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Women@Web Activity Reporting

DIGITAL SAFETY CLINIC:

Boot camp for strengthening cyber
security and digital participation for
women in Kenya

Nairobi | Kenya
Jan 2020 - Mar 2020
Heron Portico, Nairobi
Siasa Place
February 19th-21st 2020



Project Data

Project	Women@Web
Period	January 2020 - March 2020
Venue	Nairobi, Kenya
Cooperation partners	AMWIK, KICTANET
Project team	Nerima Wako - Ojiwa Programme Support and Trainer Miriam Obara Programme Support Waithera Mwangi Finance Support

Background

EXECUTIVE SUMMARY

In August 2018, Siasa Place in partnership with DW Akademie's Women@Web project initiated the first digital safety clinic. It is a 3-year initiative in Kenya, Uganda, Rwanda and Tanzania. The combination of Women@Web partners allowed the program to receive feedback from over 200 attendees in the East Africa region. The research was conducted after various workshops in the region. It found that 6 out of 10 women have had personal experience with harassment and insults on the internet. 94% strongly believe that women are particularly vulnerable online and about 9 out of 10 participants therefore believe that women need digital training more than men do. Almost 8 out of 10 say that they sometimes don't have the courage to defend themselves, especially when they hear what happens to other women who stand up for themselves.

In the case of Kenya, which has also embodied the masculine politics, the inequalities between male and female genders are mostly related to political structures that discriminate based on gender. Women in politics and aspirants continue to suffer failure to actualize the implementation of gender quotas as provided for in Articles 27 (8) and 81 of the constitution of Kenya.

The missing voices of Kenyan women at national level, therefore, trickles down to the county and grassroots levels. To realize the right to participate by all requires duty bearers to move beyond lip service and put in place the necessary mechanisms to ensure they are both secured and practiced.

This report documented proceeding of the meeting that mainly covered the following topics:

- 1. Digital Brand Presence**
- 2. Digital Ecosystem**
- 3. Digital Rights**
- 4. Emotional Intelligence**
- 5. Cyber Security and Digital Clean-Up**
- 6. Effects of Trauma and dealing with TAVAW (technology assisted violence against women)**



Description of target group:

In attendance were eighteen participants from the expected fifteen. Our target group was female influencers and bloggers.

Evaluation of the target group:

Our target group was female influencers and bloggers. There were women from various organizations such as Dada Power, which is an organization that mentors high school girls, digital influencers and bloggers. The women were mainly based in Nairobi County.

Activity process:

INTRODUCTION

Siasa Place in partnership with DW Akademie held a three-day digital safety clinic from 19th to 21st February 2020 at Heron Portico, Nairobi. The concept of this clinic initially started in 2018 from the first clinic held where women were trained on digital literacy, content creation, and digital storytelling among other tools. It is through the feedback from our previous workshop that we realized the gaps and observed that more time needs to be allocated towards the next program and a need to include the psychosocial aspect of online harassment against women.

The purpose of the three-day safety clinic (boot camp) was to capacity build and mentor female influencers and bloggers in enhancing their digital engagement and digital advocacy skills.

DAY 1 - 19TH FEBRUARY 2020

INTRODUCTION AND EXPECTATIONS BY NERIMA WAKO - OJIWA (EXECUTIVE DIRECTOR OF SIASA PLACE)

Nerima started by welcoming the audience and thanked them for responding to the call. She gave them a chance to introduce themselves.

She explained that the program was in response to the need identified by a research conducted by Women at Web whose target is mainly women, who are using the internet and how they can better improve their safety. She highlighted the finding on a research conducted by Women

at Web on 200 attendees in the East Africa region after various workshops in the region, which observed that. 6 out of 10 women have had personal experience with harassment and insults on the internet and 94% strongly believe that women are particularly vulnerable online. 9 out of 10 participants therefore believe that women need digital training more than men while almost 8 out of 10 feel that they sometimes don't have the courage to defend themselves, especially when they hear what happens to other women who stand up for themselves.

The research hence concludes that not so many women are vocal and therefore It is important for them to know that digital space is difficult and security measures are as important. She encouraged them to actively participate and officially declared the clinic open.



SESSION I:

DIGITAL ECOSYSTEM BY MWARA GICHANGA - TECHNOLOGY POLICY ASSOCIATE AT KICTANET

She started by encouraging effective participation and welcomed everyone to give their own opinion since women carry knowledge on the inside but have no spaces and thus the creation of the space. She proceeded to ask participants to put their thoughts on the following statements and questions:

- Do you think men experience the internet differently than women?
- Is it more important for people to be able to speak their minds freely or feel welcome and safe online?
- Have you experienced online abuse or harassment?

After listening to their responses, she observed that they were of the opinion that women were experiencing the internet differently compared to men. Secondly, the majority felt that it is important for people to be able to both speak their minds freely and feel welcome and safe online. Lastly, all the participants had experienced some form of online abuse or harassment.

She noted that 25% of women in Africa had been left out of the internet and it was important for them to occupy the space because their participation online was low. She therefore

recommended the need to understand the dynamics and create more spaces for women other than the ones that have already been set out by engaging in public participation. She also recommended the need for advocacy that is geared towards addressing gaps in the online space. Among some of the solutions to this problem include:

- Take responsibility on educating women or rather seek information.
- Incorporate both genders on the training for digital rights.

SESSION II:

DIGITAL BRAND PRESENCE BY NERIMA WAKO - OJIWA

She gave a brief introduction on Siasa Place and how it began noting that branding was distinct and it remained just as simple as using the first two letters of Siasa Place - SP. She mentioned that building a brand does not have to come from an individual. A vision is not a vision if it is not fed to someone else. Consistency is always key to everything. It does not matter how you look, you just have to push for the space. When creating the SP brand, choosing the colors was key. SP's main color is red, which is very distinct, and the colors of the flag which highlights an important value to the organization which is patriotism.

She urged participants that it is important to focus on what is important and not on one's insecurities while being flexible to change. Most importantly, how can we be adaptable to the situations surrounding us? Nerima mentioned how when you are young and broke, you have the time and energy which is your capital. How can one capitalize on their networks? A big part of growing as an organization meant that she had to allow people to own the vision. You can be involved without steering the wheel and give an open space for everyone to venture.

Through this session, the participants were able to understand how to take their online presence to the next level and amplify their voices towards the causes that they are passionate about.

SESSION III:

DIGITAL RIGHTS BY BERNARD OGOI

Bernard works with the Association of Media Women in Kenya (AMWIK) which deals with both print and electronic media and Public Relations. Mr. Ogoi's presentation focused on Human rights online, privacy and freedom of expression online. He defined digital rights are the rights of people to safely access and use digital spaces as they please. They are human rights in the online space. The United Nations declared access to technology a basic human right in 2010.

He explained that understanding digital rights entails having the necessary legal safeguards to protect oneself against unwarranted monitoring, access to basic technology for our information to go online and overcoming challenges that hinder access to the online space.

Therefore, digital rights are important to women because their whole lives are practically online. In addition, in order to safeguard freedom of expression, political participation and



freedom of association online as expected to be done offline. Further to address gender disparity, stereotypical and cultural expectations on how women should behave online. In the fight to enhance digital literacy and safety of women in Kenya, learning your digital rights is an important aspect. The constituents of digital rights are privacy and freedom of expression where a woman can say what is right without harming other people and protecting her own identity.

He observed that the current legal framework in Kenya that support digital rights include: The constitution of Kenya 2010 which provides for freedom of association and access to information under articles 33, 34 and 35 respectively, Computer Misuse and Cybercrimes Act 2018, Kenya Information and Communications Act (Amendment Bill 2019), Data Protection Act 2019 and Defamation Act. However, he noted that there was no law to protect the data collected by the government in the NIIMS (Huduma Number) Registration exercise conducted about a year ago and the E-citizen platform.

He also explained that the Kenya Information and Communications Act (Amendment Bill 2019) sought to amend sections of the KICA 2013 to introduce licensing and policing of social media users to regulate sharing of information, create obligations for social media users and permit the Communications Authority to develop a code of conduct for bloggers. Computer Misuse and Cybercrimes Act 2018 had 26 sections suspended in 2019 and recently the high court threw out the case by the BAKE (Bloggers Association of Kenya) that had sought to declare the Act unconstitutional in January.

These laws affect the country in many ways including:

- Curtailing freedom of expression, political participation, freedom of association online as expected to be done offline
- Perpetuating revenge porn, child porn, cyberbullying or stalking
- Individuals and institutions are able to collect analyze and trade in your data, often without your permission
- Promoting illegal arrests of bloggers and online users
- Charging of bloggers and online users in court using unconstitutional provisions of laws by undermining authority of public officers, misuses of telecommunication devices, defamation among other methods

He concluded the session with the remarks of how no woman, no matter how famous or unknown, is immune to online trolls. That all women are vulnerable to online harassment mostly because their voices are not always welcome in the public sphere. Therefore, it is important that women understand the laws and regulations governing their participation online.



SESSION IV:

EMOTIONAL INTELLIGENCE BY ALBERT MIGOWA

Mr. Migowa is a trainer, mentor and a coach on Emotional Intelligence. He defined emotion as intense feelings linked to situations that are either real or imagined. That they are messages from the brain signaling that either a threat or reward has been identified in our environment. The messages are then accompanied by a physical response which drives you to either turn away from the threat or take action against it or turn towards the reward. He then defined intelligence as the ability to learn from experience or adapt to the surrounding environment. How do we make sense of emotional intelligence?

He then explained that self-awareness, self-regulation, social awareness and relationship management summarize the essence of emotional intelligence. Those emotions are intense feelings that humans have about a person or objects whereas feelings are internal processes that identify emotions. He emphasized how women need to be able to identify their own emotions in order to be able to react appropriately. In addition, in order for one to have self-awareness, he encouraged the need to journal the feeling, thoughts, and identify feelings associated with various roles and be able to predict situations in order to have a strategy to respond to.

Mr. Migowa talked about self-regulations being the ability to understand and manage one's emotions for the benefit of oneself and that of others. Participants were then asked to define Intelligence Quotient (IQ). A participant said that it was a test used to rate a person's intelligence while the other said IQ is a score derived from one of several standardized tests designed to assess human intelligence and are used for educational placement, assessment of intellectual ability and evaluating job applicants. He agreed with them and added that IQ is not enough to determine the full intelligence of a person as it is focused on a single measure. One needs to be socially aware and have the ability to understand and respond to the needs of others through empathy, which is the feeling and sensing the needs of others. He encouraged women to have the organizational dynamics to be able to exist through groups and have service orientation to understand the service of others and respond to it.

Mr. Migowa concluded his session by stating how emotional intelligence is the foundation of critical skills such as communication, empathy, teamwork, stress tolerance, decision-making, and accountability among others. He mentions that through emotional intelligence we get to manage relations around us through influence, inspirational leadership, become change agents, manage conflicts, collaborate with others and build partnerships.

MENTORSHIP SESSION

The day's session concluded with a short mentorship session by Bina Maseno, Wanjiru Nguhi and Wendy Ongare. Bina Maseno is the founder of Badili Africa which is an organization that addresses the scarcity of young women running for public office starting with their student governments. Wanjiru Nguhi is the founder of Mwafrika Mwenzangu which is a platform that brings people together to have conversations about how politics affects our daily lives. Wendy Orange is the communications officer at PAWA 254, a collaborative hub that houses fosters and catalyzes creative and community-driven projects for social change established in 2009. This session was open to the participants to be able to ask these mentors any questions regarding how they can amplify their voice online. Bina kicked off the session by showing a short clip of Monica Lewinsky's TED talk about, "The Price of Shame". She narrates her experience of online harassment that she went through at a time when the internet-era began and information spread very fast. The invasion of others is being packaged to make a profit, public humiliation is a commodity, shame is the industry, and she recommended that changing behavior begin with evolving beliefs.

She also noted that there was a need for a cultural revolution and an intervention should be created within the culture. She suggested the need for people to be more compassionate and empathetic because shame cannot survive empathy. Using her example, she chose to speak up in 2015 because it was time to stop living a life of program and that it was time for women to take back their narrative and own their story. She encouraged anyone suffering from public shame and humiliation that they can survive it and needed to speak up because all deserve compassion and to live both online and offline in a world of compassion.

DAY 2: 20TH FEBRUARY 2020

SESSION V:

CYBER SECURITY BY LIZ OREMBO

Liz Orembo is a KICTANet associate, specializing in tech public policy analysis and advocacy.

She defined cyber security as the practice of defending online networks and data from malicious attacks. One can protect their data through the use of passwords, encryption, OTP (One Time Password), GTLDs (General Top Level Domainings) and pasting the name of the website hacking.

She noted that some of the risks one can encounter while in the digital space are leakage of documents, audios and private information, shouldering and snoopers; unintentional Wi-Fi sensing and phone-allowing sharing apps access one's phone.

Ms. Orembo took participants through some valuable tips to good digital hygiene and the essentials of Digital Clean-up, which includes having updates regularly because they are important for security purposes and for app upgrades. She pointed that applications should give reasons why they are collecting data. Storage specification and limitation is also important for an organization to avoid data breaches. Principle of legality is important for liability purposes.

She urged the participants to be keen on developers, downloads and reviews of the applications before downloading them. It is also important to audit and clear your applications for data safety.

It is also important to audit and clear your applications for data safety. Participants were given group work to analyze their digital risks based on their daily activities, list them and then come up with precautions that can be taken for each risk given as subsequently detailed:

- **Data Loss:** Occurs when data is accidentally deleted or something causes data to become corrupted. Viruses, physical damage or formatting errors can render data unreadable.
- **Shouldering:** A type of social technique used to obtain information such as personal identification numbers (PINs), passwords and other confidential data by looking over the victim's shoulder, either from keystrokes on a device or sensitive information being spoken and heard.
- **Insecure Wi-Fi Networks:** Unintentionally connecting to open Wi-Fi and this happens mostly when previously you had connected to a Wi-Fi network and forgot to put it off.
- Phone dialing itself or tweeting unintentionally or even sending messages without the victim's knowledge which might cause cyber bullying or a conflict of interest might arise.
- **Hacking:** Information could be leaked after one's system has been hacked or even when the devices are stolen.
- One could be followed without their knowledge especially if the location is on.

Precautions given by the participants to the above risks were to:

- Apply dark mode when using the phone in public transport or places to avoid shouldering and snooping of one's devices.
- Synchronize all your information in your cloud accounts. This is important because it grows in step with increased accessibility to cloud-based data as well as access to mobile devices.
- Put the phone in flight mode when not using it to avoid losing data or information to be shared without your knowledge.
- Avoid sharing passwords and have strong passwords that you can remember. One could use their mother tongue language for passwords to prevent strangers from accessing your information.
- Being mindful when to turn on location. Switch off GPS unless you need to use maps for one's safety to avoid being followed.
- Only log into websites or applications that you are in loop with or use applications with scan code features for online safety.
- Ensure you are aware of whom you are sending information to. Avoid sending information to just anyone or giving your information to just any website or application.
- Switch off your data and Wi-Fi when you do not need them to avoid ghost networks accessing your device and later your information.

- Backing up your data on google helps one to restore lost data. You can restore your backed-up information to the original phone or to some other Android phones.
- Have different emails for work and other online sign ups. Also, use encryption for office emails or websites.
- Avoid using public Wi-Fi or rather inquire whether the network can be trusted or is reliable.
- Exercise appropriate and effective security measures to avoid hacking and be vigilant to avoid theft of data and devices.
- Avoid charging your phone in public places to avoid **juice jacking**. This is a type of cyber-attack involving a charging port that doubles as a data connection, typically over USB. This often involves copying sensitive data from a smartphone, tablet, or other computer device.
- Avoid carrying work home.
- Check all forms of cameras on your gadgets and ensure you understand how they operate.

Ms. Orembo concluded by stating how it is important to take a proactive role in ensuring digital security online. Taking important measures towards good digital hygiene will ensure that your risks are greatly reduced.

DAY 3 - 21ST FEBRUARY 2020

SESSION VI:

EFFECTS OF TRAUMA BY DINAH KITUYI

Dinah Kituyi is the Executive Director of IREX East Africa that works with partners in more than 100 countries in four areas essential to progress, which include empowering youth, cultivating leaders, strengthening institutions, and extending access to quality education and information.

Dinah began her session by having the participants draw their hand on a piece of paper. The task was to write one thing that makes them happy, calm, hope, who do you trust and who motivates you? On each finger. The participants responded on how it made them feel vulnerable to write this down and a bit unsure of what answers they have to these questions.

She stated that the number one objective for our brain is for survival. That the brain always focus on survival first because stress is related to danger. It takes about 24 milliseconds to process anything from one's sound/words. It takes half the time 12 milliseconds to process information when danger is involved. Stress chemicals are produced to keep one alert. It is important for one to be aware of body reactions to manage stress. Water neutralizes adrenaline and making water is the highest antioxidant. Genetic make-up contributes to your resilience. For us to survive and be good at what we do, we need to build a support system. Emotional disconnection is because of the adrenaline produced. Dissociation is where the brain separates itself from the activity.

After the introduction, participants were asked what they wanted to achieve from the session, which included learning how to deal with online harassment, coping mechanisms, and achieving clarity in their decision-making skills. Some feared that they may have to look deeper

within themselves, be vulnerable and may bring up trauma they did not know. This opened up the discussion to define what trauma is.

She explained that trauma is a deeply disturbing experience. In addition, there is a big difference between trauma and stress such that stress is an experience that throws you off balance and it is not necessarily life threatening unlike trauma, which is life threatening and that stress if not solved, can be termed as trauma. Examples of causes of trauma include; death, rape, accidents, divorce, war and abuse. Examples of stress include work stress, lack of basic needs and friendship fall-outs.

To deal with trauma, she advised that one needs to understand the symptoms of trauma, which include poor concentrations, withdrawal/ isolation from normal life, denial, poor anger management, loss of sleep, lack of confidence or low self-esteem, heightened defense mechanisms, flashbacks and hypervigilance.

How then can one deal with trauma with the above symptoms presented. One must; communicate the experience with family or close friends, give yourself time and recognize that you cannot control everything, ask for support from people who care about you or attend a local support group for people who have had a similar experience, find a support group led by a trained professional who can facilitate discussion, eat a well-balanced diet, exercise, get adequate rest and avoid alcohol and drugs, maintain a daily routine with structures activities, avoid major life decisions such as changing career or moving soon after the event, pursue hobbies or other interests and spend time with others to avoid becoming withdrawn even if you do not feel up to it.

Participants were then given group work where group one was to list down stressors, symptoms and ways of management. The second group was to look at how does stress and trauma manifest online and ways of management,

Group 1: List of stressors, symptoms and management

The group after discussion presented the following:

Stressors include Relationships, Toxic Workplace and Brokenness

Symptoms include; withdrawal, lack of energy, physical reactions, no motivation, avoidance, physical symptoms and change in mood

Management tactics include; Financial budgeting, participating in calming activities, quitting if the environment is not conducive or trying out fun activities.

Group 2: How does stress manifest online and what are the ways to manage this

Signs include; Oversharing and sharing less, disproportionate reaction to views, backhanded compliments, sudden inactivity, reverse psychology, passive aggressiveness and being overly defensive in our comments online.

Management tactics include; utilization of the block, unfollow and report buttons on applications such as twitter and Facebook, creation of a support system offline, limiting our

posts and accounts to certain people, taking some time off of social media (health break) and curating your timeline on Facebook or twitter.

The facilitator concluded by stating how important it is for the participants to look out for the warning signs of trauma and find ways to manage stress because it's effects in the long term may be life threatening. She encouraged them to continue their daily activities being aware and mindful and listen to how their body reacts to their surrounding stresses.

Observations

From both the evaluation and interaction with participants for the three days, Siasa Place can observe the following:

- Many participants especially those who constantly engage online to conduct their daily activities are not aware of the importance of their digital security, which includes online space. Therefore there is need for more awareness citation
- Majority of the participants had experienced online harassment of some form and have felt the after effects of trauma that come with it.
- The need to initiate serious awareness creation on cyberbullying and digital rights to help people who are likely to be affected.

Recommendations

1. The participants felt the meeting was highly effective however; there was a need to reach out to women based in the rural areas, as there is a huge gap in digital literacy.
2. Some of the participants suggested including men in the dialogue of online harassment to have a more inclusive approach in tackling the issue.
3. Creation of an online support group/ task force to tackle online harassment against women.

Impact

According to feedback from our participants, it was observed that the 2020 workshop was more detailed and helpful than 2018 because of the new aspects that were introduced into the program. For instance, inclusion of psychosocial support is key in helping to cope with trauma in an effective way in daily lives. This was in response to how mental health is an important aspect to their online interactions. From the observation, the training was timely as commented by a participant that Digital Literacy, Digital Rights and Digital Safety is a necessary skill in every scope of work.

Summary evaluation of the activity results:

The overall objective for the digital safety clinic was met where we were able to capacity build and offer mentorship in enhancing the participants safe digital engagement and digital advocacy skills.

Conclusions for future activities:

1. Have more digital safety forums in a different area/county in Kenya
2. Create room and opportunity for more stakeholder collaboration e.g. The government

ANNEX 1:

Link to pictures taken during the Activity:

<https://bit.ly/3c1UAxP>

Gallery





For more information, please contact us on:

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