</td>
<td>4%</td>
</tr>
<tr>
<td><strong>DIRECT</strong> (Email, text, etc.) (NET)</td>
<td>54%</td>
</tr>
<tr>
<td>Email</td>
<td>36%</td>
</tr>
<tr>
<td>Text message</td>
<td>22%</td>
</tr>
<tr>
<td>Messaging apps</td>
<td>15%</td>
</tr>
<tr>
<td>Cloud storage</td>
<td>7%</td>
</tr>
<tr>
<td>Video-conferencing apps</td>
<td>4%</td>
</tr>
<tr>
<td><strong>OTHERS</strong> (NET)</td>
<td>27%</td>
</tr>
<tr>
<td>Tracking program</td>
<td>7%</td>
</tr>
<tr>
<td>Pornography websites</td>
<td>6%</td>
</tr>
<tr>
<td>Smart home devices</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>14%</td>
</tr>
<tr>
<td><strong>PREFER NOT TO ANSWER</strong></td>
<td>7%</td>
</tr>
</tbody>
</table>

Q12. What platforms or messaging apps were involved in these incidents? Select all that apply.
### Impact of Harm on Personal Life

Q13. On a scale of 1–5 where 1 is not impacted at all and 5 is very negatively impacted, how much do you think each of these following areas of your life is impacted by those incidents?

**Note:** The percentages reported are for T2B scores, i.e., those who rated 4 or 5 on the scale of 1–5.

<table>
<thead>
<tr>
<th>Area</th>
<th>Men</th>
<th>Women</th>
<th>LGBTQ+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental health</td>
<td>29%</td>
<td>40%</td>
<td>46%</td>
</tr>
<tr>
<td>Ability to engage freely online</td>
<td>30%</td>
<td>31%</td>
<td>33%</td>
</tr>
<tr>
<td>Personal reputation</td>
<td>28%</td>
<td>34%</td>
<td>31%</td>
</tr>
<tr>
<td>Ability to focus</td>
<td>23%</td>
<td>30%</td>
<td>28%</td>
</tr>
<tr>
<td>Close relationships</td>
<td>23%</td>
<td>24%</td>
<td>25%</td>
</tr>
<tr>
<td>Physical safety</td>
<td>26%</td>
<td>28%</td>
<td>28%</td>
</tr>
<tr>
<td>Employment or business</td>
<td>24%</td>
<td>22%</td>
<td>29%</td>
</tr>
<tr>
<td>Desire to live</td>
<td>24%</td>
<td>25%</td>
<td>36%</td>
</tr>
<tr>
<td>Freedom to express political or personal view</td>
<td>25%</td>
<td>27%</td>
<td>31%</td>
</tr>
<tr>
<td>Sexual autonomy/freedom</td>
<td>22%</td>
<td>20%</td>
<td>27%</td>
</tr>
</tbody>
</table>

*FRANCE*
Q14. Did you take any of the following actions in response to any of these online incidents that you have experienced? Select all that apply.

- Changed the privacy settings on your accounts or devices: 27%
- Changed your contact information: 18%
- Stopped/reduced posting on a certain platform: 17%
- Deleted or deactivated a social media account: 17%
- Searched for content about yourself online: 15%
- Took a break from social media: 15%
- Changed your profile information: 14%
- Stopped posting about a certain issue: 12%
- Avoided social occasions or events: 10%
- Acted differently in the real world to protect your safety: 10%
- Changed your behaviour in a relationship: 8%
- Changed part of your identity: 6%
- Stopped participating online altogether: 5%
- Replaced your device with a new one: 5%
- Bought something to add to your security: 4%
- Moved to a new address: 3%
- Took time off work or school: 2%
- None of the above: 22%

42% blocked or muted someone following an incident of online harm.
### Actions in Response to Incidents

<table>
<thead>
<tr>
<th>Action</th>
<th>Men</th>
<th>Women</th>
<th>LGBTQ+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changed the privacy settings on your accounts or devices</td>
<td>28%</td>
<td>25%</td>
<td>32%</td>
</tr>
<tr>
<td>Took a break from social media</td>
<td>13%</td>
<td>16%</td>
<td>15%</td>
</tr>
<tr>
<td>Stopped/reduced posting on a platform</td>
<td>16%</td>
<td>18%</td>
<td>23%</td>
</tr>
<tr>
<td>Deleted or deactivated a social media account</td>
<td>19%</td>
<td>14%</td>
<td>23%</td>
</tr>
<tr>
<td>Searched for content about yourself online</td>
<td>17%</td>
<td>14%</td>
<td>21%</td>
</tr>
<tr>
<td>Blocked or muted someone</td>
<td>44%</td>
<td>39%</td>
<td>44%</td>
</tr>
<tr>
<td>Changed your profile information</td>
<td>13%</td>
<td>14%</td>
<td>15%</td>
</tr>
<tr>
<td>Changed your contact information</td>
<td>16%</td>
<td>20%</td>
<td>18%</td>
</tr>
<tr>
<td>Avoided social occasions or events</td>
<td>11%</td>
<td>9%</td>
<td>13%</td>
</tr>
<tr>
<td>Changed your behaviour in a relationship</td>
<td>10%</td>
<td>6%</td>
<td>11%</td>
</tr>
<tr>
<td>Stopped posting about a certain issue</td>
<td>16%</td>
<td>9%</td>
<td>17%</td>
</tr>
<tr>
<td>Acted differently in the real world to protect safety</td>
<td>12%</td>
<td>7%</td>
<td>17%</td>
</tr>
<tr>
<td>Stopped participating online altogether</td>
<td>6%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Replaced your device with a new one</td>
<td>6%</td>
<td>4%</td>
<td>6%</td>
</tr>
<tr>
<td>Changed part of your identity</td>
<td>6%</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Bought something to add to your security</td>
<td>5%</td>
<td>3%</td>
<td>0%</td>
</tr>
<tr>
<td>Took time off work or school</td>
<td>3%</td>
<td>1%</td>
<td>4%</td>
</tr>
<tr>
<td>Moved to a new address</td>
<td>5%</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>None of the above</td>
<td>23%</td>
<td>22%</td>
<td>18%</td>
</tr>
</tbody>
</table>

Q14. Did you take any of the following actions in response to any of these online incidents that you have experienced? Select all that apply.
Q15. When the incident(s) occurred, how often did you experience it?

Once/a few times:

- **Men**: 83%
- **Women**: 80%
- **LGBTQ+**: 73%
Q16. Thinking of the online incident that had the most impact on your life, do you think you were targeted because of any of the following aspects about yourself? Select all that apply.
## Types of People Conducting Harm

<table>
<thead>
<tr>
<th>Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CLOSE</strong> (Partner/friends/family) (NET)</td>
<td>24%</td>
</tr>
<tr>
<td>Friend</td>
<td>10%</td>
</tr>
<tr>
<td>Ex-intimate partner</td>
<td>8%</td>
</tr>
<tr>
<td>Family member</td>
<td>5%</td>
</tr>
<tr>
<td>Current intimate partner</td>
<td>5%</td>
</tr>
<tr>
<td><strong>KNOWN</strong> (Co-worker/teacher, etc.) (NET)</td>
<td>15%</td>
</tr>
<tr>
<td>Co-worker</td>
<td>7%</td>
</tr>
<tr>
<td>Another student</td>
<td>6%</td>
</tr>
<tr>
<td>Client/customer</td>
<td>4%</td>
</tr>
<tr>
<td>Teacher/coach</td>
<td>2%</td>
</tr>
<tr>
<td><strong>OTHERS</strong> (Not known) (NET)</td>
<td>65%</td>
</tr>
<tr>
<td>Someone I’ve never met/anonymous</td>
<td>36%</td>
</tr>
<tr>
<td>Could not be determined</td>
<td>24%</td>
</tr>
<tr>
<td>A random group of people</td>
<td>5%</td>
</tr>
<tr>
<td>Member of an identifiable online group</td>
<td>3%</td>
</tr>
<tr>
<td>Politicians or public authorities</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>8%</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>8%</td>
</tr>
</tbody>
</table>

Q17. Thinking of the online incident that had the most impact on your life, who was the person who targeted you? Select all that apply.
Gender of the Party Inflicting Harm

Q18. What was the gender of this person who targeted you?

- 46% Man
- 16% Woman
- 34% Other/Don’t know the gender
53% of those who experienced some form of online harm did not reach out to anyone after the incident.

Q19. Did you reach out to any of these people or organizations after the incident? Select all that apply.
Of those who contacted someone following an incident identified a friend as the most effective resource.

<table>
<thead>
<tr>
<th>Resource</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor/health-care worker</td>
<td>35%</td>
</tr>
<tr>
<td>School/university</td>
<td>33%</td>
</tr>
<tr>
<td>Family</td>
<td>29%</td>
</tr>
<tr>
<td>Faith-based organization</td>
<td>29%</td>
</tr>
<tr>
<td>Spouse/partner</td>
<td>28%</td>
</tr>
<tr>
<td>Government services</td>
<td>25%</td>
</tr>
<tr>
<td>Counsellor/therapist/mental health worker</td>
<td>22%</td>
</tr>
<tr>
<td>Civil society organization/NGO</td>
<td>20%</td>
</tr>
<tr>
<td>Victim support organization</td>
<td>20%</td>
</tr>
<tr>
<td>Lawyer</td>
<td>17%</td>
</tr>
<tr>
<td>Police</td>
<td>16%</td>
</tr>
<tr>
<td>Online platform</td>
<td>14%</td>
</tr>
<tr>
<td>Employer/labour union representative</td>
<td>11%</td>
</tr>
<tr>
<td>Helpline</td>
<td>10%</td>
</tr>
</tbody>
</table>

Q20. How effective were the people or organizations you contacted in helping you with the incident?

Note: The percentages reported are for “very effective (rated TB).”
Q21. Has anyone close to you ever experienced any of the following?

<table>
<thead>
<tr>
<th>Category</th>
<th>Men</th>
<th>Women</th>
<th>LGBTQ+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coercion and harassment</td>
<td>17%</td>
<td>19%</td>
<td>32%</td>
</tr>
<tr>
<td>Identity and reputation-based harms</td>
<td>21%</td>
<td>23%</td>
<td>31%</td>
</tr>
<tr>
<td>Privacy and security-based harms</td>
<td>15%</td>
<td>18%</td>
<td>24%</td>
</tr>
<tr>
<td>Sexual harms</td>
<td>14%</td>
<td>17%</td>
<td>23%</td>
</tr>
<tr>
<td>Any type of harm</td>
<td>30%</td>
<td>36%</td>
<td>48%</td>
</tr>
<tr>
<td>None</td>
<td>70%</td>
<td>64%</td>
<td>52%</td>
</tr>
</tbody>
</table>
## Witnessing Online Harms

<table>
<thead>
<tr>
<th>Identity and reputation-based harms</th>
<th>Men</th>
<th>Women</th>
<th>LGBTQ+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Called discriminatory names or derogatory cultural terms</td>
<td>12%</td>
<td>11%</td>
<td>22%</td>
</tr>
<tr>
<td>Lies posted online about them</td>
<td>12%</td>
<td>8%</td>
<td>18%</td>
</tr>
<tr>
<td>Online impersonation</td>
<td>9%</td>
<td>12%</td>
<td>8%</td>
</tr>
<tr>
<td>Harassed because of gender, race, sexual orientation, disability, etc.</td>
<td>7%</td>
<td>6%</td>
<td>8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Privacy and security-based harms</th>
<th>Men</th>
<th>Women</th>
<th>LGBTQ+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Someone accessing device or social media accounts without permission</td>
<td>10%</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>Monitored, tracked or spied on online</td>
<td>6%</td>
<td>6%</td>
<td>13%</td>
</tr>
<tr>
<td>Having personal contact information posted online without permission</td>
<td>6%</td>
<td>5%</td>
<td>9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Coercion and harassment</th>
<th>Men</th>
<th>Women</th>
<th>LGBTQ+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physically threatened online</td>
<td>7%</td>
<td>8%</td>
<td>19%</td>
</tr>
<tr>
<td>Blackmailed online</td>
<td>6%</td>
<td>5%</td>
<td>8%</td>
</tr>
<tr>
<td>Networked harassment</td>
<td>6%</td>
<td>7%</td>
<td>10%</td>
</tr>
<tr>
<td>Repeatedly contacted by someone they don’t want to be contacted by</td>
<td>12%</td>
<td>14%</td>
<td>20%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sexual harms</th>
<th>Men</th>
<th>Women</th>
<th>LGBTQ+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal nude or sexual images of them shared with someone or posted online</td>
<td>6%</td>
<td>6%</td>
<td>7%</td>
</tr>
<tr>
<td>Unwanted sexual images sent to them</td>
<td>12%</td>
<td>15%</td>
<td>22%</td>
</tr>
</tbody>
</table>

Q21. Has anyone close to you ever experienced any of the following?
Gender of the person you know that experienced some form of online harm

- **57%** Woman
- **31%** Man
- **9%** Other/Don’t know the gender

Q22. What is the person’s gender?
of incidents occurred on communication-based social media platforms.

Q23. What platforms or messaging apps were involved in the incident? Select all that apply.
Reason for Being Targeted

19% believe that gender identity was the reason a person close to them experienced a form of online harm.

Q24. Do you think the person was targeted because of any of the following aspects about them? Select all that apply.

- Their sexual orientation: 13%
- Their age: 10%
- Their race/ethnicity: 9%
- Their gender expression: 7%
- Their occupation: 6%
- Their religion: 5%
- Their disability: 4%
Q25. Who was the other party involved (the person who targeted someone close to you)? Select all that apply.

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CLOSE (Partner/friends/family)</strong> (NET)</td>
<td>33%</td>
</tr>
<tr>
<td>Friend</td>
<td>14%</td>
</tr>
<tr>
<td>Ex-intimate partner</td>
<td>11%</td>
</tr>
<tr>
<td>Family member</td>
<td>7%</td>
</tr>
<tr>
<td>Current intimate partner</td>
<td>4%</td>
</tr>
<tr>
<td><strong>KNOWN (Co-worker/teacher, etc.)</strong> (NET)</td>
<td>21%</td>
</tr>
<tr>
<td>Another student</td>
<td>10%</td>
</tr>
<tr>
<td>Co-worker</td>
<td>7%</td>
</tr>
<tr>
<td>Client/customer</td>
<td>3%</td>
</tr>
<tr>
<td>Teacher/coach</td>
<td>3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OTHERS (NET)</strong></td>
<td>51%</td>
</tr>
<tr>
<td>Could not be determined</td>
<td>24%</td>
</tr>
<tr>
<td>Anonymous person</td>
<td>12%</td>
</tr>
<tr>
<td>Stranger</td>
<td>11%</td>
</tr>
<tr>
<td>A random group of people (e.g., online mob)</td>
<td>6%</td>
</tr>
<tr>
<td>Member of an identifiable online group</td>
<td>4%</td>
</tr>
<tr>
<td>Politicians or public authorities</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>3%</td>
</tr>
</tbody>
</table>

**PREFER NOT TO ANSWER** 7%
Q26. What was the gender of the other party involved (the person who targeted someone close to you)?
## Action Taken

Q27. Did you take any of the following actions? Select all that apply.

<table>
<thead>
<tr>
<th>Action Taken</th>
<th>Men</th>
<th>Women</th>
<th>LGBTQ+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listened to the person who was being harassed</td>
<td>31%</td>
<td>33%</td>
<td>34%</td>
</tr>
<tr>
<td>Offered to help the person being harassed</td>
<td>20%</td>
<td>24%</td>
<td>29%</td>
</tr>
<tr>
<td>Stood up for the person being harassed</td>
<td>19%</td>
<td>23%</td>
<td>18%</td>
</tr>
<tr>
<td>Told the person getting harassed what happened to them was wrong</td>
<td>22%</td>
<td>24%</td>
<td>26%</td>
</tr>
<tr>
<td>Reported the incident to the social media platform</td>
<td>18%</td>
<td>14%</td>
<td>16%</td>
</tr>
<tr>
<td>Reported the incident to the police</td>
<td>13%</td>
<td>12%</td>
<td>13%</td>
</tr>
<tr>
<td>Talked to the victim’s family or friends about the harassment</td>
<td>11%</td>
<td>11%</td>
<td>13%</td>
</tr>
<tr>
<td>Talked to the perpetrator’s family or friends about the harassment</td>
<td>13%</td>
<td>6%</td>
<td>11%</td>
</tr>
<tr>
<td>Reported the incident to the perpetrator’s workplace or school authorities</td>
<td>9%</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Reported the incident to the victim’s workplace or school authorities</td>
<td>9%</td>
<td>7%</td>
<td>8%</td>
</tr>
<tr>
<td>I didn’t take any of these listed actions</td>
<td>10%</td>
<td>8%</td>
<td>11%</td>
</tr>
<tr>
<td>I didn’t take any action</td>
<td>15%</td>
<td>16%</td>
<td>13%</td>
</tr>
</tbody>
</table>