



LEARNING NETWORK VIRTUAL FORUM

Not Yours to Distribute! Intimate Images and Consent

Thursday, Feb 9 | 1:00 to 3:30 pm ET



LEARNING NETWORK VIRTUAL FORUM

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Survivor-Centred and Trauma-Informed Responses in Addressing Tech Abuse

Presented by: Hera Hussain



CHAYN

Imagine.

A place where we're no longer
subjected to gender-based violence.
Not at home, nor at work, nor on the
internet.

That's the world we're building at
Chayn: A feminist future for all.

Vision

Chayn dreams of a future where:

- **Women and people of marginalised genders are free from all gender-based violence, online and offline.**
- **Feminism is anti-racist, decolonised, and intersectional.**
- **Everyone can create intentional spaces of community, joy, and healing for all on the world wide web.**

Mission

To use the power of technology to help survivors of gender-based violence heal, irrespective of language, geography, or culture, by:

- 1) Empowering survivors with the information and understanding they need to thrive.*
- 2) Working with survivors to design tools and resources that not only help them, but also systematically challenge patriarchal structures that enable abuse.*
- 3) Advocating for trauma-informed approaches to product design and tech development that prevent harm.*

See for yourself.



About Chayn

Get involved

All resources

Get help

Relax

LEAVE THIS SITE

Feel low? Is past trauma affecting your life? Want support to get out of abusive relationships?
You're in the right place.

We support those experiencing gender-based violence because we deserve the right to be free, and happy. Our resources will help you spot abuse, collect evidence, stay safe, get well and connect to local services.

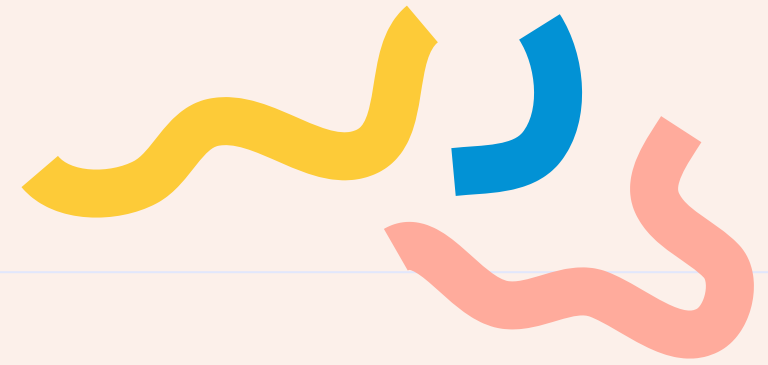


www.chayn.co

We've been there too.

Written by survivors and experts from different cultures and experiences, these resources will help you think through your situation and find resolution.

A universe of resources



Survivors

Self-paced and guided resources designed around women and marginalised genders but open to all.



Guides



Curated collections



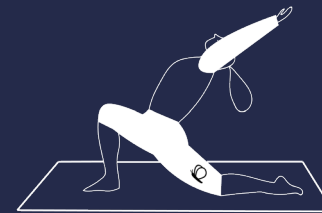
Digital services

Organisations

Non-profits, public sector, private sector, technologists & researchers



Research & best practice



Training



Consultancy & service delivery

impact
2013-2021



500,000

people reached across the
globe

1.5 million

page views of our content

*United Kingdom
United States
India
Pakistan
Italy
Canada*

*Australia
Spain
UAE
Brazil
Portugal
Afghanistan*

*Iran
Egypt
Iraq
Syria
France
Russia*

*Germany
Netherlands
Chile*

[About Chayn](#)[Get involved](#)[All resources](#)[Get help](#)[Relax](#)[LEAVE THIS SITE](#)

Do it yourself online safety

Trauma can have a huge impact on our mind, emotions and body. In our recovery, let's understand our body's physical reaction to trauma.

[Starter pack](#)[Advanced guide](#)



ORBITS

**A global field guide to advance
intersectional, survivor-centred, and
trauma-informed interventions to
technology-facilitated gender-based
violence**

<https://c.chayn.co/orbits>



image-based abuse



cyber harassment



doxxing



smart home abuse



zoom bombing



outing gender
identity or sexuality



cyber abuse



creep shots



digital morphing



deep fakes



repeated wrong dials



cyber flashing

Key Problems



Technology

- Vulnerabilities in tech platforms that can be exploited to create harm.
- Inadequate or non-existent safeguards and support mechanisms.
- Often replicates the systems of oppression of wider society and amplifies existing inequalities.
- Design, and reporting and remedial processes are often inadequate, inaccessible, and retraumatising.

Key Problems



Research

- Can be a retraumatising site for survivors of abuse.
- Often carried out in extractive and harmful ways, where the survivor is expected to recount their trauma with little support or information about how their testimony will be used.
- Research can extend harm by creating vicarious trauma for the researcher(s).

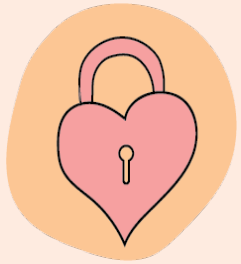
Key Problems



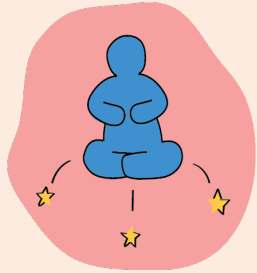
Policy

- Policy landscape has simply not kept up with the pace of new technologies.
- When policy does exist, it can use vague language that may end up victimising survivors or take a narrow approach which excludes the experience of marginalised groups.
- Barriers to reporting and incomplete implementation.
- Lack of corporate accountability.
- Survivors are often left retraumatised by the justice process.

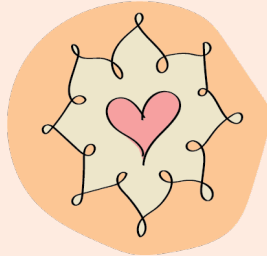
Trauma-informed design principles



Safety



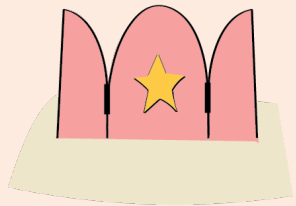
Agency



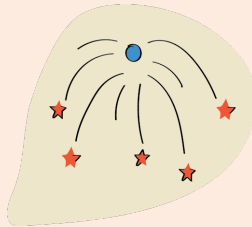
Equity



Privacy



Accountability



Plurality



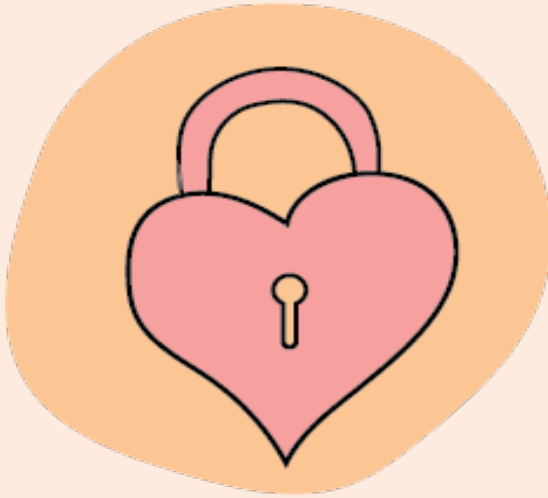
Power-sharing



Hope

These design principles will help us test, rationalise and question our product, service and strategic decisions. As design principles should, these will remain in evolution, adapting, and morphing with our experience.

Safety



Making brave and bold choices that prioritise the physical and emotional safety of people.

A collage of three web pages. The top page is the Bloom website, featuring a pink header with the Bloom logo, navigation links like 'Our Bloom team', 'Immediate help', 'Log in', and 'EN', a 'Welcome to bloom' message, a circular profile picture of a woman with a plant on her head, and a 'Leave this site' button. The bottom-left page is a Google Images search for 'cute baby animal memes', showing various animal memes like a duck, a bunny, a koala, and a cat. The bottom-right page is the Wikipedia homepage, showing the 'WIKIPEDIA The Free Encyclopedia' logo, navigation links like 'Main page', 'Contents', 'Current events', 'Random article', 'About Wikipedia', 'Contact us', and 'Donate', and a featured article section titled 'From today's featured article' featuring Lady Gaga's 'Dance in the Dark'.

Safety



Making brave and bold choices that prioritise the physical and emotional safety of people.



Love

With Bumble's Private Detector, You Have Control Over Unsolicited Nudes

The scourge of the unsolicited nude photo is over — on Bumble, at least.

We've launched a new safety feature, Private Detector, in an effort to better shield our community from harassment via the sending of lewd images.



Lisa and Dean Were "Instant Soulmates."

SAFETY

Technology

- Designing reporting mechanisms that don't involve the resharing or further distributions of harmful content.
- Blocking and filtering content and users

Research

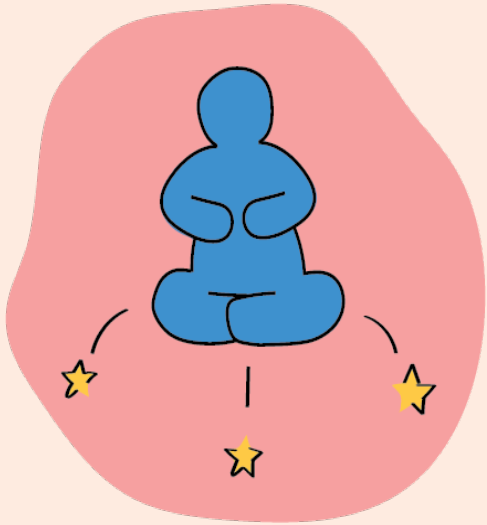
- Carefully consider who to involve in research
- Offering interviewees option of choosing time and channel of communication

Policy

- Survivor-centred approaches for interactions with witnesses
- Meeting survivors' needs through adequate non-legal support



Agency



Honouring the survivor's wishes to create affirming experiences. This requires seeking informed consent at every step and providing information, community, and material support to survivors.

Our courses

Bloom courses offer tailored information, tools, and affirming words to help us cope with trauma. They encourage us to learn, reflect, and process what we've been through and how it may have affected us—all in a safe and empowering space.



Healing from sexual trauma

✓ Completed



Society, patriarchy, and sexual trauma

○ Started



Recovering from toxic and abusive relationships

○ Started



Dating, boundaries, and relationships



For dating and romantic relationships, we will recognise healthy and toxic behaviours, figure out our boundaries, and find ways to communicate these – all in a compassionate space.



Society, patriarchy, and sexual trauma



Healing from sexual trauma

✓ Completed



AGENCY

Technology

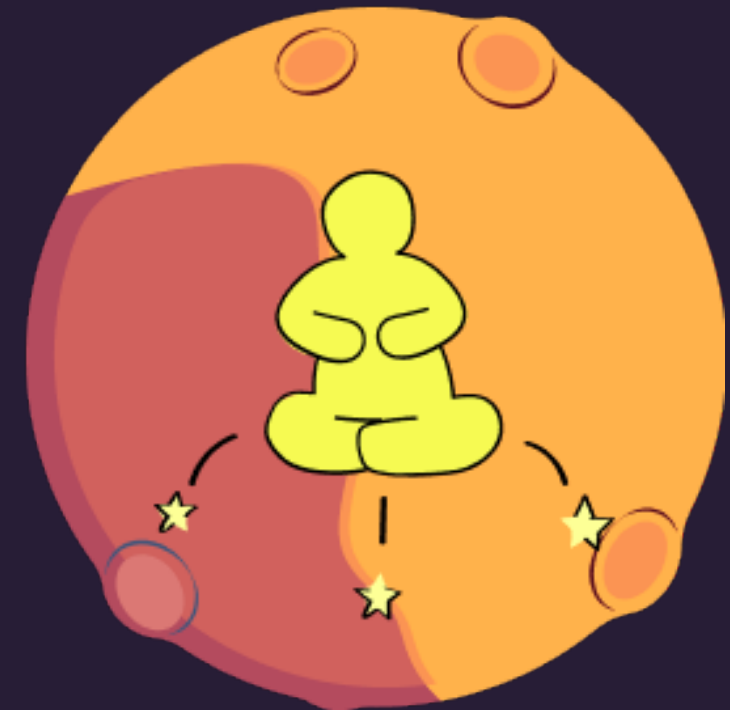
- Tools that people can do at their own pace, and customise for themselves
- Creating mechanisms that enable people to describe their own experience and share the remedial measures they wish for, rather than forcing reports into rigid, predetermined categories

Research

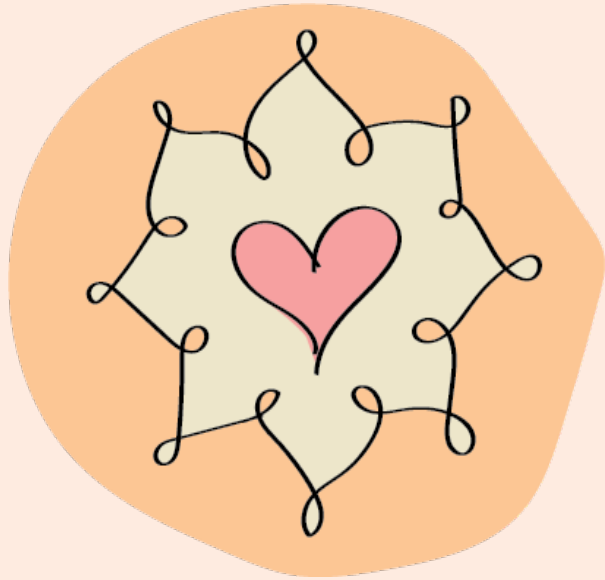
- Seeking informed consent
- Offering different options for contributing to research

Policy

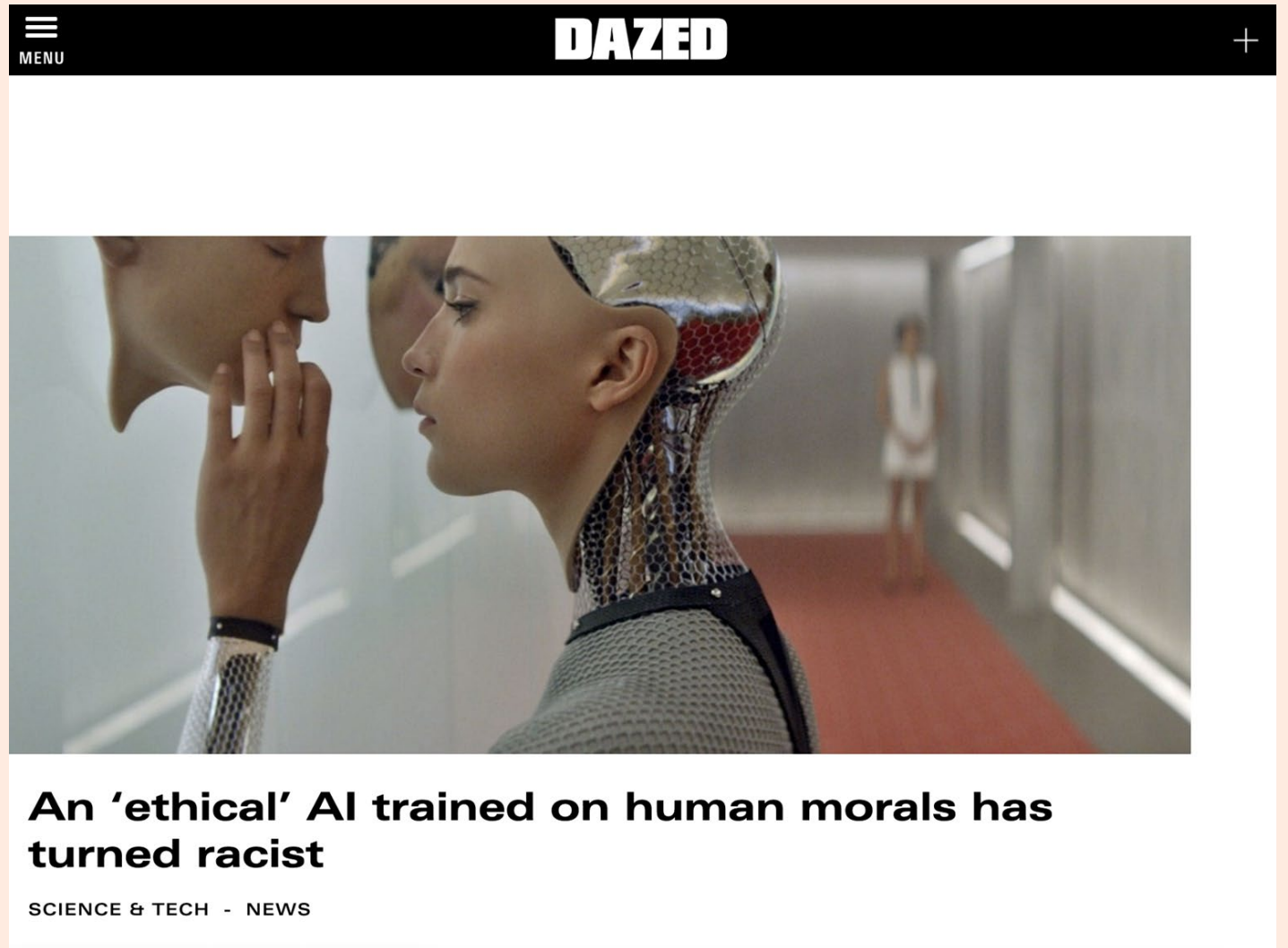
- Drafting laws in a way that focuses on the survivor's consent (or lack thereof) instead of the perpetrator's intention
- Building consent into various stages of the process



Equity



Designing for inclusion must consider how position, identity, vulnerabilities, experiences, knowledge, and skills shape trauma and recovery. Survivors are not a homogenous group.



EQUITY

Technology

- Providing resources and information in multiple formats - for example, captioned videos as well as written resources
- Strong referral pathways to specialist services for survivors from marginalised communities

Research

- Compensating people. Keeping in mind that there may be legal restrictions for some to accept money, provide alternatives.
- Letting people talk about challenges that go beyond your subject area

Policy

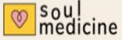
- Providing free legal assistance, support and counselling to survivors and individuals from low-income and marginalised communities



Privacy



Securing a survivor's personal information, such as data, images, videos, statements, and their trauma story must be kept secure and undisclosed, unless the survivor decides otherwise. Also ensuring frictionless access to help and information.

home pathways about us create account / sign in

We are currently in beta. [Give us your feedback here!](#)


Brighten your day with bite-sized support

While looking for help or support online, the internet can often offer information that is complex, overwhelming and rigid. But what if there was a simpler and easier way to get helpful advice and tips online?

Let Soul Medicine send you notes of love and information. Written by women who have been through what you are going through - at a time that works for you. Available in Arabic, English and Urdu.

All you need is a phone and internet. Let's do this together!

[HOW IT WORKS](#)



3 Personalise

If you choose to receive the notes through email, you can customise to make it your own



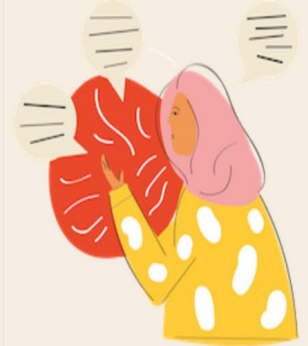
Set your time

Set your preferred time to receive these messages exactly what day and time you want.



Disguise your email

To protect you, we've some disguises that will make it seem like your email isn't about self-empowerment e.g 99 ways to use tin foil for hair care.



Choose your language

Select the languages you want to receive your notes in. You can receive the same note in multiple languages.

PRIVACY

Technology

- Clearly indicating what data is publicly accessible and what isn't
- Maintaining strict confidentiality for reporting processes

Research

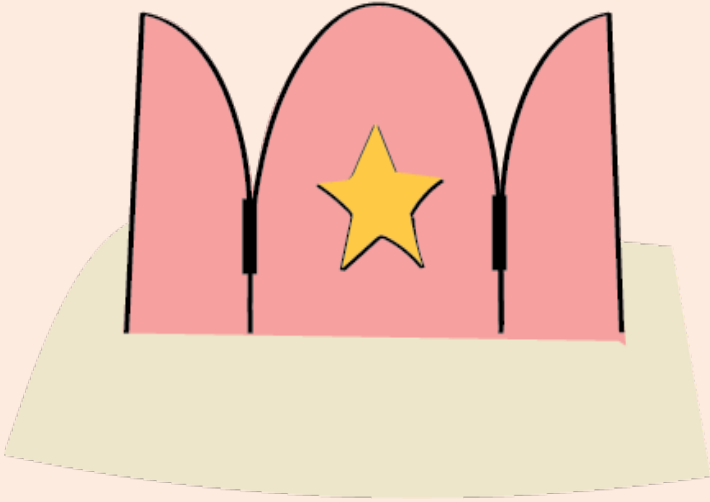
- Deleting voice and video recordings after a certain period of time. You can keep an anonymised script
- Making survivor testimonies anonymous by default. Allow people to choose their own pseudonym

Policy

- Ensuring anonymity and confidentiality protections for tech abuse survivors as given under GBV laws and sexual assault shield laws



Accountability



Maintaining a relationship of trust includes being open and consistent about what is being done, how, and why; we must create and nourish constructive feedback loops that trigger change.

- Putting a duty of care on tech companies to ensure that they have adequate infrastructure to prevent tech abuse and to support survivors. Provide a minimum standard for the industry and have penalties for tech companies that do not meet these.
- Creating feedback loops and consultations from survivors and the public for existing laws related to tech abuse.
- Creating laws that recognise the cross-border dimension of tech abuse and have provisions on how to navigate this borderless crime.
- Developing institutions to facilitate access to non-criminal remedies.

ACCOUNTABILITY

Technology

- Being clear about the hours of your service or the boundaries of your support
- Sharing openly when something is not working or is a trial feature

Research

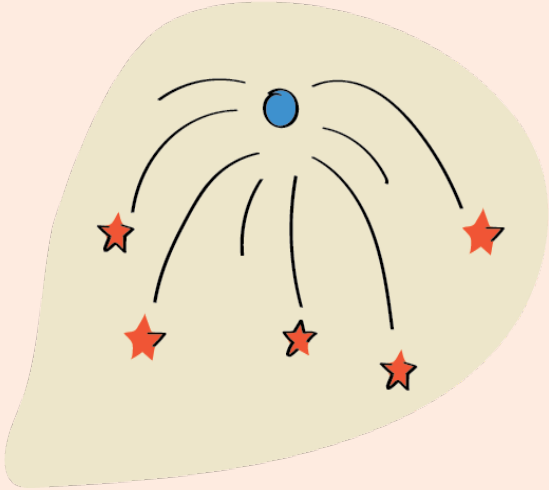
- Responding to questions in a thorough and timely manner
- Being clear about sample sizes. Small sample sizes, even when diverse, can give misleading results if they are used to represent their entire community or a larger, diverse population

Policy

- Setting a minimum regulatory standard for the industry
- Developing feedback loops and consultations



Plurality



Actively leaving space for complexity and recognising harm manifests in different and disproportionate ways for people living at the intersection of multiple oppression.



Chayn 🇨🇦 🌈 🌟
@ChaynHQ

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Algorithmic justice means not using a system for 15 YEARS which ranks domestic violence complaints where victims are mostly women as low-threat for Police. Policing and technology done wrong can cost lives. Report by [@eticasconsult](#).
eticasfoundation.org/wp-content/upl...

10:31 PM · Mar 16, 2022 · Twitter Web App

Firstly, we want to highlight that through this audit, we have found that the VioGén system adapts the clustering of risk assessments to the resources available. This means that the system only gives the number of "extreme" risk scores it can afford, and so **funding cuts have a direct and quantifiable impact on the chances that women will receive effective protection after seeking police protection**. As the number of VioGén cases is growing each year, there are more women receiving police protection. While in 2015 around 3,000 women received police protection -with medium, high, and extreme risk scores-, in 2021 this number rose up to almost 9,000 women. Yet, there is still a big gap between women who receive police protection over those who do not, despite reporting the case of gender violence to the police. In terms of calibration,³⁰ **we are concerned by the number of cases that the VioGén system "discards" by giving them an "unappreciated" risk score.** As it is currently designed, the risk score given by VioGén is not only determined by the objective facts that the questionnaire intends to unearth, but also the overall distribution of gender-violence cases, which is determined by the available resources. Therefore, in 2021, **only 1 out of 7 women who reached out to the police for protection actually received it.**³¹

This is even more serious if we take into account the barriers we have identified to accessing VioGén, which are one of the reasons why only 21.7% of women victims of domestic violence seek protection. These figures mean that **only 3% of the women who are victims of gender violence receive a risk score of "medium" or above and, therefore, effective police protection.**

PLURALITY

Technology

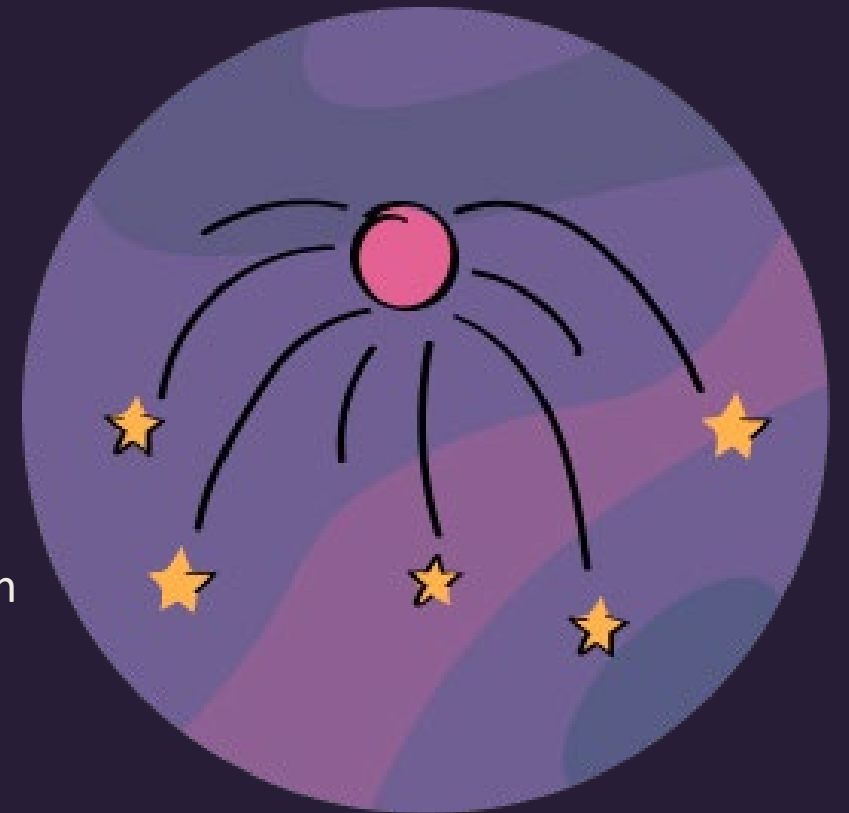
- Recognising that people in digital spaces might experience multiple forms of discrimination/hate so in complaint processes it should be possible for survivors to identify being affected by multiple offences, including offline ones
- Training moderators to understand cultural context

Research

- Letting the interviewee lead the conversation
- Considering and capturing the context of the experience

Policy

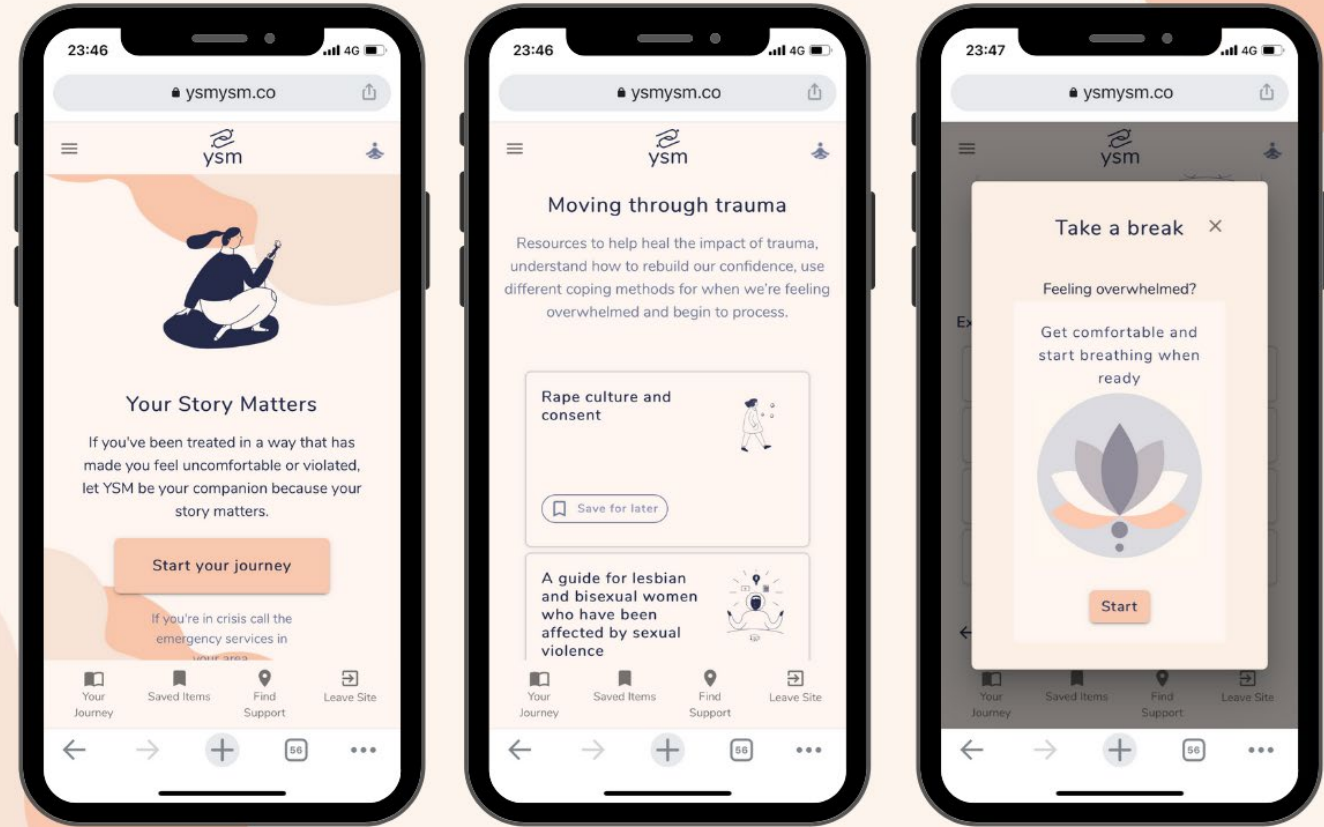
- Providing guidance / training for judges and law enforcement on the ways in which tech abuse manifests and impacts different communities



Power re-distribution



*Distributing and sharing
power by co-designing
interventions with survivors.*



POWER REDISTRIBUTION

Technology

- Giving survivors decision-making power in tech companies through compensated board or committee positions
- For global firms, using local teams and networks to gather ideas for ways to improve services

Research

- Giving survivors decision-making roles in research projects
- Working with survivors to shape the research

Policy

- Space and resources to support survivors who want to lead drafting or inputting on policies and laws that affect them



Hope



Creating validating, empathetic, warm, and soothing experiences, motivating people to seek and embrace the help on offer. We should seek collaborative solutions and offer hope for the future.



[About Chayn](#)

[Get involved](#)

[All resources](#)

[Get help](#)

[Relax](#)

[LEAVE THIS SITE](#)

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Written by survivors and experts from different cultures and experiences, these resources will help you think through your situation and find resolution.

HOPE

Technology

- Simple, soothing and visually appealing UX
- Taking proactive steps to stop tech abuse and communicating about them

Research

- Planning how you will use the research to actively affect change and sharing with participants how their story is going to improve conditions for others
- Creating warm interview and research spaces

Policy

- Making other forms of healing available, beyond the court system



Coming soon



**A course on
healing from
image-based
abuse**