



Policy Brief

**ENHANCING PROTECTIONS
AGAINST CYBER BULLYING
IN EGYPT, JORDAN, AND LEBANON**



INTRODUCTION

This youth-led policy brief, supported by Plan International, examines the challenges faced by youth and in particular, girls and young women (GYW) in Egypt, Jordan, and Lebanon concerning cyberbullying and online harassment.

Drawing from qualitative data collected through interviews and focus group discussions with youth, caregivers and experts, from diverse backgrounds, including those with disabilities, this brief highlight personal experiences, legal frameworks, effectiveness of existing measures and presents recommendations to enhance the effectiveness of the legal frameworks.

METHODOLOGY

The policy development for this project was spearheaded by a group of seven girls and young women within the She Leads program from Lebanon, Egypt, and Jordan. The methodology employed a combination of semi-structured interviews and focus group discussions (FGDs) to gather insights from a diverse range of participants. These participants included students, individuals with disabilities, caregivers, and experts, ensuring a comprehensive perspective on the issue at hand.

The legal information presented in the policy brief was gathered and validated through key informant interviews (KIIs) with lawyers and activists working in the field. These interviews provided critical legal perspectives and were essential in shaping the final policy recommendations.

The research process also involved a thorough review of relevant references, 12 of which are included at the end of this document.

Specifically, the girls and young women from Jordan and Lebanon conducted their FGDs and KIIs during August and September.

The following data collection activities were carried out:

- **3 FGDs** with adolescents aged 13-17 from Lebanon and Jordan.
- **1 FGD** with caregivers from Jordan.
- **2 KIIs** with one lawyer from Lebanon and one from Jordan.
- **2 KIIs** with GBV caseworkers from two different Lebanese organizations.
- **1 KII** with a licensed clinical psychologist from Lebanon.
- **2 KIIs** with activists—one focusing on girls' rights and the other on the rights of people with disabilities.
- **1 KII** with a journalist from Jordan.

These data collection methods ensured a well-rounded collection of qualitative data, allowing the girls and young women involved to contribute to the policy with their own insights, experiences, and the perspectives of key experts in the field.



Who are the 7 Girls and Young Women?

The policy brief was developed by a remarkable group of young women participating in the She Leads program. These young women, aged 18 to 24, come from diverse backgrounds and experiences, including two from Jordan with disabilities, two from Egypt, and three from Lebanon. Each one brings a unique perspective, showcasing the program's dedication to inclusivity and diversity.

The She Leads Program is a five-year (2021-2025) strategic consortium partnership involving Terre des Hommes, Plan International, Defence for Children/ECPAT, the African Women's Development and Communication Network (FEMNET), and the Ministry of Foreign Affairs of the Netherlands. The program's overarching goal is to amplify the sustained influence of Girls and Young Women (GYW) in decision-making and to transform gender norms within both formal and informal institutions.

Background

UNICEF defines 'cyberbullying' as bullying with the use of digital technologies. It can take place on social media, messaging platforms, gaming platforms and mobile phones. It is repeated behavior, aimed at scaring, angering or shaming those who are targeted.¹

Cyber bullying is increasingly recognized as a critical issue in today's digital age, affecting the mental, emotional, and social well-being of children, youth, and marginalized populations.² As digital platforms and social media usage continue to expand rapidly, so does the potential for online abuse. For vulnerable groups, particularly children and young people, cyberbullying result in long-term psychological trauma, depression, and social isolation.³

One mother from qualitative data shared how cyber violence can cause severe anxiety and fear, potentially leading to long-term mental health challenges that affect academic performance, social relationships, and family dynamics. In extreme cases, ongoing cyberbullying has driven adolescent girls to contemplate suicide. The social stigma attached to reporting cybercrimes is a significant barrier, particularly for young women. Cultural norms and family expectations often lead to victim-blaming, discouraging girls from speaking out. The fear of being blamed or facing harsh consequences from their families deters many from seeking help, even when facing life-threatening situations.

Children and girls and young women and youth with disabilities are especially at risk. Online platforms that should offer educational and social support often become environments of harassment, exacerbating feelings of isolation and helplessness.⁴ Cyberbullying can strip these young individuals of their dignity, further marginalizing them in a world that is already difficult to navigate.⁵

This issue remains pressing in countries such as Jordan, Lebanon, and Egypt, where legal frameworks addressing cyberbullying exist but face challenges in holistic, accessible enforcement, and where vulnerable groups encounter additional barriers to protection.⁶ A 2019 UNICEF poll revealed that one in three young people in 30 countries, including Egypt, Jordan, and Lebanon, have been victims of online bullying.⁷ In Egypt 54.3% of Egyptian adolescents reported experiencing cyberbullying, with 47.7% admitting to perpetrating it.⁸ In Jordan, 44.2% of students reported being bullied, a prevalence higher than in other countries in the region such as Lebanon 33.6%.⁹



People with disabilities or Special Educational Needs and Disabilities particularly youth, face increased vulnerability in the online space. According to a study by the Anti-Bullying Alliance found that 36% of pupils with Special Educational Needs and Disabilities experience frequent bullying, compared to 25% of those without. This disparity underscores the heightened risks faced by youth, especially girls and young women with disabilities in the digital realm.

Relying heavily on digital platforms for communication, education, and socialization not only heightens their youth's exposure to cyber bullying but also contributes to a range of potential effects. These may include mild stress, reduced self-esteem, reluctance to participate in online activities, and feelings of social exclusion. Over time, these can intensify, leading to more serious impacts such as social isolation, anxiety, and depression, particularly if support mechanisms are limited.

"The stigma of both my disability and being bullied online makes it difficult for me to report incidents. People don't realize how damaging cyberbullying can be, especially for girls like me who already face so many barriers," shared a young girl from Amman with a physical disability.

Additionally, the World Health Organization reported that one in six school-aged children experiences¹² cyberbullying, with those having disabilities being disproportionately affected. People with disabilities are also less likely to have access to support systems that cater to their specific needs. Reporting mechanisms are often not accessible, and psychological services are not adapted to the unique challenges they face.

This brief highlights the existing legal frameworks in Jordan, Lebanon and Egypt. It assesses the gaps in enforcement, and offers key recommendations to strengthen protections, particularly for vulnerable groups such as girls and young women and individuals with disabilities. By examining the lived experiences of youth and caregivers, this brief seeks to amplify their voices and advocate for a more inclusive approach to addressing cyberbullying.

CURRENT LEGAL FRAMEWORKS ON CYBER BULLYING

In Egypt, Jordan, and Lebanon, cybercrime laws provide the foundational framework for addressing online harassment and cyber bullying. However, despite these provisions, gaps in law implementation and access to reporting mechanisms persist, which significantly impact marginalized groups, including girls, youth, and those from rural or underserved areas.

Egypt

Egypt's Cybercrime Law No. 175/2018 provides a critical legal framework for addressing online harassment, cyberbullying, and other digital threats. The law includes provisions specifically targeting cyberbullying, with Article 26 imposing penalties of up to five years in prison and fines ranging from EGP 100,000 to 300,000 for crimes related to online extortion and blackmail.

Article 308 of the law criminalizes the unauthorized sharing of personal images or data, offering legal protections for victims of online privacy violations. Additionally, Article 309-bis mandates a minimum one-year prison sentence for individuals who take or distribute images without consent, reinforcing the law's focus on safeguarding personal privacy in the digital space.

Despite these legal protections, the enforcement of the Cybercrime Law faces significant challenges, particularly in terms of accessibility and awareness.

A study by EuroMed Rights found that many marginalized groups, such as rural communities and people with disabilities, have limited access to reporting mechanisms and often lack knowledge of their legal rights. This underreporting and inconsistent enforcement exacerbate the vulnerability of these populations to cyber violence and harassment.

A tragic case in 2020 underscores the critical need for stronger enforcement and better support systems. A university student in North Sinai tragically took her own life after being subjected to online extortion and threats of having her personal photos shared publicly. This incident sparked widespread outrage across Egyptian social media, drawing attention to the severe psychological impact of cyberbullying and online blackmail. The student's death highlighted the urgency of enforcing existing laws and ensuring that legal protections are accessible to all individuals, particularly those who may face social and economic barriers to reporting such crimes.

Despite the strength of the Cybercrime Law, the lack of consistent and widespread enforcement continues to leave many at risk. There is a pressing need to strengthen public awareness of the legal provisions available to protect victims and ensure that the reporting mechanisms are not only accessible but also effective in addressing the needs of vulnerable populations. Enhancing the capacity of law enforcement to respond swiftly to cybercrime cases and providing survivors with the necessary legal, psychological, and social support are crucial steps toward ensuring that Egypt's legal framework can effectively combat the growing problem of online violence.

Jordan

Jordan has established a comprehensive legal framework to address cybersecurity, including the 2023 Cybercrime Law, Personal Data Protection Law (PDPL), and various regulations on telecommunications and digital activities.

Cybercrime Law, updated in 2023, criminalizes activities such as unauthorized access to information networks, online fraud, identity theft, and digital harassment. The law stipulates penalties ranging from fines to imprisonment, depending on the crime, such as a three-month sentence for creating fake online profiles or social media groups under someone else's name.

¹⁷In addition to the Cybercrime Law, the PDPL, introduced in 2023, governs the collection, processing, and storage of personal data, requiring explicit consent for data use and mandating security measures to prevent breaches.

These reporting and support systems aim to protect victims' identities and provide a secure environment for legal action.

Lebanon

Lebanon's Cybercrime Law No. 81/2018 outlines specific penalties for cyber bullying, with offenders facing fines and potential imprisonment. This law also covers various forms of online abuse, from harassment to unauthorized sharing of private information, providing a broad framework that allows the legal system to address a range of cyber threats. The Lebanese Penal Code further bolsters these protections, enabling the prosecution of new types of cyber-related offenses as they emerge. However, enforcement of these laws remains notably weak, creating significant challenges in both protection and prosecution.

Key findings:

Jordan:

In Jordan, women, children, and persons with disabilities (**PwDs**) are among the most vulnerable to online violence due to societal discrimination and limited protections. Youth focus groups identified cyberbullying and cyber blackmail as the most common cybercrimes, with girls being particularly targeted. Social media is a major platform for verbal abuse, where offensive and degrading language is frequently directed at girls for their online presence.

A testimony from a Jordanian youth revealed how societal and family pressures push girls to seek emotional support online, making them vulnerable to blackmail through private conversations and shared photos. Perpetrators exploit this trust to intimidate and control their victims, leaving them too fearful to seek help due to potential judgment or repercussions from their families and communities.

Persons with disabilities also experience significant online bullying, with an influencer stating that verbal abuse is one of the most damaging forms of cyber violence they face. The anonymity of digital platforms allows perpetrators to engage in bullying through fake accounts, making it difficult for victims to identify or confront their aggressors. The challenge is even greater when cybercrimes cross borders or involve individuals using advanced privacy tools, enabling harmful behavior to continue without accountability. Some interviewees emphasized the importance of producing authentic content on social media while criticizing the trend of using humor to mock marginalized groups, especially persons with disabilities. One individual strongly advocated for harsher penalties for content creators who ridicule people with disabilities, arguing that long-term imprisonment should replace financial fines, highlighting the need for stricter legal measures.

Media coverage also plays a role in shaping public perceptions of online violence. A journalist criticized the media for often treating serious issues in a superficial or entertainment-driven manner, distorting their reality. They stressed the need for media responsibility in promoting positive values and raising awareness about online violence. Additionally, unverified journalists and individuals spreading misinformation contribute to societal divisions and racism. One interviewee warned that false information, particularly when targeting vulnerable groups, can destabilize communities. Although Jordan's Cyber Crimes Law penalizes the spread of false news, its effectiveness depends on consistent enforcement to ensure accountability.



Negative social norms further exacerbate the issue, particularly for girls whose reputations can be severely damaged if their personal images are shared online without consent. A young woman explained how a breach of privacy can result in deep shame, fear of punishment, and even violence, often forcing victims into silence. The fear of dishonoring their families or being ostracized prevents many girls from reporting online abuse, reinforcing the cycle of victimization.

Despite Jordan's strong legal framework, legal awareness remains a significant challenge, particularly among youth and parents. Many parents lack the knowledge to recognize early signs of cyberbullying and guide their children in reporting online violence. Workshops and awareness campaigns are limited, leaving many youth unaware of their legal rights and protections. Social stigma further discourages victims from seeking legal action, as they fear being judged or ostracized. One interviewee noted that victims often worry about social repercussions, leading them to remain silent instead of pursuing justice.

However, success stories demonstrate that legal avenues can empower victims. One youth shared how a friend, threatened with compromising photos, feared involving her family but was able to seek confidential support from cybercrime authorities. Through legal intervention, she resolved the issue independently without financial cost or family involvement. Sharing such success stories is crucial in encouraging others to report cybercrimes and proving that available legal resources can effectively address online abuse.

Although Jordan's legal framework offers protections against cybercrimes, enforcement challenges persist. The effectiveness of these laws relies on consistent application and greater awareness among both the general public and law enforcement agencies. Strengthening legal measures, expanding public education, and shifting societal attitudes toward supporting victims are essential steps in creating a safer digital environment for all.

Lebanon:

The enforcement of cybercrime-related laws in Lebanon remains weak, significantly undermining efforts to protect victims and prosecute offenders. Gaps in the legal framework, coupled with limited resources for law enforcement, result in cybercrimes—particularly cyberbullying—going largely unpunished.

A focus group discussion revealed that many survivors, especially in rural and underserved areas, lack knowledge of where and how to report cyberbullying incidents. The absence of clear, accessible reporting channels leads to widespread underreporting, leaving victims without legal recourse. Marginalized communities, including women and persons with disabilities, face even greater barriers to seeking help due to societal stigma and a lack of digital literacy.

Cyberbullying cases require expertise in digital forensics and an understanding of the psychological impact on victims. However, many law enforcement officers in Lebanon lack specialized training to handle these cases effectively. As a result, complaints are often dismissed or mishandled, further discouraging victims from seeking justice.

Cyberbullying has profound psychological effects, often leading to depression, anxiety, and social withdrawal. In extreme cases, persistent online harassment has driven victims to suicide. Girls are particularly vulnerable, as societal norms often blame them rather than the perpetrators, reinforcing their isolation.

A youth from Beirut shared

"Cyberbullying has left me feeling isolated. I can't talk about it because I don't know where to go, and I'm afraid my family will blame me."

Persons with disabilities face disproportionate challenges in reporting cybercrimes. Many reporting mechanisms are not accessible to them, and support services are often inadequate. Without specialized psychological assistance or inclusive legal protections, youth with disabilities remain highly vulnerable to online abuse, further deepening their marginalization.

To address these issues, Lebanon must strengthen its legal framework for cybercrime enforcement, enhance law enforcement training, and improve access to reporting mechanisms. Additionally, raising awareness about cyberbullying and available support services is crucial in ensuring that victims can seek help without fear of stigma or retribution.

Gaps and Challenges in Current Responses

This section outlines the key gaps and challenges in addressing the issue of cyberbullying and online harassment in Jordan and Lebanon. Both countries have made progress in improving legislation, but challenges remain in the application and enforcement of these measures.

- **Lack of Awareness and Education:** There is a significant gap in awareness about cyberbullying laws and the available reporting mechanisms. Many survivors, including parents, are unaware of their legal rights or the steps to report incidents. Additionally, education on cyberbullying is either absent in schools or limited to specific aspects, leaving key areas unaddressed.
- **Fear of Social Stigma:** Social stigma and fear of backlash are major barriers to reporting incidents of cyberbullying, especially for vulnerable groups like young women and people with disabilities. Cultural norms often make discussions about harassment or bullying taboo, further deterring individuals from coming forward.
- **Inefficiencies in Legal Enforcement:** Despite the existence of strong legislation, such as the Cybercrimes Law, there are significant challenges in enforcement. Bureaucratic delays and inefficiencies within the judicial system impede the timely application of these laws. (Specifically in Lebanon)
- **Gaps in Law Enforcement Training on Cybercrimes:** While some law enforcement agencies have received training on cybercrimes, including online harassment and bullying, gaps remain in the availability, consistency, and specialization of these programs. Strengthening these areas would further support effective responses to such challenges.

LAKE OF
SUPPORT



- **Limited Support for Victims:** Victims of online violence often face a lack of psychological, emotional, and legal support. There are few comprehensive support mechanisms, such as hotlines, counseling services, or advocacy groups, to guide victims through the legal process and provide necessary emotional support.
- **Hesitation to Report:** Many victims of online harassment or cyberbullying hesitate to report due to fear of social repercussions, a lack of trust in the legal system, or insufficient knowledge of how to proceed with a complaint. This results in underreporting and leaves many cases unaddressed.
- **Inadequate Support for Survivors with Disabilities:** Current cyber bullying laws and support services do not adequately address the needs of people with disabilities. Accessible reporting systems, tailored psychological support, and inclusive prevention campaigns are largely absent.

RECOMMENDATIONS FOR STRENGTHENING PROTECTIONS

To address the identified gaps and challenges, the following recommendations are proposed to strengthen the response to cyber bullying across Egypt, Jordan, and Lebanon:

- **Improve Enforcement and Accessible Reporting Mechanisms:** Governments should invest in inclusive and accessible reporting platforms that are sensitive to the needs of vulnerable populations, including people with disabilities and children. This includes developing child-friendly mechanisms and ensuring the presence of a trained social worker during the filing of complaints and throughout investigations when applicable for the Lebanese context. Additionally, creating a national cybercrime hotline, with features that accommodate individuals with visual, auditory, or cognitive impairments will provide immediate support to those affected. Immediate protection and swift legal responses can prevent as well the further marginalization of survivors and reduce the impact of online Abuse.
- **Provide Specialized Training for Law Enforcement:** Law enforcement officials should receive specialized training in handling cyber bullying cases, particularly those involving marginalized groups like people with disabilities.
- **Launch Public Awareness Campaigns on Cyber Bullying:** Governments and civil society should develop and implement widespread public awareness campaigns that focus on the dangers of cyber bullying, the rights of survivors, and how to report incidents. These campaigns should include the voices of youth to make the messaging relatable and impactful. Targeting caregivers will also help empower families to protect their children.
- **Expand Psychological and Legal Support Services:** Establish accessible support centers offering specialized psychological counseling and legal aid for survivors of cyber bullying. Services should be tailored to meet the needs of people with disabilities, providing dedicated professionals who understand their challenges.
- **Promote Inclusive Cyber Safety Education:** School curricula should incorporate Artificial Intelligence, cyber safety education, focusing on digital literacy and responsible use of technology specifically AI. Such programs must address the specific risks faced by people with disabilities, ensuring that they are empowered to navigate online spaces safely. In addition to educating students, teachers and other professionals should be trained to identify and address cyberbullying, ensuring a holistic approach to tackling the issue. This training should include ethical, legal, and psychological considerations, with a focus on handling sensitive cases involving vulnerable groups.

- **Develop and Implement Digital Literacy Programs for Parents and Caregivers:** While campaigns targeting youth are important, empowering parents and caregivers with digital literacy skills and Artificial Intelligence will allow them to better monitor their children's online activities. This initiative should include information on how to spot signs of cyberbullying and what actions to take when it occurs. Relying on existing material and curriculums previously developed by different actors can be very helpful.
- **Foster Partnerships with Social Media and Media Agencies:** Governments should partner with social media platforms to develop tools that prevent cyberbullying, with clear reporting mechanisms. Media campaigns should raise awareness on online protection, share real-life stories of its impact, and focus on educating youth, especially in schools, where bullying is most prevalent.
- **Create a Monitoring Tool for Cyberbullying:** A monitoring tool should be developed to track abusive language on social media, triggering warnings or reporting options. This would be especially beneficial for women, the most vulnerable group to online violence. These strategies could help reduce cyberbullying significantly.
- **Address the legal gap preventing children from reporting abuse without parental consent:** Current laws may require parental involvement when a child seeks to report abuse, which can discourage disclosure—particularly if the child fears negative reactions from their parents. Amending legislation to allow minors to report abuse confidentially and independently would remove a critical barrier to accessing protection and justice.
- **Create Fast-Track Legal Redress for Survivors:** the government in Lebanon should introduce fast-track legal procedures to ensure timely justice for survivors of cyber bullying. Immediate protection and swift legal responses can prevent the further marginalization of survivors and reduce the impact of online abuse.

Special note for survivors:

Lebanon:

Survivors of cybercrime in Lebanon can report incidents via the Internal Security Forces website by completing the "Anonymous Complaints" form or helpline (01 293 293), ensuring confidentiality and security.

Jordan :

Survivors of cybercrime in Jordan can report incidents via the Anti-Cyber Crimes Unit's email (cyber.crimes@psd.gov.jo) or helpline (065633404), ensuring confidentiality and security. Legal support is available through organizations like the Justice Center for Legal Aid (JCLA), which offers free consultations and a 24/7 Protection Hotline (0796850930).

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She LEADS



Until we are all equal



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