

Chapter 1 : Report Violations | CRIMINAL-CEOS | Department of Justice

Internet service providers are in a key position to assist with the prevention of child abuse on the Internet, and arguably should therefore be "more visible and proactive on this front" (Finkelhor et al.).

News story New government action announced to tackle online child sexual abuse The Home Secretary announces action ahead of meeting with tech giants in the US to discuss their progress in tackling child sexual exploitation. The Home Secretary has made it his mission to tackle online CSE , which includes looking at all aspects of this crime. In September, he set out a commitment to drive an improved response to the horrifying scale of child sexual abuse online in a speech to the NSPCC. Advertisements for legitimate products, including from well-known brands, are appearing on sites hosting child abuse. The work by the Internet Watch Foundation will help outline the scale of the problem and how government and industry should respond. Home Secretary Sajid Javid said: Keeping our children safe is my mission as Home Secretary and it is vital tech companies take their responsibility seriously. I have demanded action and will be discussing the progress industry has made during my visit to the US " as well as seeing the latest tools being developed to detect online child grooming. This government is leading the response against these sickening crimes. We are delighted that the Home Office has asked us to provide data to explore how legitimate advertisers are being exploited by offenders, intent on sharing horrific imagery of child sexual abuse online. Using a variety of sophisticated techniques to avoid detection, offenders are exploiting online advertising networks to monetise their distribution of child sexual abuse material. At the heart of all our work, are the child victims of this hideous crime. They range from babies to teens. The abuse itself is horrific, but by sharing the images and videos of these crimes against innocent children, offenders are forcing the victims to suffer the torment of knowing their abuse continues. It is our mission to identify the methods offenders are employing to share this disturbing material, enabling us to most effectively disrupt its distribution. We hope this research will help us in this battle. This will see engineers come together to try and come up with solutions for tackling online grooming. Any products will then be given out as a free tool for others to use. In a further attempt to improve the response, work is being done to develop new tools to improve the capabilities of the Child Abuse Image Database CAID " the database used by the NCA and UK police forces to search for indecent images of children and increase the ability to identify victims. Following a call to industry 3 new tools using CAID are being developed: Through the competition, led by the Joint Security and Resilience Centre in partnership with Innovate UK, groups are being urged to come up with technical solutions that could be applied by platforms of all sizes, including those with less resource to commit to research.

Chapter 2 : Javid launches study into advertising on child abuse sites | Society | The Guardian

Child pornography and the sexual abuse of children through misuse of the media and the Internet are complex yet closely related issues. Not only do they necessitate complex solutions, they also demand a social response from all sectors of society.

You can help by adding to it. If cyber-bullying involves sexual content or sexting, however, the cyberbully and their parents can also be subject to legal consequences, including being registered as sexual offenders. An example of a state anti-bullying campaign is the Massachusetts Aggression Reduction Center, which provides curriculum to educators about cyber-bullying and its connection to bullying inside of schools. Amend the federal criminal code to impose criminal penalties on anyone who transmits in interstate or foreign commerce a communication intended to coerce, intimidate, harass, or cause substantial emotional distress to another person, using electronic means to support severe, repeated, and hostile behavior. Megan was the victim of cyber-bullying by a mother and teen daughter, which resulted in Megan committing suicide in her home in Missouri. Child grooming Grooming is a phenomenon that can occur on or offline. The official definition of grooming used by the U. Department of Justice is: In extreme cases, offenders may use threats and physical force to sexually assault or abuse a child. When grooming occurs online, however, this is frequently done without the knowledge or compliance of any adult. When children can use the Internet without supervision, there is more room for potential abuse. Online grooming itself can be driven by a variety of things. Most common is the use of online grooming to build a trusting relationship with a child in order to engage in either online or in-person sexual acts. The Internet is used to lead a child to potential sexual behavior. Grooming can also be used for other forms of exploitation of the child, such as blackmail for monetary gain and more. The two forms may be used in combination, with groomers convincing children to perform these sexual acts, such as the sending of nude photographs, and then blackmailing the victim by threatening to release information about them. Most commonly, chat rooms or social networks are used to make initial contact with possible victims. Groomers may also use photo-sharing apps, dating apps, or gaming websites to find their victims. They can be family friends or individuals who have met the child before but primarily use the Internet in order to strengthen that relationship for future exploitation of the child. Individual groomers can be of any sex, gender, or age. Grooming is considered a complicated matter, and groomers may use many tactics. Groomers may use compliments or make promises to the child in order to elicit certain behaviors. Groomers may also assert control over the child to exploit natural sexual curiosity. Such a phenomenon is known as catfishing. The definition of a catfish is "a person who sets up a false personal profile on a social networking site for fraudulent or deceptive purposes. Catfishing itself is not illegal in the United States, unlike identity theft, but when used as a method for online grooming is considered as the crime of grooming. Victims of online grooming are frequently young teens, with the majority of victims being between the ages of 13 and

Chapter 3 : Internet Statistics | GuardChild

Sexual abuse of children and adolescents can have serious health consequences for victims. Early studies have revealed that child sexual abuse is associated with an increased risk of later mental.

This is “quite simply” unacceptable. Child Pornography Child pornography is a form of child sexual exploitation. Federal law defines child pornography as any visual depiction of sexually explicit conduct involving a minor persons less than 18 years old. Images of child pornography are also referred to as child sexual abuse images. Federal law prohibits the production, distribution, importation, reception, or possession of any image of child pornography. However, this term fails to describe the true horror that is faced by countless children every year. When these images are placed on the Internet and disseminated online, the victimization of the children continues in perpetuity. Experts and victims agree that victims depicted in child pornography often suffer a lifetime of re-victimization by knowing the images of their sexual abuse are on the Internet forever. This often creates lasting psychological damage to the child, including disruptions in sexual development, self-image, and developing trusting relationships with others in the future. The expansion of the Internet and advanced digital technology lies parallel to the explosion of the child pornography market. Child pornography images are readily available through virtually every Internet technology, including social networking websites, file-sharing sites, photo-sharing sites, gaming devices, and even mobile apps. Child pornography offenders can also connect on Internet forums and networks to share their interests, desires, and experiences abusing children, in addition to selling, sharing, and trading images. These online communities have promoted communication and collaboration between child pornography offenders, thereby fostering a larger relationship premised on a shared sexual interest in children. This has the effect of eroding the shame that typically would accompany this behavior, as well as desensitizing those involved to the physical and psychological damage caused to the child victims. For this reason, online communities attract and encourage new individuals to join them in the sexual exploitation of children. The methods many offenders use to evade law enforcement detection have also become increasingly sophisticated. Several sophisticated online criminal organizations have even written security manuals to ensure that their members follow preferred security protocols and encryption techniques in an attempt to evade law enforcement and facilitate the sexual abuse of children. Unfortunately, no area of the United States or country in the world is immune from individuals who seek to sexually exploit children through child pornography. The continuous production and distribution of child pornography increases the demand for new and more egregious images, perpetuating the continued molestation of child victims, as well as the abuse of new children. Victims of Child Pornography It is important to distinguish child pornography from the more conventional understanding of the term pornography. Child pornography is a form of child sexual exploitation, and each image graphically memorializes the sexual abuse of that child. Each child involved in the production of an image is a victim of sexual abuse. While some child sexual abuse images depict children in great distress and the sexual abuse is self-evident, other images may depict children that appear complacent. However, just because a child appears complacent does not mean that sexual abuse did not occur. In most child pornography cases, the abuse is not a one-time event, but rather ongoing victimization that progresses over months or years. It is common for producers of child pornography to groom victims, or cultivate a relationship with a child and gradually sexualize the contact over time. Therefore, even if a child appears complacent in a particular image, it is important to remember that the abuse may have started years before that image was created. Furthermore, victims of child pornography suffer not just from the sexual abuse inflicted upon them to produce child pornography, but also from knowing that their images can be traded and viewed by others worldwide. Once an image is on the Internet, it is irretrievable and can continue to circulate forever. Many victims of child pornography suffer from feelings of helplessness, fear, humiliation, and lack of control given that their images are available for others to view in perpetuity. Unfortunately, emerging trends reveal an increase in the number of images depicting sadistic and violent child sexual abuse, and an increase in the number of images depicting very young children, including toddlers and infants. In addition, CEOS attorneys work with law enforcement

personnel to identify and rescue victims of child pornography from continued abuse. The use of the Internet to commit child pornography offenses has blurred traditional notions of jurisdiction. CEOS maintains a coordinated, national-level law enforcement focus to help coordinate nationwide and international investigations and initiatives. Furthermore, CEOS attorneys and HTIU computer forensic specialists travel all over the world to conduct and participate in trainings for investigators, law enforcement personnel, and others involved in efforts to investigate and prosecute child pornography offenders. CEOS also designs, implements, and supports law enforcement strategies, legislative proposals, and policy initiatives relating to federal child pornography laws.

Chapter 4 : Child Pornography | CRIMINAL-CEOS | Department of Justice

Online abuse is any type of abuse that happens on the web, whether through social networks, playing online games or using mobile phones. Children and young people may experience cyberbullying, grooming, sexual abuse, sexual exploitation or emotional abuse.

Clearances that have been obtained in Pennsylvania within the past 60 months are acceptable and considered current. Clearances obtained for employment purposes are acceptable for volunteer purposes. Clearances obtained for volunteer purposes are not acceptable for employment purposes. Submit current clearances before starting employment or show proof of applying for clearances and sign a disclosure statement before starting employment on a provisional basis. Employees presenting clearances within the past 60 months need to affirm that nothing has changed since obtaining the clearances. The disclosure statement for provisional employment is used for this purpose. The provisional hiring period is 90 days. Employees are required to report changes in clearances status within 72 hours. Updated clearances must be obtained as follows: If the clearances were obtained prior to Dec. For a child abuse clearance obtained Jan. Clearances must be renewed every 60 months. Background check fees for volunteers are waived one time within a 5-year period. Refunds are not provided for applicants who submit over-payments with their background check paper applications. For more information, visit Keep Kids Safe. Organization accounts will allow businesses and organizations to purchase child abuse history clearance payment codes and distribute those codes to applicants. Submit paper applications to: Failure to comply with the instructions that are attached to the application will cause considerable delay in processing the results. Applicants can now type their information directly onto the application or the information can be hand written onto the application. If the information is typed directly onto the application, the information will NOT be able to be saved on a computer unless the computer has a licensed version of the acrobat adobe software. Therefore, please be sure to print the completed application before closing the document so that the information typed on the application is not lost. If you have trouble accessing the application you may need to download the latest version of Adobe Reader, which is available free on the internet. ALL information that has been entered directly onto the application will be lost if you close the application prior to printing it if your computer does not have a licensed version of the Acrobat Adobe software. Both the applicant and organization must sign the form and the form must be attached to a paper Child Abuse History Certification application submitted via mail in order for the results to be released to the organization. Older versions of the Consent Release Form without a signature line for the organization will not be accepted and the certification result will be returned directly to the applicant, not the organization. Results cannot be sent to someone other than the applicant if applying for a Child Abuse History Certification electronically via the online link above.

Chapter 5 : Pennsylvania Child Welfare Information Solution

GuardChild has researched and compiled a list of Child Internet Crime and Abuse Statistics from: The Pew Institute, The National Crime Prevention Center, The University of New Hampshire, Youth Internet Safety Survey, The National Center for Missing and Exploited Children, Crimes Against Children Resource Center, Child Exploitation and Online Protection, Psychologies Magazine, Project Tomorrow.

Over the last ten years, the spread and usage of Internet and other related ICTs have increased significantly in all parts of the world. This development has largely been seen as positive since it facilitates access to information and communication between people. It can also be beneficial for children for both educational and social purposes. In particular, there is evidence to suggest that it has increased the risks for sexual abuse and exploitation in both online and offline settings. While this topic has been the focus of much research in some parts of the world, UNICEF Innocenti has identified a knowledge gap in this area from a global perspective. Accordingly, the approach to this study is global and it has three specific themes: The first theme documents and analyses international, regional and national legal frameworks in order to gather a robust evidence base and contribute to enhanced child protection legislation in line with international standards. It examines the criminalization of sexual abuse and exploitation of children through ICTs, provisions for the prevention, protection and rehabilitation of affected children as well as regularization of the private sector, such as Internet Service Providers and mobile phone companies. Based on this review, model legislation will be proposed. The second theme examines law enforcement efforts to combat sexual abuse and exploitation of children through ICTs, including child friendly investigation techniques, cross-national cooperation and capacity development in law enforcement agencies. The methodology includes a literature review, mapping of policy and practice using country case studies to highlight good practices and lessons learned, and an analysis of materials and findings to identify gaps and recommendations. The research is also based on lessons learned from previous research supported by UNICEF Innocenti on the sexual abuse and exploitation of children. The research is undertaken in collaboration with a variety of partners, including academics, practitioners, policy makers, law enforcement personnel and legal experts. An Expert Advisory Group, comprising representatives of many of these organizations and other experts, has been established to provide feedback and guidance throughout the research process. The outcomes will consist of a set of papers addressing the three themes mentioned above. The papers will be published online. Based on their findings and recommendations, and the discussions at an expert meeting held in June , a UNICEF publication will be produced and launched in early . In addition to informing programmes and policies of key stakeholders, the study is expected to be used by UNICEF Headquarters in the development of policy and programme guidance on this topic. The project is generously supported by the Japanese National Committee. At the same time, legislation against trafficking is often considered within the broader context of criminalizing prostitution, addressing organized crime and controlling migration. Although these are important issues, a focus only on these perspectives fails to adequately address the full complexity and dynamics of human trafficking, and fails to give distinct consideration to child trafficking. Existing laws therefore need to be amended and new laws enacted to fully conform with international standards. This report assesses the legal, policy and implementation frameworks in place to address child trafficking in the region. The report looks at information from 53 African countries and provides an analysis of the patterns, root causes, and existing national and regional policy responses and effective practices.

Chapter 6 : PA DHS - Certifications

Child abuse and the Internet Where available online, a link to the document is provided. Many items can be borrowed from the Institute's library via the Interlibrary loan system.

Sex Offender Registration Child Custody and Visitation With the exception of international parental kidnapping, child custody and visitation matters are generally handled by local and state authorities, and not by the federal government. To report a child custody or visitation issue, contact your local or state law enforcement agency. For information on how to report an international parental kidnapping, click here. Your report will be forwarded to a law enforcement agency for investigation and action. You may also wish to report the incident to federal, state, or local law enforcement personnel. Child Sexual Abuse Child sexual abuse matters are generally handled by local and state authorities, and not by the federal government. To report a child sexual abuse issue, contact your local or state law enforcement agency. Child Support Enforcement Child support enforcement matters are generally handled by local and state authorities, and not by the federal government. To report a child support enforcement issue, contact your local or state law enforcement agency. Upon referral from local or state agencies, the U. You may also wish to contact your local "Title IV-D" agency, which is required by federal law to provide child support enforcement services to anyone who requests such services. Extraterritorial Sexual Exploitation of Children To report an incident or suspicious situation that may involve the extraterritorial sexual exploitation of children, call the National Human Trafficking Resource Center NHTRC at , or file a confidential online report at [http:](http://) International Parental Kidnapping To report an international parental kidnapping situation, contact the U. This office coordinates efforts to seek the return of children abducted by their parents to foreign countries. Call the office at , or visit their website at [http:](http://) To report obscene or indecent material broadcast over the radio or television, contact the Federal Communication Commission FCC , which regulates radio and television broadcasting. S Postal Services website at [https:](https://) To report individuals engaged in fraudulent or unfair trade practices involving unsolicited emails, porn-spam, media violence, or identity theft, contact the Federal Trade Commission FTC and file a online consumer complain form at [https:](https://) Prostitution of Children To report an incident or suspicious situation that may involve the prostitution of children, call the National Human Trafficking Resource Center NHTRC at , or file a confidential online report at [http:](http://) A non-compliant or unregistered sex offender in violation of state registration law is not necessarily in violation of the federal registration law 18 U. You may also wish to report these persons to local and state law enforcement personnel. For a list of all state sex offender registries, click here. Updated July 7,

Chapter 7 : Online abuse | NSPCC

Through blog.quintoapp.com, the public can report suspected cases of online sexual exploitation of blog.quintoapp.com may include reports of child pornography (child sexual abuse material), online luring, children exploited through prostitution, travelling sex offenders, and child trafficking.

Warning Banner for Operation Protect Our Children In the s, use of the term child abuse images increased by both scholars and law enforcement personnel because the term "pornography" can carry the inaccurate implication of consent and create distance from the abusive nature of the material. This is to reflect the seriousness of the phenomenon and to emphasize that pornographic images of children are in fact records of a crime being committed. Child pornography is the consequence of the exploitation or sexual abuse perpetrated against a child. You can hear the child crying, pleading for help in the video. She testified before the United States Congress about the anguish she has suffered at the continuing circulation of the pictures of her abuse, to "put a face" on a "sad, abstract, and faceless statistic," and to help pass a law named for her. Relationship between child pornography and child sexual abuse Experts differ over any causal link between child pornography and child sexual abuse, with some experts saying that it increases the risk of child sexual abuse, [42] and others saying that use of child pornography reduces the risk of offending. As the total number of those who view such images can not be ascertained, the ratio of passive viewing to molestation remains unknown. The report also notes that it is not possible to define the progression from computerized child pornography to physical acts against children. The fact that this trend is revealed in multiple sources tends to undermine arguments that it is because of reduced reporting or changes in investigatory or statistical procedures. Other researchers have adopted similar ten-level scales. Pictures of children playing in normal settings, in which the context or organisation of pictures by the collector indicates inappropriateness. Pictures showing a child being tied, bound, beaten, whipped or otherwise subject to something that implies pain. Pictures where an animal is involved in some form of sexual behaviour with a child. Proliferation Internet proliferation Philip Jenkins notes that there is "overwhelming evidence that [child pornography] is all but impossible to obtain through nonelectronic means. Prosecution is difficult because multiple international servers are used, sometimes to transmit the images in fragments to evade the law. In one case, a Massachusetts man was charged with possession of child pornography when hackers used his computer to access pornographic sites and store pornographic pictures without his knowledge. Court of Appeals for the Tenth Circuit has ruled that if a user downloads child pornography from a file sharing network and possesses it in his "shared folder" without configuring the software to not share that content, he can be charged with distributing child pornography. Department of Justice states that "At any one time there are estimated to be more than one million pornographic images of children on the Internet, with new images posted daily. Further, that much of the trade in child pornography takes place at hidden levels of the Internet, and that it has been estimated that there are between 50, and , paedophiles involved in organised pornography rings around the world, and that one third of these operate from the United States. One massive international child pornography ring was centered in the Netherlands. In the largest ever operation of its kind, police in 30 countries arrested suspects and identified others. Dutch authorities arrested year-old Israeli-born Dutch citizen Amir Ish-Hurwitz, founder and owner of the internet forum Boylover. At its peak, the forum had more than 70, members around the world. The software is based in a pattern recognition engine. The obsessive nature of the collecting and the narrative or thematic links for collections, led to the building of social communities on the internet dedicated to extending these collections. Through these "virtual communities" collectors are able to downgrade the content and abusive nature of the collections, see the children involved as objects rather than people, and their own behaviour as normal: Sentencing Commission report found that child pornography offenders, while "much more likely to be sexually aroused by children than contact sex offenders or the general population", can also have non-sexual motives for collecting child pornography, including initial curiosity, compulsive collecting behaviors, avoidance of stress and dissatisfaction with life, and an ability to create a new and more socially successful identity within an online community. Some offenders find collecting child pornography

enjoyable regardless of whether the images are sexually exciting to them; their interest is in assembling complete sets and organizing the material as a pastime, analogously to what a stamp collector might do. Child sex tourism Sex tourists created one source of child pornography that is distributed worldwide. Most of the victims of child sex tourism reside in the developing countries of the world. In , a court in Thailand convicted a German national of child molestation and production of pornography for commercial purposes; he was involved in a child pornography ring which exploited Thai children. A sizable portion of the pornography seized in Sweden and in the Netherlands in the s was produced by sex tourists visiting Southeast Asia. The assistant secretary for Immigration and Customs Enforcement added that the case reflected three larger trends that are becoming more common in child pornography rings. One is the increasing prevalence of "home-grown" pornographic images that are produced by predators themselves, and include live streaming video images of children being abused, not just the circulation of repeated images. Another trend is the growing use of sophisticated security measures and of peer-to-peer networking , in which participants can share files with one another on their computers rather than downloading them from a web site. The group used encryption and data destruction software to protect the files and screening measures to ensure only authorized participants could enter the chat room. A third trend is the increasingly violent and graphic nature of the images involving the abuse of younger children. We need to reduce the profit motivation. In response to New York v. Ferber , U. Supreme Court decision allowing the prohibition of child pornography even if it did not meet the obscenity standard established in Miller v. California , Congress passed the Child Protection Act of , broadening the definition of child pornography and criminalizing nonprofit child pornography trafficking. The Meese Report found that child pornography was a cause of serious harm; this led to the passage of the Child Sexual Abuse and Pornography Act of , which increased penalties for repeat offenders. Supreme Court decision Osborne v. Ohio , U. Constitution allowed prohibition of child pornography possession. The Court noted that at the time of the decision, 19 U. As of , all 50 U. Provisions of the Child Pornography Prevention Act of that banned virtual child pornography were struck down in Ashcroft v. Free Speech Coalition , U. Congress passed several laws increasing the penalties for child pornography offenses, so that from to , the mean sentence of child pornography offenders increased from Sentencing Guidelines recommend imposing the maximum term of supervised release for all sex offenders, [78] this means that a lifetime term of supervised release is recommended for all child pornography offenders. During , 3, suspects were referred to U. In , the median prison sentence imposed was greatest for sex abuse offenses 70 months followed by child pornography 63 months and sex transportation 60 months. The median sentenced for sex transportation was 60 months in and The median sentence increased from 44 to 70 months for sex abuse and from 15 to 63 months for child pornography. In comparison, median prison terms for drug and weapon offenders remained stable and increased for violent offenses. In fiscal year , the average term of supervised release for non-production offenders was approximately 20 years; the average term of supervised release for offenders sentenced under the production guideline was nearly 27 years. The principal of boylover. Hundreds of additional suspects remain at large. The result is country specific lists according to national legislation in the participating countries. This police initiative has a worldwide scope in its work but is partly financed by the European Commission. When child pornography is distributed across international borders, customs agencies also participate in investigations and enforcement, such as in the "cooperative effort between the United States Customs Service and local operational law enforcement agencies in Russia. A search warrant issued in the USA by the Customs Service resulted in seizing of computers and email records by the Russian authorities, and arrests of the pornographers. Google has developed video fingerprinting technology and software to automate the review of some 13 million pornographic images and videos that analysts at the center previously had to review manually. Laws regarding child pornography Child pornography laws provide severe penalties for producers and distributors in almost all societies, usually including incarceration, with shorter duration of sentences for non-commercial distribution depending on the extent and content of the material distributed. Convictions for possessing child pornography also usually include prison sentences, but those sentences are often converted to probation for first-time offenders. It later updated this information, in subsequent editions, to include UN member countries. Of the 94 that did, 36 did not criminalize possession of child pornography

regardless of intent to distribute. It also did not count bans on "the worst forms of child labor. Artificially generated or simulated imagery Main article: Simulated child pornography Simulated child pornography produced without the direct involvement of children in the production process itself includes modified photographs of real children, non-minor teenagers made to look younger age regression , fully computer-generated imagery , [] and adults made to look like children. Sexting and filming among minors Main article: Sexting Sexting is sending, receiving, or forwarding sexually explicit messages, photographs, or images, primarily between mobile phones, of oneself to others such as dating partners or friends. It may also include the use of a computer or any digital device. In many jurisdictions, the age of consent is lower than the age of majority , and a minor who is over the age of consent can legally have sex with a person of the same age. Many laws on child pornography were passed before cell phone cameras became common among teenagers over the age of consent and sexting was understood as a phenomenon. Teenagers who are legally able to consent to sex, but under the age of majority, can be charged with production and distribution of child pornography if they send naked images of themselves to friends or sex partners of the same age. Florida cyber crimes defense attorney David S. Seltzer wrote of this that "I do not believe that our child pornography laws were designed for these situations A conviction for possession of child pornography in Florida draws up to five years in prison for each picture or video, plus a lifelong requirement to register as a sex offender. The images were made by children or teenagers photographing or filming each other or as selfies , without adults present or coercing, by unwittingly imitating adult pornographic or nude images or videos including of celebrities that they had found on the Internet. The report said that pedophiles trawled for and amassed such images. Wikiquote has quotations related to:

Chapter 8 : Online safety | NSPCC

Welcome to the Child Welfare Portal. Our service provides a means for individuals to apply for PA Child Abuse History Clearance online and for mandated reporters to report child abuse in Pennsylvania.

Chapter 9 : Child pornography - Wikipedia

Online child abuse is a unique form of child abuse due to its virtual, distanced, and anonymous nature. Such abuse may not happen face-to-face, nor does it necessarily require physical contact.