



Reporting in Greece

National reporting procedures for cyberbullying, hate speech and hate crime

The information below is extracted from a mapping study of national reporting mechanisms in the countries involved in the [No Hate Speech Movement](#) of the Council of Europe. It aims to provide:

1. Contact information of national reporting mechanisms for cyberbullying, hate speech and hate crime where they exist
2. Information about the legal grounds for acting on cyberbullying, hate speech and hate crime where they exist

The views expressed in this document do not necessarily reflect the opinions of the Council of Europe¹.

1. Reporting Mechanisms

Reporting hate speech

Racist Violence Recording Network (RVRN)

People can report hate speech attacks on the basis of ethnic or national origin, colour of skin, religion, disability, sexual orientation or sexual identity, for more information see: http://rvrn.org/wp-content/uploads/2016/03/RVRN_2016-1.pdf

RVRN is a network of NGOs at the initiative of the Greek National Commission for Human Rights (GNCHR) and UNHCR (Greece). Follow-up to the report is dependent on the capability of the NGO to take further steps beyond reporting. People are informed about the reporting mechanisms through the NGOs that are members of the RVRN. There is also a brochure in 8 languages: http://rvrn.org/wp-content/uploads/2016/03/RVRN_2016-1.pdf

The Greek National Commission for Human Rights (GNCHR) coordinates RVRN. For more information on the GNCHR see: <http://www.nchr.gr/index.php>

Website: <http://rvrn.org/>
phone: +30 210 7233216
email: racistviolence@nhcr.gr

Greek Ombudsman

The Greek Ombudsman has the authority to intervene in cases involving public bodies such as:

- ministries (central and regional services)
- municipalities & regions
- social insurance funds
- tax offices
- hospitals
- city planning offices
- prisons
- the police
- Public Utility Companies and Organisations (DEKO in Greek)
In exceptional circumstances, the Greek Ombudsman may examine the behaviour of private citizens

¹ The authors of this document aimed to be accurate and complete, if however you find corrections or have additions please contact the European campaign secretariat at youth.nohatespeech@coe.int. Reproduction of material from this publication is authorised for non-commercial education purposes only and on condition that the source is properly quoted.

- where a child's rights are violated
- where there is unequal treatment of men and women in matters of employment (<http://www.synigoros.gr/?i=stp.en.canhelpwith>)

The Greek Ombudsman has **NO** mandate:

- if more than six months have elapsed since the complainant was informed of the illegal act or lack of action of the public administration
- to represent citizens in court
- to examine acts by private citizens (exceptions: acts by private citizens where a child's rights are violated or there is unequal treatment of men and women in matters of employment)
- in cases concerning the staff regulations of public sector employees, unless they involve discrimination based on gender, ethnicity, race, belief, etc
- in cases pending before the courts
- in actions of the courts, the Legal Council of State, independent authorities or public religious institutions
- in actions of ministers and deputy ministers with respect to implementation of policy (<http://www.synigoros.gr/?i=stp.en.canhelpwith>)

Every complaint submitted receives a reference number and is assigned to an Investigator (stage 1). Then it is examined to determine whether it falls within the authority's mandate (stage 2). During the investigation of the complaint, the views of all parties involved in the dispute are sought (stage 3) and then the Greek Ombudsman mediates in every appropriate manner to resolve the citizen's problem (stage 4), for more information see also: <http://www.synigoros.gr/?i=stp.en.how>

Contact details:

Phone: +30 213 1306600 (Mon-Tue & Thu-Fri 8.30-14.00, Wed 8.30 -16.30)

fax (+30) 213 1306 800 and (+30) 210 729 21 29

Website: <http://www.synigoros.gr/?i=stp.en>

Online complains: <http://www.synigoros.gr/?i=submission-system.en>

Reporting hate crime

Hellenic Police – Services for Combating Racist Violence

People can report instances of exhortation, preparation, and/or perpetration of activities or actions that may incite racial discrimination, hatred, and/or violence against persons or groups of persons because of their race, complexion, religion, family-tree history, genealogic, national or ethnic origin, sexual orientation, gender identity or disability.

People report at the designated stations in person, online and by phone.

After reporting the Hellenic Police:

- they inform victims or complainants of their rights,
- they inform the competent Services of the need for the rendering of medical care, hospitalization and/or psychological support to victims of racist attacks; they also inform those responsible of the need for interpreters,
- they promptly inform the competent Public Prosecutor every time they undertake the preliminary examination of cases of racist violence; in addition, they inform of serious incidents our Country's Ministry of Foreign Affairs and the racism victims' Consular Authorities (http://www.astynomia.gr/index.php?option=ozo_content&lang=%27..%27&perform=view&id=23730&Itemid=1027&lang=EN)

Contact details:

Phone: 11414

Website: http://www.astynomia.gr/index.php?option=ozo_content&&perform=view&id=23698&Itemid=0&lang

[option=ozo_content&&perform=view&id=23698&Itemid=0&lang](http://www.astynomia.gr/index.php?option=ozo_content&&perform=view&id=23698&Itemid=0&lang)

General Secretariat for Gender Equality

People can report any type of gender-based violence, including sexual and psychological violence. People report to Hotline 15900, at the consultation centres of the General Secretariat for Gender Equality and those run by municipalities. People are informed about the existing of the reporting mechanism with brochures, website of the General Secretariat for Gender Equality and hotline website.

Phone: (+30) 210 3315291 - 5
(+30) 210 3315276

Website: <http://www.isotita.gr/en/> and <http://womensos.gr/>

Email: info@isotita.gr

Address: 8 Dragatsaniou str., 105 59 Athens, Greece

Reporting cyberbullying

Hellenic Police – CyberKid of the Cyber Crime Division

People can report instances of cyberbullying, hate speech online and any kind of crime online. For more information on its work and reporting structure see: <http://www.cyberkid.gov.gr/en/send-departments-staff/>.

Contact details:

phone : 11188

Fax: 210-6476462

Website: <http://www.cyberkid.gov.gr/en/> and www.cyberkid.gr

Email: ccu@cybercrimeunit.gov.gr

Facebook: www.facebook.com/cyberkid.gov.gr

Twitter: @cyberalertGR

Through the application CYBERKID

Postal address: 173, Alexandra ave., 11522, Athens

Greek Safer Internet Centre

Helpline Description:

The helpline of the Greek Safer Internet Centre, '210 6007686', operates on working days from 9:00 to 17:00. It offers support via telephone, email and chat, in cases of harmful content and conduct, such as excessive internet use, bullying or exposure to inappropriate online content. The helpline operation is part of the prevention centre of the Diagnostic Imaging and Prevention Centre. It primarily addresses minors, parents and educators, but can also be consulted by the general public, industry, government, and public services.

Email: info@help-line.gr

Website: <http://www.help-line.gr>

Facebook: <https://www.facebook.com/help-linegr-163983246830/timeline/>

YouTube: https://www.youtube.com/channel/UC9SHxgyHaY7fIS_H_Ih1BUCA

Hotline Description:

SafeLine.gr is the hotline for reporting illegal content and conduct on the internet. SafeLine's primary concern is the elimination of child sexual abuse material (CSAM) from the internet, with the fight against illegal content on the internet being its priority. SafeLine collaborates with internet service providers, the Greek Research and Technology Network, the Greek School Network, with research and cultural institutions, and with the Greek police in order to restrict the flow of illegal online content and have it removed. Statistics about how much the reporting mechanism been used and how many cases come through it each year <http://www.safeline.gr/en/reports/report-statistics>

Email: report@safeline.gr and for information contact@safeline.gr

Website: <http://www.safeline.gr>

Facebook: <http://www.facebook.com/pages/Safeline/161410338270>

YouTube: http://twitter.com/safeline_gr<http://www.youtube.com/user/SafeLineGr>

2. Background information

Hate Speech

There is a definition for hate speech in the Greek Penal Code where hate speech goes by the phrase "public incitement to violence or hatred". It is defined in law 927/79 regarding the punishment of actions or activities that aim at racial discrimination, also known as the antiracist law, as amended by law 4258/14.

The relevant articles can be translated as follows:

Article 1. Public incitement to violence or hatred

1. Whoever intentionally, in public, orally or through the press, through the internet or by any other means or manner, stimulates, causes, induces or incites acts or activities which may lead to discrimination, hatred or violence against a person or group of persons who are determined based on race, colour, religion, descent, national or ethnic origin, sexual orientation, gender identity or disability, in a way that endangers public order or poses a threat to life, liberty or physical integrity is punished with imprisonment of three (3) months to three (3) years and a fine of 5.000-20.000 euros.

2. The same penalties apply to whoever with intent and the means and methods referred to in paragraph 1, stimulates, encourages, induces or stimulates a commission of harm or damage of things, if they were used by these groups or individuals in a manner that poses a threat to public order.

3. If the challenge, encouragement, stimulation or incitement of the preceding paragraphs resulted in the commission of crime, imprisonment for at least six (6) months and a fine of 15.000-30.000 euros is imposed. If custody of at least one (1) year is imposed, it is followed by deprivation of political rights from one to five years.

4. Anyone who establishes or participates in an organization or association of any kind that systematically seeks to carry out acts described in paragraphs 1 and 2 shall be punished by the penalties of paragraph 1, if the act is not punished more severely by another provision.

Article 2. Public approval or denial of crimes.

Whoever intentionally, in public, orally or through the press, through the internet or by any other means or manner, approves, trivializes or maliciously denies the existence or severity of war crimes, crimes against humanity, the Holocaust and Nazi crimes that have been recognized by international courts decisions or of the Greek Parliament and the behaviour is directed against a group of persons or a member of a group which is determined based on race, colour, religion, descent, national or ethnic origin, sexual orientation, gender identity or disability, when such conduct is such that it can incite violence or hatred involves threatening or abusive character of such a group or a member shall be punished by the penalties of paragraph 1 of the preceding article. "

Hate Crime

There is a definition of hate crime in article 81A of the Penal Code, where it is called "crime with racist characteristics". It is defined in article 81A of the Penal Code according to which the commission of any crime which has its cause on hatred based on race, colour, religion, descent, national or ethnic origin, sexual orientation, gender identity or disability (hate crime) constitutes an aggravating circumstance.

It covers the online aspects of hate crime because article 81A of the Penal Code is linked to laws 927/79 and 4258/14, which cover crimes based on hate speech "through the internet".

The definition is not limited to specific target groups, but limited to the basis of hatred.

Cyberbullying

The term “cyberbullying” is not to be found as such in a penal law. Article 312 of the Penal Code covers bullying (Causing physical injury or damage and / or mental injury by continuous cruel behavior). Therefore, in case bullying is committed through the internet, there might be a case of cyberbullying.

Promoting the reporting mechanisms in Greece

People are informed about the existing reporting mechanisms in Greece:

The Greek Ombudsman is a well-known institution. It receives coverage in the media, has an online presence, networks, etc.

The Greek Ombudsman also publishes various reports. The latest annual report available online covers the year 2012 (<http://www.synigoros.gr/?i=stp.en.annualreporten>). Also, the Greek Ombudsman produces special reports (<http://www.synigoros.gr/?i=stp.en.specialreporten>).

The Hellenic Police also informed the public on its reporting mechanism through its website. The CyberKid and in general the Cyber Crime Division are particularly active, e.g. participate in events and trainings, give speeches to schools, etc.

In addition each January, they draw up a report on racial violence cases handled by them during the previous year and they submit it to the 1st Section for Social and Cultural Issues and for the Combat against Racism/State Security Directorate of the Hellenic Police Headquarters. (http://www.astynomia.gr/index.php?option=ozo_content&lang=%27..%27&perform=view&id=23730&Itemid=1027&lang=EN)