

6. In 2018, 35% of Notice and Takedown requests were removed in under an hour. 10% in under two hours and 55% took longer than two hours to remove. Our fastest compliance with a Notice and Takedown remains 2 minutes and 39 Seconds. Our fastest time this year (Jan-Aug 2019) is 6 minutes.
7. I was also asked what a member of the public in the UK, searching for a URL that had been removed will see if they attempt to access it. I can confirm that in line with Internet Engineering Task Force (IETF) Guidelines the user should receive a 403 error (access forbidden) page. It is, however, likely that users may also receive a 404 error 'page not found' page or possibly a page with a benign holding image to replace the page that has been removed.
8. For content awaiting removal- usually outside of the UK, we would add this to the URL blocking list, and this would be used by internet service providers, filterers and other members to block access to criminal imagery, whilst we seek removal. When someone then searches for a URL on the list, the ISP would provide a splash page warning the user of the potential consequences of their action. This page would also provide them with where they can go to access help.
9. The Inquiry also sought to understand what a user would see if they searched for terms on the IWF's keywords list. This will vary depending upon how the user is searching. Both Google and Microsoft (Bing) have access and deploy the IWF's keywords list and both should therefore not return illegal child sexual abuse for keywords that are on our list and deployed by the companies in their searches. However, it is possible that imagery may be returned if a phrase which is unknown to us or the company is entered that has not yet been added to the keyword list. If known search terms are entered by the user, then both search engines will encourage as the first line a "where to report" link.
10. The "where to report" link displayed will depend upon either where the user is physically located or if they are using a VPN on where (which physical country) their VPN is routing the user through.
11. If users are, for example, searching for keyword terms via platforms such as Facebook, users should be directed towards the platforms trust and safety page. However, the question of how Members choose to deploy IWF services and redirect users lies with the individual companies.
12. Companies that are not based in the UK or don't have working agreements with the IWF will be reliant on relationships with their own hotlines and law enforcement within their jurisdiction on what is displayed when those search terms are used.
13. I have been asked to provide the inquiry with the dates of which IWF analysts tracked 'Olivia's' imagery online for the statistics that we used in our 2018 Annual Report. I can confirm that 'Olivia's' imagery was tracked between September 2018 and November 2018 on each working day. This accounted for 65 working days in total.