

## Internetivabaduse hindamise näitajad ehk indikaatorid

<b>5. Remedies</b>		
5.1. The State ensures that individuals have access to judicial or administrative procedures that can impartially decide on their claims concerning violations of human rights online, in compliance with Article 6 of the Convention.		
5.2. The State provides for the right to effective remedy in compliance with Article 13 of the Convention. This includes effective non-judicial mechanisms, administrative or other means for seeking remedy such as through national human rights institutions. There are no legal, procedural, financial or other practical barriers that individuals encounter in seeking an effective remedy.		
5.3. The State, as the primary responsible entity, takes appropriate steps to protect against human rights abuses with regard to the Internet by private-sector actors and to ensure that those affected have access to an effective remedy.		

5.4. The State implements policies and measures to encourage all private-sector actors to respect human rights with regard to the Internet throughout their operations, in particular by establishing effective complaint mechanisms to address early and remedy directly grievances of individuals whose human rights and fundamental freedoms on the Internet may be adversely impacted. These mechanisms are legitimate (enabling trust, accountable for the fair conduct of grievance processes), accessible (known by those concerned, without barriers to access), predictable (providing a clear and known procedure with an indicative time frame for each stage, clarity of types of process and outcome available, and means of monitoring implementation), equitable (reasonable access to sources of information, advice and expertise necessary to engage in a complaint process), transparent (keeping parties informed about the progress of a complaint) and compatible with Article 13 of the Convention.

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