



a common initiative for more information security

Final project report
November 2010 – April 2012

Project number: SIP-123911-Saferinternet LU SIC

www.bee-secure.lu

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an initiative of



THE GOVERNMENT
OF THE GRAND DUCHY OF LUXEMBOURG

Imprint

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Executive summary

The **governmental initiative** BEE SECURE was launched in Autumn 2010 and covers the awareness raising activities of several public actors in the field of the information and communication technologies (ICT). The main coordination is done by the Service National de la Jeunesse (SNJ) and SMILE g.i.e. (Security made in Lëtzebuerg), but the project is open to partners from other public, private or industrial areas.

The BEE SECURE project is **co-funded by the European Union** and is part of the international Insafe and INHOPE networks. The main aim of the project is to help children, youngsters and their environment (parents, teachers, carers,...) in acquiring a safer use of new information and communication technologies.

To do so, **one major campaign is run per year**. The 2011 campaign was based on the parallels between safety advices on sexual behaviour and on online behaviour. Under the slogan "Safer Internet", about **23.000 people** were reached.

Between November 2010 till April 2012, around **68.000 offline tools** (flyers, brochures, tools,...) were distributed. They cover general topics (safe passwords, rights on own picture,...) or focus on emerging trends (social networks,...).

BEE SECURE also organizes **awareness raising sessions** targeting specific age groups. 1990 kids aged 5-11 years were reached, 4100 kids were aged 12-16 and 40 were aged 17+. Additionally, the project reached 280 parents, 500 teachers and 40 other types of adults.

During the project period 2010-2012, external surveys were run both at the level of the information sessions for parents and at the level of school trainings. The outcomes pointed out an **excellent satisfaction** with the quality of the BEE SECURE performances by the different beneficiaries. 95% of the parents said to find the utility of the parents' session good or very good. Practically all respondents (98%) said that they would recommend other parents to assist at the BEE SECURE information session.

Over the BEE SECURE website, citizens can **report illegal websites**. A total **of 811 reports** were received within the 18 months of the project. 128 reports were forwarded to the national police and 138 reports were forwarded to correspondent hotlines.

At the **BEE SECURE helpline**, a total of **107 phone calls** were received. In Luxembourg, this service mainly gets used by adults (parents, teachers).

The **campaign** that BEE SECURE launched in autumn 2011 will continue to be promoted during summer 2012. Preparations for the following campaign, scheduled in September 2012, have started. The key message ("always take safety measures") **will get associated to future trends**. Social networks increasingly get mobile and mobile payment methods also need to come along with a safe behaviour.

Table of Contents

First final report, but not last	5
Approach	6
The need to act	7
Communication strategy	8
Educating people in a positive way.....	8
Creating a culture of security	8
Establishing a broader view on information security	8
Campaigns and events	9
Multiplying services through national partners	12
Quality of Service through regular evaluation	16
Annex	17
Advisory board	17

First final report, but not last

The present public report covers the period from **November 2010 to April 2012**. This period marks the first 12 months of existence of BEE SECURE. The present report is published as final report of a project co-funded by the European Union. The term “final” only applies to the technical language required by the project lifecycles of such co-funded projects. The project itself is starting through...

BEE SECURE is the outcome of a **very dynamic decade**. Since 2002, various efforts have been undertaken in Luxembourg to promote a safer online experience. In 2003, the Ministry of The Economy and Foreign Trade launched the **Cyber Awareness Security Enhancement Structure (CASES)**. Because of an overwhelming need, the project quickly extended its support and advices from companies and administrations to the general public and to younger generations as well.

Co-funded from 2006 till 2010 by the Safer Internet Programme, the **Luxembourg Safer Internet project (LuSI)** launched a wide range of awareness raising activities for children, youth and their environment (teachers, parents,...). The LuSI project was operated by a consortium consisting of Telindus s.a., the « Centre de Recherche Public Henri Tudor » and the « KannerJugendTelefon ». In the frame of this project, a helpline was launched in 2007 and a stopline got established in 2010.

An agreement, signed in 2009 between the Ministry of The Economy and Foreign Trade, the Ministry of Education and Vocational Training and the Ministry of Family and Integration, charged the **Service National de la Jeunesse (SNJ)** of coordinating the Safer Internet activities targeting children, youth and their environment. Following a smooth transition from the LuSI project, the SNJ fully coordinates the above-mentioned target groups since November 2010. Since then also, SNJ's activities are co-funded under the Safer Internet Plus programme of the European Commission.

Founded in 2010, “**security made in Lëtzebuerg**” (**SMILE**) g.i.e. is an economic interest group owned by the Ministry of The Economy and Foreign Trade, the Ministry of Education and Vocational Training, the Ministry of Family and Integration, as well as two local government associations SIGI¹ and SYVICOL². One of the missions of SMILE is to raise awareness among those citizens that are not primarily covered by the SNJ.

SNJ and Smile GIE decided to regroup all common awareness activities under the new brand name « BEE SECURE ». Already active within the LuSI project, the **KannerJugendTelefon** continues to operate support services within BEE SECURE, managing the BEE SECURE Helpline and the LISA-Stopline.

Besides the ongoing work (preparation and planning of training sessions), the partners of the BEE SECURE project are currently already engaged in preparing the next annual campaign.

¹ “Syndicat Intercommunal de Gestion Informatique”, Luxembourg's Intercommunal Association for IT Management

² “Syndicat des Villes et des Communes Luxembourgeoises”, Luxembourg's Association of Cities and Communes

Approach

BEE SECURE successfully combines various efforts and projects under a coherent umbrella.

BEE SECURE is a common initiative by the Ministry of The Economy and Foreign Trade, the Ministry of Education and Vocational Training and the Ministry of Family and Integration. Based on the agreement signed in 2009, BEE SECURE is the common brand name for all awareness-raising activities. Whether a citizen is approached at school, at home or in public areas, he will get the same key messages, only the language or the wording is getting adapted to the context.

BEE SECURE is co-financed by the European Commission under the Safer Internet Plus programme. The aim of this programme is to encourage the European citizens to benefit from the new information and communication technologies in a more safe and trustful way.

With the introduction of BEE SECURE, the Ministry of The Economy and Foreign Trade can now better focus CASES to the needs of the corporate world, especially the small and medium enterprises (SMEs).

Through the action of many partners, BEE SECURE embraces a wide range of services, ranging from general support to very personal assistance.

Information and communication technologies do not only get used at job or inside school. This is why BEE SECURE campaigns are developed in ways that reach the target groups during their leisure time as well.

The core of the BEE SECURE initiative is powered by a symbiosis of staff members from SNJ and from Smile GIE. Smile GIE has strong ties to the information technology area, while the SNJ has a large background on the social aspects of the topic.

The need to act

With around 510.000 inhabitants, Luxembourg is the EU's second smallest country. Around a quarter of the population is aged 0-24 years.

73% of the children attending fundamental school use a computer at home. 40% of the children own a mobile phone. (STATEC, 2011).

51% of the internet users are member of at least one social network. Among the 16-24 year old, the ratio reaches 83%. Half of those "social networkers" are in that network on a daily basis (STATEC, 2012).

Like other industrialised countries, Luxembourg relies on modern information and communication technologies. While these technologies quickly get used and adapted, questions of information safety often evolve much slower. In order to raise an appropriate awareness, BEE SECURE keeps eyes and ears open concerning local and international trends.

The BEE SECURE team follows the **official statistics** to get a reliable picture of the national settings. Both STATEC and Eurostat regularly publish basic indicators, mainly about the penetration of information and communication tools in Luxembourg, but also on the motivations of their use. The University of Luxembourg published a general framework for further scientific investigations in the area of the information society that helps BEE SECURE in initiating or supporting future research.

BEE SECURE also benefits from the networking efforts promoted by the European Commission. It is member of both the InSafe and the INHOPE networks. Within both **international networks**, current incidents are shared and upcoming trends are getting discussed.

The BEE SECURE team closely **monitors information security activities** to identify new and relevant trends or threats. The BEE SECURE trainers keep their ears open and report back any new issues or trends highlighted during their training sessions. BEE SECURE also profits from regularly observations and feedbacks about threat levels and vulnerabilities from CIRCL³.

To learn about emerging technologies or understand precise user behaviour, it is crucial to rely on local sources, too. As installed by the Safer Internet Plus programme, the SNJ is regularly conveying two consultative bodies.

Partners from associations, public bodies as well as from the private industry are represented in the **BEE SECURE advisory board**⁴. These meetings help a lot to improve efficiency of future campaigns. The **BEE SECURE Youth-Panel** is a group of pupils who meet regularly to learn about new media, but also to give back the view of youngsters on information safety related issues and on emerging trends.

³ Computer Incident Response Centre Luxembourg, the national CERT/CSIRT for Luxembourg

⁴ A full list of members of the advisory board can be found in the annex.

Communication strategy

Based on the most significant threats and trends, SNJ and SMILE developed a communication strategy based on three objectives.

Educating people in a positive way

BEE SECURE encourages a positive use of information and communication technologies. Communicating about security aspects can mislead when focussing too much on risks and dangers, leaving out the benefits arising from the use of new technologies. BEE SECURE campaigns therefore comprise events and activities where the public can join and enjoy new technologies.

Creating a culture of security

If with culture one means ways of behaving and interacting in society, a modern society needs a culture of security. Once an information is digital and especially once it is online, it is almost impossible to limit its spreading. BEE SECURE therefore tries to strengthen safe behaviours while using information systems and networks. On a more general level, BEE SECURE works towards a continuous development of security reflexes in Luxembourg.

Establishing a broader view on information security

If technical aspects need to be addressed, SNJ and SMILE put a lot of efforts in breaking down the technical parts to an easily understandable language. BEE SECURE does contain technical advises, but adapted to by the general public. Information security does not limit itself to purely technical aspects. A lot, if not most security problems arise from behavioural problems. BEE SECURE therefore is based on a wider view and talks about non-technical security as well. In the everyday contact with the different target groups this proved to be an important key of success to get citizens understand and adopt a safer behaviour.

Campaigns and events

The first Safer Internet **campaign under the BEE SECURE project** was launched in September 2011 with the theme « Safer Internet / Safer Sex ». In association with the Ministry of Health, the service « Aidsberodung » of the Luxembourg Red Cross and the association « Planning Familial », BEE SECURE could engage a successful partnership to raise awareness on both ICT and sexually transmitted diseases protection. Condoms, together with flyers on both topics, are distributed at all major events where BEE SECURE is present to reach its target audiences. As this report is published, the campaign is still ongoing.

The successful launch of the campaign was monitored at two major events. The « joint-venture » with the key actors in Luxembourg's ongoing AIDS-prevention efforts helped broadening the view of the audience on information security. These partners face similar challenges. A simple « technical solution » to the spread of diseases is available (namely condoms), but people don't always adopt the correct and safe behaviour (meaning they don't use it when appropriate). Another similarity is the fact that while the population quickly learned that AIDS is an imminent threat, the attention on other sexually transmitted diseases decreased. Campaigns in the health field as well as information security try to keep a more general view on issues, while promoting safe behaviours, protecting against different dangers.

For the purpose of the campaign, the BEE SECURE website gathers a list of toll that are free and easy to use (www.bee-secure.lu/saferinternet).

BEE SECURE is present at several **public events**, targeting the general population. In March 2011, the BEE SECURE team was present at the « Relais pour la vie », a charity event which gathered more than 8.500 participants. BEE SECURE also was present with an interactive information booth at the Autumn fair, an annual fair that attracted around 43.000 visitors in 2011. These events offer a great platform to present BEE SECURE and raise awareness among the adult population.

Promoted by the European Commission, the **Safer Internet Day 2011** was placed under the topic of a safe media and game consumption. For the theme « It's more than a game, it's your life », BEE SECURE used the opportunity to raise the public attention to the training sessions offered in Luxembourg's schools.

BEE SECURE offers **training courses at fundamental schools and at secondary schools**. Additionally to this, **courses for teachers** and information **sessions for parents** are offered. From November 2010 till April 2012, BEE SECURE was able to organise 564 school training sessions, 45 evenings for parents and 18 teacher trainings. The broad set of languages used for these trainings (Luxembourgish, German, French, English and Spanish) reflects the target-oriented approach of the project.

BEE SECURE takes great care that the awareness activities are not limited

From the 120.000 young residents aged 0-19, around half is of foreign nationality (source: Luxembourg.lu).

to the school environment. Over the last years, a set of events and projects that are run **during the leisure time** were added to the yearly agenda. Interactive sessions are offered at youth houses (30 sessions) and day-care structures for kids (so-called “maisons relais”, 12 sessions).

The large-scale campaigns get spread during major youth events. BEE SECURE was present at the annual youth festival « On Steitsch » (1200 participants) as well as the annual Student’s fair (« Foire de l’étudiant », 9000 visitors).

More and more **local initiatives ask for a BEE SECURE contribution** to their projects. The local authority of Hesperange initiated a summer event for kids (Mini-Hesper), where BEE SECURE was offering dedicated courses at the « children’s university ». Other requests came from Dudelange (« Summer, Spill a Spaass ») and Esch/Alzette (PIJ-Esch).

BEE SECURE develops special courses and attends dedicated **events for multipliers (e.g. educators)**. BEE SECURE offered trainings for educators in the general catalogue of SNJ-trainings. It also attended the « Salon de l’éducation » (May 2011), which gathers professionals active on extra-curricular activities in and around Luxembourg-city. An efficient solution to reach out to these professionals certainly is BEE SECURE’s approach not to generate additional own events, but to use existing platforms to present itself.

The **BEE SECURE helpline** is consisting of a phone number, promoted especially towards youngsters and their parents. They can get help and advice regarding the use of information and communication technologies as well as the “soft skills” aspect related to behavioural good practices. The helpline is operated by the KannerJugendTelefon.

During the 18 months of the project, the helpline received 109 direct requests. The helpline team from KannerJugendTelefon also covers many of the information sessions for parents. The quantity of actual help and advices given cannot be limited to the direct requests only.

Another important pillar of the BEE SECURE project is the ability to report illegal content to a competent structure in order to get it removed from the Internet. Via the « **lisa-stopline.lu** » website, citizens can anonymously report suspicious content. This service is also operated by the KannerJugendTelefon, which analyses the reports and, if judged appropriate, initiates necessary investigative actions. For content hosted in Luxembourg, SNJ and the KannerJugendTelefon signed a special agreement with law enforcement (the Police Grand-Ducale) and maintain a good relationship with national Internet service providers (ISPs). Being part of the INHOPE network, reports concerning web-content hosted on foreign servers are forwarded to the corresponding INHOPE partner.

The stop-line received almost 811 reports during the 18 months of the project. 128 reports were handled directly by the Luxembourg Police Grand-Ducale, while 138 reports were forwarded to the partner stop-lines.

With the introduction of the BEE SECURE concept, the previous website of the LuSI project continued to serve, but got enlarged to a section targeting

citizens. This new scope was inherited from CASES via the agreement presented above. Throughout the months, the **website** announces activities and reports, news and event highlights. It serves as an information sharing and awareness raising platform with specific advises and tools for the various target groups (children, youth, parents & carers and citizens). Finally, the website offers a special contact form for help and training requests.

Multiplying services through national partners

BEE SECURE can count on a wide range of partners that offer additional services. Over the last years, the Luxembourgish government directly supported or strengthened the following associations in the fields associated with BEE SECURE:

The « KannerJugendTelefon » runs a general helpline for youngsters in Luxembourg. Within the BEE SECURE project, it operates the helpline as well as the stopline (www.lisa-stopline.lu).

The « Erwuessebildung » is providing **media information and trainings to adults**. The team is actively supporting the development of awareness resources and evenings for parents. Once a year, the team of the « Erwuessebildung » is organising a thematic week on media (« Medienwoche »). This event is supported by BEE SECURE.

« AFP-Services » is offering advice and **therapeutic treatment** to children or families. Within their daily work, the team of « AFP-Services » is confronted with the problems of the use of new media from children and youngsters and its impact on family life.

« Haus 89 » is an organisation doing consulting and prevention for families. The team consists of psychologists and psychotherapists. Within BEE SECURE, they offer advice and **support in cases of cyber-bullying**.

The « Eltereschoul » **supports parents** in their educative tasks. Via their four regional offices, parent information sessions are offered.

The above-mentioned structures are governed by an agreement with the Ministry of Family and Integration. BEE SECURE also closely cooperates with another association, supported by the Ministry of Health.

The “Anonym Glécksspiller” is a consulting as well as **therapeutic organisation focussing on gaming and computer addiction**. The psychologist Peter Kagerer summarized the basic knowledge of his work for the BEE SECURE dossier “Computer addiction”, available on-line on www.bee-secure.lu.

The list of partners that support BEE SECURE or that rely on services offered by BEE SECURE is continuously growing. This is why the present report does not try to dress up a complete list. Instead, only a selection of partners gets highlighted. This allows a closer look on the kind of interaction they have with BEE SECURE.

BEE SECURE ties up with other **public administrations and services:**

- The “Commission Nationale pour la Protection des Données” (CNPD) is responsible for the verification of the legality concerning the treatment of personal data. They were evaluating the awareness booklet « Tips for data protection » to assure the correct localisation of the original German version edited by Klicksafe. They supported the second edition of the booklet printed in September 2011 and the distribution of the campaign posters.
- The “Centre d’Animation Pédagogique et des Loisirs” (CAPEL) is an initiative of the City of Luxembourg. The “Salon de l’Education” is one of the activities coordinated by CAPEL and serves as exchange platform for extracurricular organisations and parents. BEE SECURE could be presented at this event on 7th of May 2011 with an information stand and a conference for parents on parental control.

BEE SECURE benefits from close contacts to **law enforcement structures:**

- The youth protection department within the “Police Grand-Ducale” is BEE SECURE’s main partner in managing the hotline tasks since the first Safer Internet project (LuSI). Both teams have regular contact via email and phone. A new agreement was signed in 2011 and tightens the collaboration.
- The youth protection section from within the “Parquet général de Luxembourg” is always at help with advice and feedback when approached by BEE SECURE.

BEE SECURE is in regular exchange with **educational practice and scientific research:**

- At the University of Luxembourg, research done at several departments is of interest for BEE SECURE. The “Integrative Research Unit: Social and Individual Development” (INSIDE) is a third party partner for the evaluation of the BEE SECURE school trainings. The questionnaires filled in by the teachers are collected anonymously and analysed the data at the university. The report dressed up by INSIDE contributes to the continuous development of the BEE SECURE trainings.
- Following a first contact during the Safer Internet Day 2011, the European School located in Luxembourg asked the SNJ to organise specific BEE SECURE sessions within their compound.

BEE SECURE supports projects with the **private sector:**

- Zap.lu is a Luxembourg-based social network and one of the signing members of the “Safer Social Networking Principles for the EU”. The team of zap.lu was present on various youth events during summer 2011 with a photo lounge. They promoted the launch of the new BEE

SECURE campaign by distributing flyers and animating the youngsters.

BEE SECURE is thankful to the fruitful collaboration with a long list of **associations and foundations:**

- The “Centre de Prévention des Toxicomanies” (CePT) is consulting people in any kind of addiction problem. Although their main concern is drug addiction, they are getting more and more involved in the different kinds of new media addictions. In the past year, the CePT twice hosted presentations on BEE SECURE related issues to multipliers.
- The “Association de Soutien aux Travailleurs Immigrés” (ASTI) approached BEE SECURE for developing a project reducing xenophobic contacts from social networks. The initiative remained at ASTI, but BEE SECURE could give precious advices and contribute with network contacts.
- The “Fondation Cancer” is a foundation aiming at preventing cancer and at supporting those suffering from cancer. Each spring, the foundation organises the “Relais pour la vie” in order to foster solidarity with those suffering from cancer. For the 2011 edition, BEE SECURE distributed energy bars to all runners.

Especially for the large-scale campaigns, the list of partners is very long, covering numerous local authorities, or private initiatives.

BEE SECURE also relies on numerous synergies from within the coordination teams:

- The unit “développement de la qualité” of the SNJ is coordinating continuous training sessions for educators working in youth houses (“maisons de jeunes”) and in “maisons relais”. Each year, between 2 and 3 sessions get labelled BEE SECURE and help informing and training these multipliers.
- The Ministry of the Economy and Foreign Trade not just hosts CASES, but hosts related departments and projects. The office on intellectual property, for instance, has been supporting the BEE SECURE campaigns. Safety measures promoted by BEE SECURE have been quoted in a recent flyer on business trip safety edited by the ministry.

Joint benefits through international networking

BEE SECURE is represented in the Insafe and INHOPE networks. Team members are contributing to the Safer Internet Day, as well as the knowledge management working group for the helplines.

InSafe is the network of European Awareness Centres and is co-funded by the European Commission. BEE SECURE benefits from experiences or concrete projects, especially from the French and German speaking countries. For instance, the BEE SECURE flyer about practical guidelines for youngsters was realised within a very limited timeframe thanks to the reuse of a recent flyer from klicksafe (Germany).

The INHOPE network represents and supports Internet hotlines all over the world. INHOPE hotlines offer a way of anonymously reporting harmful Internet material including child sexual abuse and racist material. The Hotline will ensure that, if found to be illegal, the matter is forwarded to the relevant Law Enforcement Agencies and investigated. In many cases the Internet Service Provider hosting the content is also informed and works with to take the offending material off-line.

Together with the Luxembourg agency of the European programme "Youth in Action", the BEE SECURE team organised a 2-days international seminar on Internet security, safety and quality of information. The aim was to provide a platform for good practice and knowledge exchange and to further examine the possibilities for **collaboration between partners from the "Youth in action" and the Safer Internet networks**. Around 60 people from 18 different countries and diverse working areas (youth workers, youth leaders, IT responsables, Safer Internet Centres, youth networks, etc.) participated. Partners from Germany, Denmark, and Belgium as well as the Insafe coordinator contributed to the success of this event.

All presentations are available on <http://www.bee-secure.lu/de/tcp-youth-net>

Over the last year, BEE SECURE could attend 6 conferences, meetings and trainings. On 18th and 19th October 2011, the Maltese Safer Internet Centre visited Luxembourg for a mentorship exchange. The Maltese were particularly interested in BEE SECURE's management approach, the operational work of the helpline and its new awareness raising resources.

BEE SECURE benefitted from projects in Germany and the UK. Partners in Finland, Germany, Italy, Serbia and Slovenia contacted BEE SECURE for material or help. BEE SECURE regularly gets asked for contribution by The European Commission (DG Information Society).

Quality of Service through regular evaluation

SMILE and SNJ continuously monitor the activities run within BEE SECURE. Major activities and key aspects of the project are followed by external evaluators.

With the introduction of BEE SECURE in autumn 2010, all awareness-raising activities benefit from a common presentation. Special care was given to the external presentation of the awareness raising activities. BEE SECURE trainers follow regular trainings, respect a specific code of conduct and wear a common outfit. All awareness-raising materials (flyers, posters, presentation handouts...) follow the corporate identity.

BEE SECURE evaluates all awareness-raising sessions by external experts. Since two years, the University of Luxembourg is evaluating the feedback from the sessions held at schools. The evaluation of the sessions organised at schools during the school year 2010/2011 showed that the teachers largely judge the training sessions to be efficient. This level of satisfaction is slightly higher at the level of the fundamental school.

For the first time, this year, the coordination of the sessions was also evaluated. The mission was executed by ACORD International s.a., a Luxembourg-based research and consulting structure. More than half of the responding contact persons at the secondary level evaluated the quality of the coordination to be excellent. Nearly 40 % said the service was fine. The analysis included the reaction time, the organizational flexibility as well as the organizational process. With the number of sessions continuously increasing, the findings will allow BEE SECURE to focus its efforts into improving even further this key activity.

Another innovation was the evaluation of the parent's information sessions. This was included in the above-mentioned mission assigned to ACORD International s.a.. The usefulness of the sessions was labelled by 95% of the respondents as "good" or "very good". 99% of the respondents rated the clarity of the explanations as "good" or "very good".

Annex

Advisory board

The BEE SECURE Advisory board is open to associations, public bodies as well as bodies from the private industry. The board is regularly consulted on emerging trends and on national campaigns.

(List as on 31/04/2012)

- AFP-Services - Erziehungs- a Familljeberodung
- Anonym Glécksspiller Asbl
- CAPEL - Centre d'Animations Pédagogiques et de Loisirs
- CEC – Centre Européen des Consommateurs, Luxembourg
- CTE - Centre de Technologie de l'Education
- CEPT - Centre de Prévention des Toxicomanies
- CIJ - Centre Information Jeunes
- CNA – Centre National de l'Audiovisuel
- CNPD – Commission Nationale pour la Protection des Données
- CNPL - Conseil National des Programmes
- ECPAT Luxembourg
- Eltereschoul Janusz Korczak
- ENAR – European Network Against Racism Luxembourg
- ErwuesseBildung
- FAPEL - Fédération des Association de Parents d'Eleves du Luxembourg
- Haus 89
- Internetmonitor.lu
- Jugend- an Drogenhëllef
- KJT – Kanner-JugendTelefon
- Microsoft Luxembourg
- Ministère de la Famille et de l'Intégration
- Ministère de l'Economie et du Commerce extérieur
- Ministère de l'Education Nationale, SCRIPT
- MySchool
- NorTIC
- ORK - Ombudsfra fir d'Rechter vum Kand
- P&T Luxembourg
- Parquet du Tribunal d'Arrondissement de Luxembourg
- petitweb.lu
- Police Grand Ducale - Service de protection de la jeunesse
- Service Thérapeutique Solidarité Jeunes
- SMILE g.i.e. – Security made in Lëtzebuerg
- Technolink
- ULC - Union Luxembourgeoise des Consommateurs
- Université du Luxembourg
- Ville de Luxembourg - Service des foyers scolaires
- Ville de Luxembourg - Service enseignement
- ZAP S.A.