# 2024

# ANNUAL REPORT

## Digital Citizenship



DIGITAL CITIZENSHIP

![Digital Citizenship logo]

# DIGITAL CITIZENSHIP

## A | About Us

Digital Citizenship aims to support local communities in understanding and safely navigating the cyber world.

## O | Our Mission

Digital Citizenship operates for digital literacy and safety: We work to ensure a safer and more inclusive digital life for all citizens. We are committed to advance women and girls online safety.

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# 2024 Overview

2024 was a pivotal year for Digital Citizenship, marked by a strong commitment to advocating for digital communities. In response to the evolving digital landscape and the global events unfolding around us, we actively engaged in initiatives that we believed would empower our friends, partners, and communities.

As we embark on the new year 2025, we are excited to continue building upon the successes of the past year. We look forward to forging new partnerships, expanding our reach, and further advancing our mission of creating a more inclusive and equitable digital space for all.

This overview provides a concise summary of Digital Citizenship's accomplishments in 2024, emphasizing our dedication to digital advocacy, and highlighting key initiatives and achievements.

# Our Projects

**Digital Safety for Students in Tunisia**
D4S project is a series of workshops dedicated to international students living in Tunisia aiming to raise their awareness about digital safety and the best tools to use. In addition to providing the space for a digital clinic for their connected devices to maximize safety.



**Strengthening the Digital Space in Tunisia**
This project consists of a series of interactive workshops addressed to civil society and public institutions in order to raise their awareness regarding digital security. It's also addressed to media outlets to help prevent cyber attacks on journalists and bloggers.



**Salamat Helpline**
In 2019 SECDEV launched Salam@ which helped over **11000** online users in the MENA region. As Digital Citizenship continues the legacy work of **Salamat, we helped over 200 cases.** Digital Citizenship is pleased to continue supporting online victims to report online violence and abuse and seek legal and psychological help. The Digital Citizenship helpline team is available on social media as well as via emails.



**Digital Clinic Services**
Digital Clinic Services aim to help entities and groups **ensure their online security and the online security of their clients and members**. The Digital Clinic Services team includes **experts in cyber security** and online safety who deliver training sessions on how to safely and responsibly use social media and digital work tools. Our team works closely with tech companies such as META (Facebook, Messenger, Instagram), X/Twitter, and TikTok for smooth reporting and support.

# Advocacy

**Osama Khalid and Ziyad Al Sufiani Release movement**
Joining ventures with international organizations, Digital Citizenship is advocating for the release of Osama Khalid and Ziyad Al Sufinai, the online freedom of expression detainees in the Kingdom.

**Support to Farah Jack Mustkalem**
We issued a statement of support to Farah Jack Mustaklem, Digital Citizenship advisory board member, in his fight against disinformation in the Wikimedia projects. Mustaklem has been subject to hatred attacks since the beginning of the war on Gaza. The attacks increased following his candidacy to join the Wikimedia Foundation Board of Trustees in the summer of 2024.

**Tell social media companies: improve your content moderation practices for SRHR content**
Digital Citizenship joins SMEX and other organisations in the call on social media companies to enforce all necessary measures to ensure that SRHR content is protected online. This includes in particular performing human rights due diligence including examining their policies' and practices' impacts on SRHR, as well as addressing reports of bias toward the MENA region and its languages and dialects. Platforms must also increase their transparency regarding all issues related to SRHR, including how they moderate SRHR-related content.

**Call for Immediate Ceasefire in Lebanon -Joint Statement**
Digital Citizenship along with 30+ national and international organizations issued a call to request immediate ceasefire in Lebanon. Shortly after the statement was released, a cease-fire deal was sealed.

# Advocacy

**Joint statement: Civil Society Demands Action Ahead of Internet Governance Forum**

Joining human rights organizations to urge the Kingdom to release people imprisoned for their online expression and foster transparency and accountability ahead of the Internet Governance Forum (IGF) 2024.

**Open Letter from Salama Group**

Digital Citizenship signed the Salama Group's Open Letter urging to develop, test, adopt and govern AI for the benefit of humanity

**100 days of teck platforms failure**

Digital Citizenship, an active member of the Global Coalition for Tech Justice along with other NGOs, urged tech platforms to adopt and apply comprehensive measures to safeguard people and elections during the 2024 election cycle and into the future, applying principles of global equity.
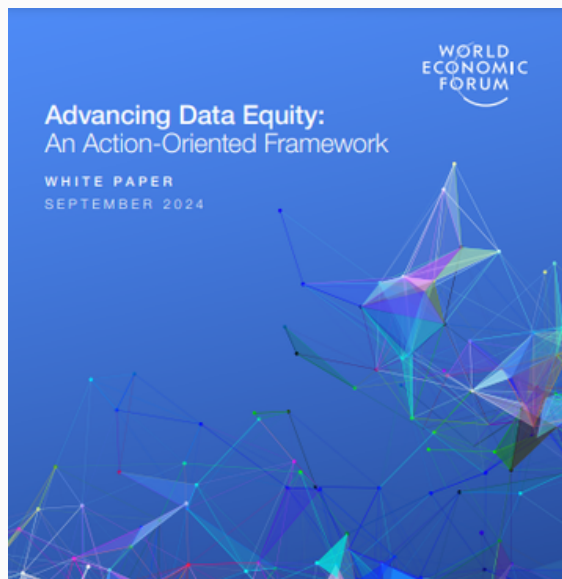
Join our movement and protect citizens and elections all over the world

**Protect people and elections, not Big Tech.**

Global Coalition for Tech Justice

**Global Coalition for tech Justice: Urgent Call for Tech Companies to Protect MENA Elections Amid Rising Authoritarianism and Geopolitical Tensions**

Now more than ever, big tech companies must step up their efforts and do their part to protect people's online civic spaces and democratic rights. The undersigned organizations and experts urgently and immediately call on tech companies to establish and disclose break-glass measures and plans for safeguarding upcoming elections in the MENA region.

**Urgent Call for Tech Companies to Protect MENA Elections Amid Rising Authoritarianism and Geopolitical Tensions**

# Publications



**WEF White Paper: Advancing Data Equity: An Action-Oriented Framework**

Automated decision-making systems based on algorithms and data are increasingly common today, with profound implications for individuals, communities and societies. More than ever before, data equity is a shared responsibility that requires collective action to create data practices and systems that promote fair and just outcomes for all.



**ANTHEM AWARDS - Silver winner: Moderating Maghrebi Arabic Content on Social Media**

Digital Citizenship is honored to have contributed to the CDT research led by Dr Mona ElSwah. The research highlights the particularities of the Magrebi content and the way they undergo the tech platforms' rules for content moderation. The report earned the silver prize for Human and Civil Rights from the ANTHEM AWARDS.

# Webinars

**Wa'ed Network Webinars 2024:**
Our Adolescent Girls community members took part in the series of webinars of the Karama's Wa'ed Network. These webinars are part of Digital Citizenship's Adolescent Girls' continuous program.



**The Ripple Effect Tech Harms Against People and Democratic Rights in the MENA region**
We took part in a webinar by Digital Action. It discusses the critical issue of tech platforms' failures in protecting people in our MENA region with special emphasis on the catastrophic events in Palestine. It also highlighted how social media platforms are silencing Palestine-related content and facilitating the spread of genocidal narratives**.**



**The responsibility of tech companies in the Elections**
Prior to the 2024 elections, Digital Citizenship raised concerns around some negative practices on different online platforms especially in the MENA region. Some of those concerns in the frame of a webinar organized by Digital Action. It addressed the responsibility of tech companies during elections in the region. The Webinar guests were Mona Shtaya, Campaigns and Partnerships Manager (MENA) and Corporate Engagement Lead at Digital Action, George Salama, Executive President of the "SALAMA Group" specializing in policies and Business, and Achref Aouadi, Founder of I-Watch organization and Fellow at Harvard Kennedy School. The webinar was moderated by Emna Mizouni, CEO of Digital Citizenship, and live streamed on Youtube.

**HuMENA for Human Rights and Civic Engagement Webinar**
Leila Mnekbi represented Digital Citizenship in HuMENA webinar on December 18th 2024, to discuss how censorship is being weaponized to silence Human Rights Defenders in the MENA Region.

# Podcasts



**Digital Conversation with Hidayat El Ayadi**

To celebrate women in tech, Digital Citizenship invited CEO of Sghartoon, Mrs Hidayet El Ayadi to share her experience with bringing a digital solution into children's everyday life (Watch here)



**Digital Conversation with Mona El Swah**

In this episode, Dr Mona ELSwah shares the findings of her research on Moderating Maghrebi Arabic Content on Social Media. Dr Mona ElSwah is a Project Fellow at CDT, where she examines content moderation policies and measures in non-English languages, focusing on countries in the Global South. She is also a Research Associate at Oxford University's Oxford Internet Institute (OII) (Watch here)

# Workshops & Clinics

November was Digital Citizenship' Safety Month. In partnership with different organizations, Digital Citizenship was able to deliver digital safety workshops as well as digital clinic services for young people.

**Digital Safety Workshop: WeYouth Sfax**
Houssem Kaabi, Digital Citizenship's COO, delivered a workshop in Sfax in collaboration with WeYouth Sfax about digital security methods and tools.



**Digital Safety Workshops: AESCAT, Time University**
In collaboration with the AESCAT, Digital Citizenship was able to organize a workshop in Time University, where students from different disciplines were able to actively participate and benefit from the digital safety course with our experts Leila Mnekbi and Oussama Rezgui.



**Digital Safety Workshops: MEPI, The DOT**
Digital Citizenship delivered a workshop in collaboration with MEPI for its alumni community. The workshop took place at the Dot where the participants got to learn about potential dangers that can be encountered online in addition to the tools that can help prevent them.



**Digital Safety Workshops: AESAT Sousse, Maison de Jeunes**
A workshop about digital security for foreign students in Tunisia was delivered at The Youth House in Erriadh - Sousse, in collaboration with AESAT Sousse.



**Digital Safety Workshops: Tunis People Magazine**
In October and September and in collaboration with Tunis People Magazine, we delivered several workshops dedicated to International students were delivered. Students were able to discover our offices, interact with the team and benefit from the training sessions from 10 AM till 4 PM, where they learned about digital safety tools and techniques and benefited from the Digital Clinic.

# Local Events



**Supporting the Global Shapers North African Retreat 2024**

Believing in the power of Youth, Digital Citizenship gladly supported the first Global Shapers' North African Retreat that took place in Tunis.



**16 Days of Activism ONU Femme Tunisie Panel**

Digital Citizenship have participated in the interactive panel organised by the ONU femmes Tunisie. Houssem KAABI, Digital Citizenship COO, interacted with experts and over 120 young people in Tunisia about the role of digitalization and young people in preventing violence against women and girls, the challenges of cyberviolence and the ethics of AI.

# International Events

**April 2024: Digital Rights & Inclusion Forum**

Digital Citizenship proudly participated in DRIF24! We tackled modern digital challenges and explored exciting opportunities for collective action in the African context. Huge thanks to Paradigm Initiative for the organization and support. In the picture, our representative, Oussema Rezgui with the Tunisian participants.



**Global Gathering 2024**

Houssem Kaabi and Oussama Rezgui were present at the Global Gathering 2024 representing Digital Citizenship. Very fructuous discussions with our partners were on the table.



**World Economic Forum's Annual Meeting of the Global Future Councils**

Emna Mizouni, Digital Citizenship's CEO, attended the WEF's GFC Annual Meeting #GFC24 in Dubai, to discuss Data Equity and the future of tech policy in the new era of GenAI.



**META's MENA Community Summit**

Digital Citizenship's CEO, Emna Mizouni actively participated in the 2024th MENA Community Summit and discussed urgent actions and recommendations to the different META platforms in regards to their policies, content moderation, and GenAI tools. She also shared Digital Citizenship's advocacy campaigns' recommendation for Civil Society in the region.

**CDT 2024 Tech Prom**

It was a tremendous pleasure meeting and exchanging with fellow digital activists and partners in a very relaxed atmosphere at the CDT 2024 Tech Prom. Looking forward to putting into action all the projects' ideas that Emna Mizouni, Digital Citizenship CEO, have exchanged with the participants.

# New Partnerships

**Supporting Tae'thir project:**
For the second year consecutively, Emna Mizouni, CEO of Digital Citizenship, contributes to the advisory and mentorship of the Tae'thir project. This project aims to promote human rights for Mediterranean youth through digital and arts projects.

**Supporting ATLAS Initiative for fighting crimes**
The Cybercrime Atlas Community uses open-Source research to create new insights into the cybercriminal ecosystem. Cybercrime Atlas participants use this research to disrupt cybercrime and mitigate the impact of cyber attacks. The Cybercrime Atlas hosted at the World Economic Forum's Center for Cybersecurity.

**TikTok Trusted partner**
Digital Citizenship has become TikTok's trusted partner. This allows us to help monitor content that is published on this social network for the Maghreb region and in particular Tunisia. Our team detects misconducts on the platform and decrypts the used language which can be hard to understand by the TikTok monitoring center.

# Our Partners

# Contact Us





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