ONLINE ABUSE AND GENDER-BASED VIOLENCE: RECOMMENDATIONS ROADMAP

Online abuse and gender-based violence is a part of gender-based violence (GBV), where information and communications technologies (ICTs) are used to commit, abet or aggravate GBV. In addition to existing structural inequality and discrimination, disparity in access to, participation in and decision-making over ICTs tend to contribute to online abuse and GBV.

**DEFINITIONS & RESEARCH**

- Conduct research on factors that impact online abuse and GBV, including frequency, time, context and prevalence of such behavior
- Investigate how online abuse and GBV affect younger women, women with disabilities and transwomen
- Develop indicators and targets for monitoring the incidence and prevalence of, and the development of responses to, online abuse and GBV

**LEGAL & POLITICAL FRAMEWORKS**

- All stakeholders: Promote literacy programs on technology, digital skills and human rights at all levels
- Online intermediaries: Invest in training staff and build awareness regarding online abuse and GBV among users
- Civil society: Raise awareness regarding online abuse and GBV and empower women online through ongoing work and various activities

**LEGAL & POLITICAL FRAMEWORKS**

- Address underlying gender inequalities that contribute to and enable online abuse and GBV
- Train judicial and law enforcement personnel on how to address online abuse and GBV to support victims
- Review existing legislation, policies and remedies to take into account online abuse and GBV; extend existing definitions if necessary
- Prioritise, facilitate and simplify access to justice for women

**PRIVATE SECTOR RESPONSES**

- Internet intermediaries: Explore explicit commitments to comprehensive human rights standards to better address online abuse that takes place through or in their services or platforms
- Companies: Review and strengthen policies on privacy and anonymity to protect women, especially those of diverse sexualities, from online abuse and GBV
- Internet intermediaries: Take into account relevant social and cultural contexts in developing content regulation and privacy policies, as well as in reporting mechanisms to facilitate ease of reporting and awareness of different levels of risk
- Internet intermediaries: Develop more formal, accessible, and transparent record-keeping systems on online abuse and GBV

**ALL STAKEHOLDERS ARE NEEDED TO ADDRESS ONLINE ABUSE & GBV**

- All stakeholders should be engaged to address online abuse and GBV at regional and global levels, contributing their needs, expertise, areas of responsibility and respective strengths
- International cooperation is required to further research and respond to cases of online abuse and GBV

These recommendations were made by the 2015 UN Internet Governance Forum, Best Practice Forum on Countering Online Abuse and Gender-Based Violence, through participation of multiple stakeholders from governments, private sector and civil society. Full report can be found: [http://intgovforum.org/cms/documents/best-practice-forums/623-bpf-online-abuse-and-gbv-against-women/file](http://intgovforum.org/cms/documents/best-practice-forums/623-bpf-online-abuse-and-gbv-against-women/file)