

# Digital Care and philanthropy:

FINDINGS AND BASIC RECOMMENDATIONS



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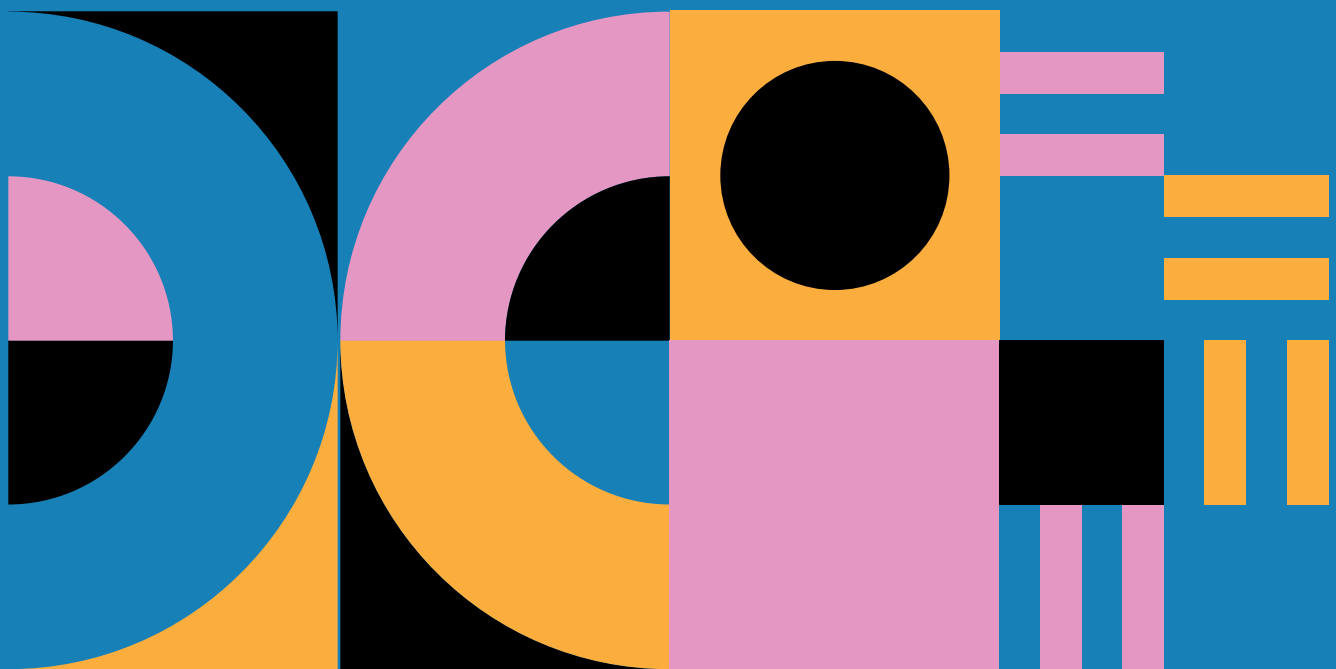
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01

# An invitation to cooperate





The search for wellbeing, its practices and collective meanings is permanent thing and a condition for human existence. It is something present in different areas of life and that requires constant care. In the digital universe, to feel good, safe, and a citizenship promptitude requires getting things right and adjust desires, necessities, and possibilities. These are some of the basic tracks that people who walk in the path of democracy, the common wellbeing, human rights, philanthropy, and cooperation go through in the outside world and on the Internet. We are in this route and make an invitation to cooperate.

Here, we have research about the ecosystem of the digital care that it is, in itself, sharing restlessness. The concerns about this universe are part of the overview of the great global problems, and they go through issues like the Pandemic, racism, sexism, social inequalities, etc. In this sense, to ensure rights related to the digital should be the first priority, as a practice and condition of wellbeing and resilience. These are the demands presented to governments and corporations, to bodies and territories.

In this research, we have captured fractions of collective learnings, presented as small and powerful universes of “findings”. Entering this highly qualified knowledge terrain has led us before the necessity of raising awareness for collective subjects and institutions associated to the theme, and to say that the digital care ecosystem asks for urgent help and attention. This is because people’s lives and the collective social dynamics have increasingly pulsed through the digital means and determined by widely unknown logics. Such logics, produced by companies and governments, not only regulate our routines, but also plan our tomorrow often without us!





In this sense, it is necessary to bring to the center of our reflections and actions the political characteristic of digital care practice and inscribe them under the concept of “digital rights”. It is from this point that the Civil Society Organizations, their facilitators, partnerships, and supporters, here and elsewhere, are acting, active and committed to translate and transform the human right to have digital rights into civic learning and public talking points. The fight is to build the conditions and guarantees for accessing these rights, which is nothing but a mirage for now.

This report is an invitation. We invite the philanthropic institutions and the ecosystem of digital care to reflect upon alternatives, ways out, and paths of cooperation that may guide and strengthen the care practices in the universe of Human Rights. It will be both a light cast upon the field of Human Rights in its relation with the digital care, and an opportunity to propel public agendas in favor of digital rights in general.

Organizations such as FASE are learning and sharing their learnings in this area in order to institute digital care policies and strategies. And we thank in advance the special partnerships with professionals and institutions committed to human rights, such as the Mozilla Foundation, Ford Foundation, and several other organizations of international cooperation that support us in the defense of all forms of care across multiple paths that lead us to human rights and solidarity.

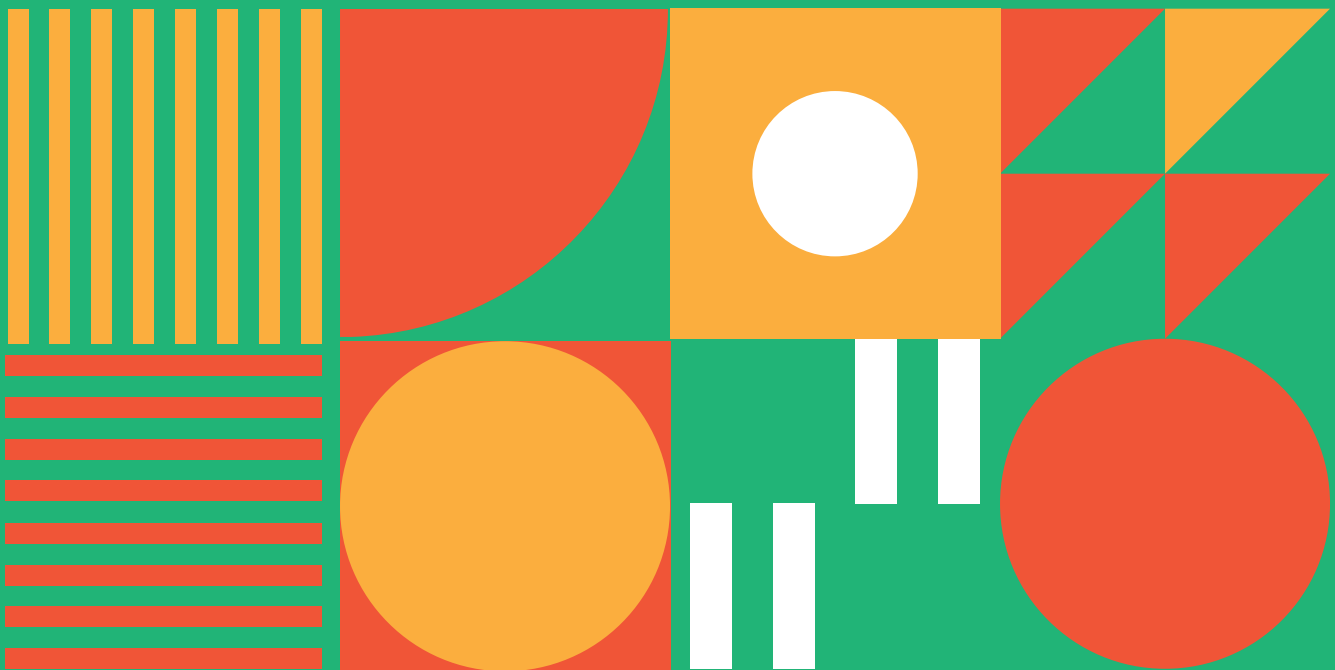
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02

# About the research







The theme of digital care is increasingly present among the organizations and movements of the Brazilian civil society. In this scenario, what are the barriers and the possible paths to be chosen in the sense of incorporating the digital care practices in these groups' daily lives? Which field and agents are present in this process? What is the role of philanthropy in this context?

These are the restlessness shown when we took on the challenge of reflecting upon the ecosystem of digital care nowadays in Brazil. And it was by pulling the thread of such questions that this research was developed, an endeavor to first touch and outline the challenges before us as well as imagining possible paths.

This research is initially directed (and carry specific recommendations) to philanthropic organizations acting in Brazil as we understand they occupy a prominent place to encourage the debates and possess strategic resources to consolidate a culture of digital care in the Human Rights field. The findings contained in this document may be useful to thinking and rethinking the dynamics part of the crossway between the technologies and fights for social justice. In this sense, this research is also directed to all people who are interested or are part of this ecosystem.

This research was conducted as part of a *fellowship* program developed by the Mozilla Foundation, supported by the Ford Foundation, called "**Tech and Society Fellowship**"<sup>1</sup>: a 24-month project aiming to build partnerships among the technology field senior strategists and the society and civil society organizations, in the Global South context. In addition to the foundations' support, this research has also been supported by FASE - Federação de Órgãos para Assistência Social e Educacional (Federation of Institutions for Social Assistance and Education) as host organization.

## Methodology

To conduct this research, we have considered four different segments: the digital care community; the digital infrastructure field; the Human Rights organizations; and the philanthropic organizations - keeping in mind that these are the segments that constitutes the ecosystem of digital care in Brazil.

With such basis, between April and July 2022, we conducted interviews with organizations, professionals, and activists of each of these fields, from specific scripts, with around 1h30 in length. Besides, we made available four different online questionnaires for those who cannot participate in the interviews. Overall, we have conducted 23 interviews, six with

philanthropic foundations; six with Human Rights organizations; six with professionals and activists from the digital care community; and five with professionals, activists, and organizations that offer services of safe digital infrastructure. We have also collected 22 answers through the online questionnaires. Thus, we could observe the relation between these different agents and identify contexts, challenges, necessities, and opportunities present in the ecosystem.

As part of the research methodology, we have also organized a session in the festival *RightsCon 2022*, where we could collect impressions and suggestions from a diverse, national, and international audience who works with technology and Human Rights.

Alongside those, we have mapped and analyzed studies and documents that allowed us to understand the relations between technology and social justice in the global context. Among such studies, it is worth mentioning:

**“How to Fund Tech”<sup>2</sup>**, Ariadne Network (2022).

**“Building Blocks for Funding Digital Infrastructure: A set of actionable tools and contextual resources”<sup>3</sup>**, Simply Secure (2022).

**“Roadwork ahead: Evaluating the needs of FOSS communities working on digital infrastructure in the public interest”<sup>4</sup>**, Implicit Development Environments – IDE (2020).

**“Organisational Security Community: Challenges and opportunities for community strengthening”<sup>5</sup>**, The Engine Room (2020).

**“Forging Careers in Human Rights Information Security Today”<sup>6</sup>**, Aspiration (2019).

**“Digital Security & Grantcraft Guide: An introductory guide for funders”<sup>7</sup>**, Netgain Partnership (2017).

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1 <https://foundation.mozilla.org/pt-BR/blog/introducing-our-10-newest-mozilla-fellows/>

2 [https://www.ariadne-network.eu/wp-content/uploads/2022/04/Ariadne-how-to-fund-tech\\_guide.pdf](https://www.ariadne-network.eu/wp-content/uploads/2022/04/Ariadne-how-to-fund-tech_guide.pdf)

3 <https://buildingblocks.simplysecure.org/>

4 <https://recommendations.implicit-development.org/>

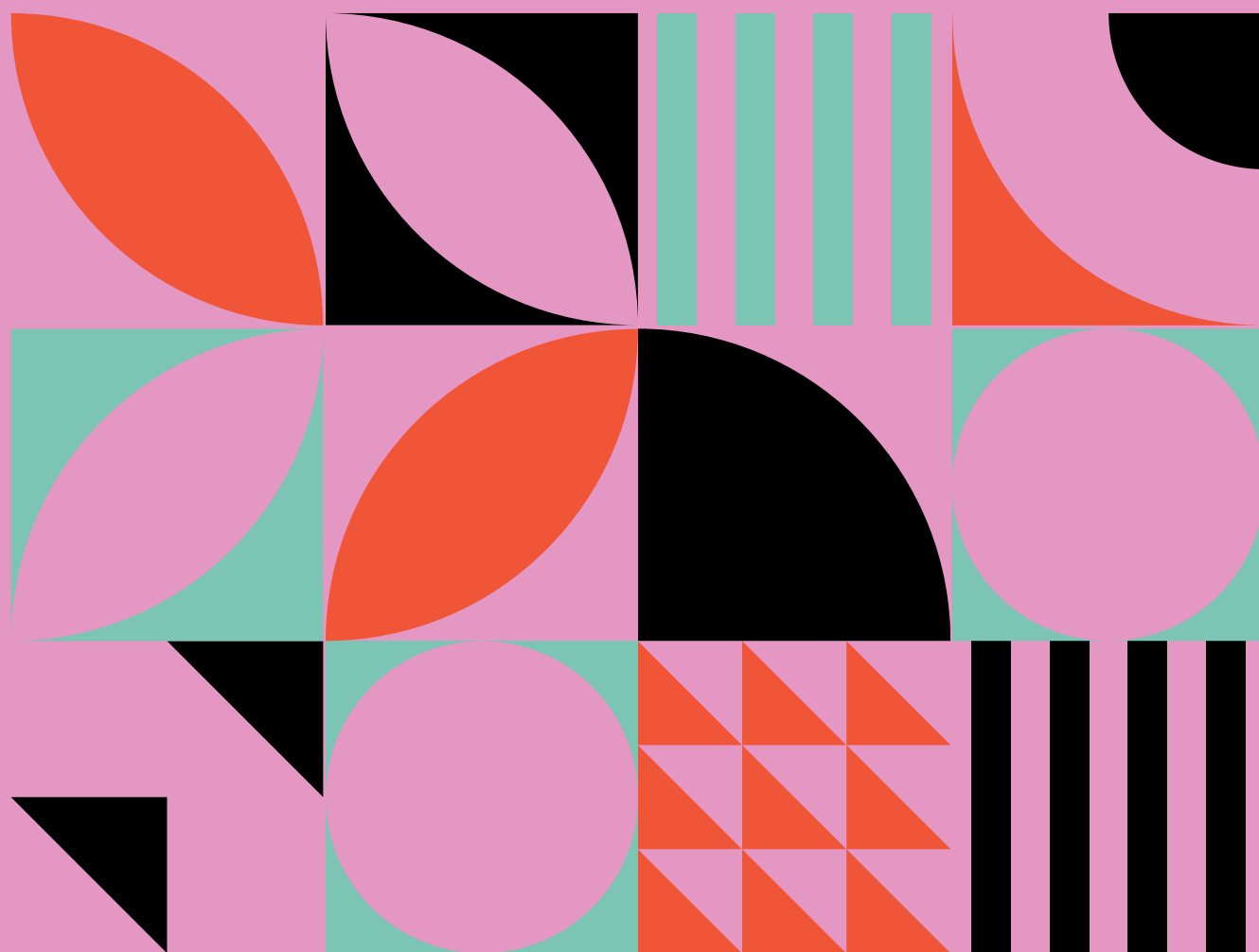
5 <https://www.theengineroom.org/wp-content/uploads/2020/08/Organisational-Security-Community-Challenges-and-Opportunities-for-Community-Strengthening.pdf>

6 <https://aspirationtech.org/files/AspirationHRTechPractitionerSustainabilityReport.pdf>

7 <https://www.fordfoundation.org/media/3334/digital-security-grantcraft-guide-v10-final-22317.pdf>

03

# What is digital care?



**Digital care** is a way to address the digital security from a daily care perspective. Once the online and offline are indissociable and that the digital technologies are part of our daily lives, what affects our data also impacts our bodies. Thus, in the digital care perspective, taking care of our data is also taking care of our body and this care should be done every day, as a habit, a culture, politics.

Inscribing the digital care in the register of care brings a change of language and practices. The digital care field was established from militarized narratives and methodologies, and that are historically developed, even within the activist field, by white men from the Global North. Such narratives and practices feed (or produce), as consequence (or strategy), fear: this feeling that, ironically, is the main affection of the surveillance industry and authoritarian regimes.

Instead, the digital care perspective aims to shelter the fear, not feed it. It parts from the feminist and antiracist pedagogies and works with an expanded notion of technology: blends traditional (and ancestral) technologies and occidental/digital technologies. Methodologically, the work with digital care occurs with affection as the main conductor for learning, trusting it as a powerful way to structure exchanges and provide transformations. In addition, in the digital care, the work with safety is made from an integral perspective, understanding that the different spheres of the security field (such as physical, digital, psychosocial, etc., security) are closely connected and must walk together. However, this does not mean that digital care activists and professionals have skills in these different spheres.

In the field of Human Rights, this is an emerging approach, and a strategy that is being used both national and internationally to get the practices of digital protection and well-being closer to organizations, movements, and Human Rights advocates. Or, more than this, it is a strategy that aims to transform the way such groups relate to the technologies and get them closer to the discussion about how the technologies should affect society. It is worth mentioning that in other places of the world this approach may appear with other names, such as “holistic security” or “digital safety” (in contrast with “digital security”), once “digital care” is an expression created in the Brazilian context.

In Brazil, this approach has been winning space among people who work in the intersection between digital security and Human Rights. And, at the same time it has been shared by the community, it has also been shaping and configuring this community. That is why we use in this research the expressions “digital care” and “digital care community”: to emphasize that we are talking about professionals and activists working in the context of Human Rights and who have a particular perspective.

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# What are digital infrastructures?



**The digital infrastructures** are a series of technological, political, administrative, and logistic resources that compound the organizational basis of the contemporary collective life. Technically, these infrastructures allow us to operate technologies such as the Internet and the telephone networks, data banks, cloud services, platforms, etc. Just as the infrastructures of transportation, sanitation, and energy, the digital infrastructures are essential for performing daily tasks and to the social organization and people's well-being.

The construction and management of digital infrastructures exceed the purely technical issue. The technologies and their infrastructures are political and impact lives, subjectivities, and Human Rights. The global infrastructure of submarine cables, for example, is dominated by private companies that determine the routes and quality of the geographical connections based on their own interests which are often distant from the notion of the common good. When talking about the digital infrastructures related to online work, the situation is not different. Despite being essential services, especially during the COVID-19 pandemic, a great part of the infrastructure is connected to companies such as Google, Facebook e Amazon that build their services from a point of view of profits, surveillance, and data capitalism.

In this research, when we mention digital infrastructures, we are referring particularly to the infrastructures that enable and structure online work, such as email services, data storage, collaborative edition, videoconference, message apps, etc. In addition, they are also digital infrastructures aimed specifically at the context of Human Rights, i.e., infrastructures based on free and open source software and built or configured from the perspective of digital security.

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## An abstract geometric composition on a solid blue background. In the top left, a pink square contains a 4x4 grid of blue dots. Below it, four horizontal orange bars are stacked. To the right of the pink square is a vertical white bar. Further right is a green circle. In the top center, two vertical white bars are positioned. To their right is a green right-angled triangle. Further right is a pink square. In the top right corner, a large orange quarter-circle is present. In the bottom right corner, a 3x3 grid of squares is shown, each divided diagonally from the top-left to the bottom-right, with blue triangles in the top-left and bottom-right corners, and white triangles in the top-right and bottom-left corners.





## Main findings

- ➔ Human Rights Organizations in Brazil have been increasingly recognizing the importance of digital care, however, most of them are not able to prioritize the implementation of institutional policies due to lack of time considering the overload of functions and activities.
- ➔ Discussing the digital care from a collective and community perspective is a strategy that ensures a great commitment from people with the digital care practices.
- ➔ When leaderships and the management itself of the organizations get aboard in the process, there is more chance of the digital care becoming a priority.
- ➔ The practices of digital care should be thought as ongoing processes, integrated to the funding, organizational structure, and the everyday work of the Human Rights organizations. This is a change of culture that requires time, engaging, institutional will, and sustainable financial resources.
- ➔ Initiatives proposed by Funds and Foundations to the supported organizations, such as basic workshops of digital care, for example, have been gathering significant participation and positively reverberating within the organizations.
- ➔ Eventual workshops of digital care are important for raising consciousness, but the longer processes of organizational follow-up are those which have been successful in building an institutional and sustainable culture of digital care.
- ➔ External and long-term consultancies in digital care are important to ensure that the organizations enter a process of building a new institutional culture. And structuring an internal team dedicated to the technology and security issues may directly contribute to the consolidation and sustainability of such institutional culture of digital care.
- ➔ Digital care are indissociable of other security fields, such as physical, psychosocial, juridical, patrimonial, etc. security; and should be worked together in the context of Human Rights.
- ➔ Human Rights Organizations easily sign on the digital infrastructures offered by big companies (Google and Microsoft, for example), and have great difficulties to access, implement, and keep autonomous, private, and secure digital infrastructures.
- ➔ The processes of consolidating the culture of digital care impacts not only the organizations' security and protection, but also the way they deal with the well-being, work organization, acceleration, and time and health management of the teams.

**The awareness of the importance of digital care among the Human Rights organizations in Brazil has been growing**, and these organizations have been increasingly looking for specialized support to deal with the issue. On the one hand, there was an increase of the risks and threats faced with the political and social context of the country – and the intense digitalization of the work environment – on the other, a process of raising consciousness conducted by digital care professionals and activists has promoted a greater presence of the theme in these companies' spaces of articulation.

Despite this increasing awareness, a great part of the Human Rights organizations has difficulty in prioritizing the digital care and are unable to incorporate their practices into the daily life. According to the entities and professionals that we have interviewed for this research, the main barrier is the lack of time due to the overload of functions and activities. The digital care is seen by the organizations as just another subject to be dealt with, and thus start to compete with the other internal demands and institutional challenges. Besides, the lack of time makes the use of new tools of change of habits something expensive, “delaying” the work rhythm. This raises frustration and, consequently, giving up the digital care practices, especially in a scenario which people have few digital knowledge and considering a reality which most of these tools lack good usability and localization.

Strategies that engage the team and allow the collaboration and creation of collective agreements have greater chances of creating process' belonging and a more robust understanding of the motives for implementing digital care actions, which make people feel more involved. Addressing the digital care as a collective and community issue, sharing responsibilities, also helps to achieve a greater commitment from people in regard to digital care practices, aiming at the protection and well-being of their teams, organizations, and the field they work in. It is important to emphasize that in organizations with hierarchy, it is common that the changes only happen when the leadership or management is indeed convinced of the necessity and willing to take on the processes. In other words, when the management gets aboard the process, the chances of digital care becoming a priority increase.

It is necessary to understand the digital care not as a diet to be followed in some moments in life, but as a type of food reeducation. Even if there are specific moments when it is necessary to increase the standards and adopt more rigid protocols (in high-risk situations or security incidents), the digital care should be thought as ongoing processes, integrated to the structure and in the daily life of the Human Rights organizations. This is a perspective that may guide both the internal processes of organizations and movements, and the way philanthropic funds and foundations can support them.

According to the HR organizations interviewed for this research, even if the construction processes of a culture of digital care may be difficult, as the teams incorporate the tools and strategies, they become more at ease, safe, and confident to perform their activities. Moreover, these processes have also the capacity to affect the organizations beyond security and protection, once when they institute spaces of dialogue about the technology effects in the daily work life, they impact the way organizations think and position themselves about subjects such as well-being, work organization, acceleration, time management, and the health of the teams.

One of the interviewed organizations has also indicated that, with the process of digital care, the teams felt more capacitated to deal with cases of Human Rights violations and guide advocates. And as the subject was established in the work routine, the organization also started to discuss other action fronts linked to technology and data science.

## What is the role of philanthropy??

During this research, several organizations mentioned running introductory workshops that were proposed and organized by philanthropy as an essential role in setting off internal processes and discussions about digital care. Indeed, the action of philanthropic funds and foundations may be decisive to move forward a culture of digital care in the Human Rights ecosystem in Brazil.

However, even if the basic and eventual workshops are important to raise consciousness, the longer processes of organizational follow-up have been successful in building collective policies and agreements. The organizations need long-term (and without bureaucracy) financial support that allows them to create their own paths to start and sustain the internal processes and changes. They also need ongoing technical support, be it through digital care consultants who can initiate the process, create trust relations, build risk analysis, and propose mechanisms to the collective construction of agreements; or structuring an internal team dedicated to the technopolitical and security issues which, in an integral manner with the organization, can directly contribute to the consolidation and sustainability of an institutional and autonomous culture of digital care.

In regard to the action of philanthropic funds and foundations in this context, thinking the digital (and integral security!) care as institutional and community strengthening (thinking about the organizations' ecosystems) and include debates about the theme in the process of constructing the support<sup>8</sup> is an strategy that may, indeed, impact the organizations

and lead them to the practices of security and well-being. Constructing mechanisms to evaluate the digital security level established in already supported – or in the way of being supported – organizations can be a path to stimulate them to improve their practices. In this process, it is also important that funds and foundations can construct bridges between the Human Rights organizations and professionals and activists from the security field.

## Integral approach

The digital care is indissociable from other security fields, such as physical, psychosocial, juridical, patrimonial, etc. security. The offline and online equally impact people's lives and, in many cases, online incidents extrapolate the digital medium and may configure as a threat to the physical integrity. Hence the importance of an integral approach related to security. Besides, digital care professionals and activists acting in the Brazilian context rarely possess physical security skills, and they need to work in partnership with other professionals to support Human Rights organizations.

Another relevant issue is the importance of digital infrastructures. Human Rights Organizations have been automatically signing on the digital infrastructures of big companies (such as Google and Microsoft, for example) and often do not understand the necessity and benefits of using their own safer infrastructures, based in free and open source software. The few organizations sensitive to this issue have difficulty nowadays to access, implement, and keep these infrastructures, be it due to lack of technical support, or shortage of resources. This has been a huge gap in the implementation of safer practices within the organizations.

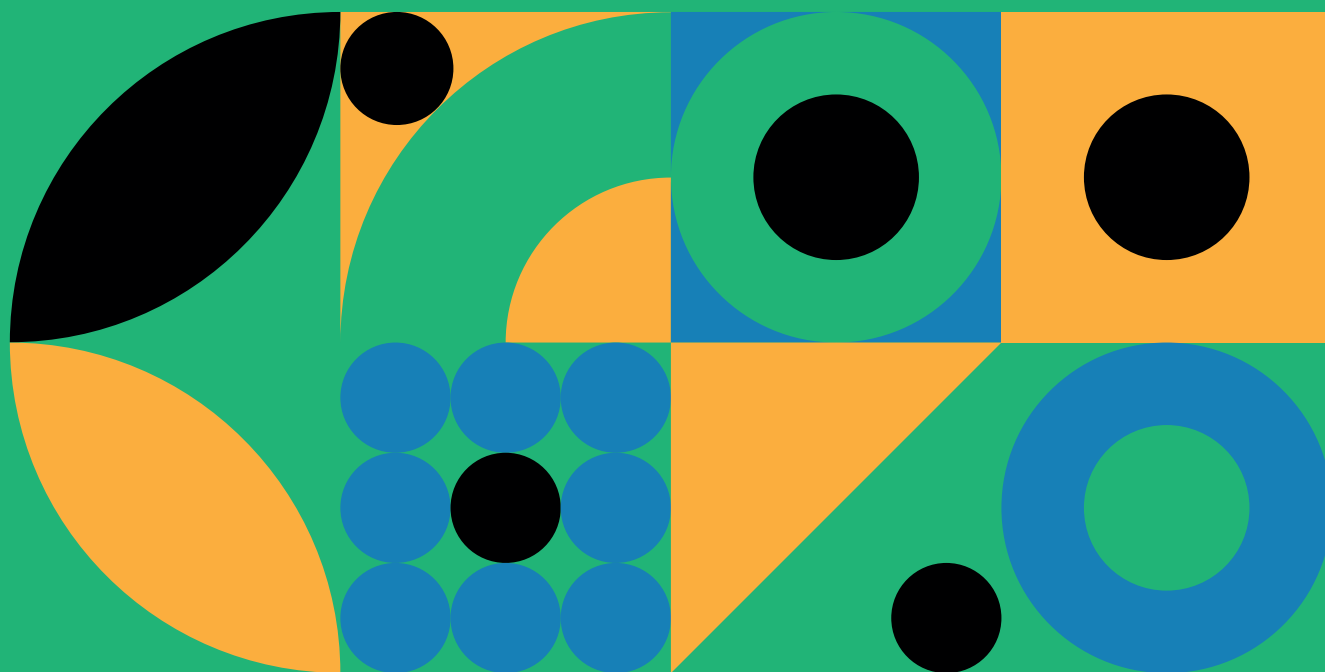
We can say that to move forward the theme of digital care in the Human Rights ecosystem today in Brazil it is necessary to adopt a systemic and long-term approach. What is at stake is a change of culture that requires time, engaging, institutional will, sustainable financial resources, ongoing training and technical support, autonomous digital infrastructures, and awareness of the political and social issues incorporated to the use and development of technologies.

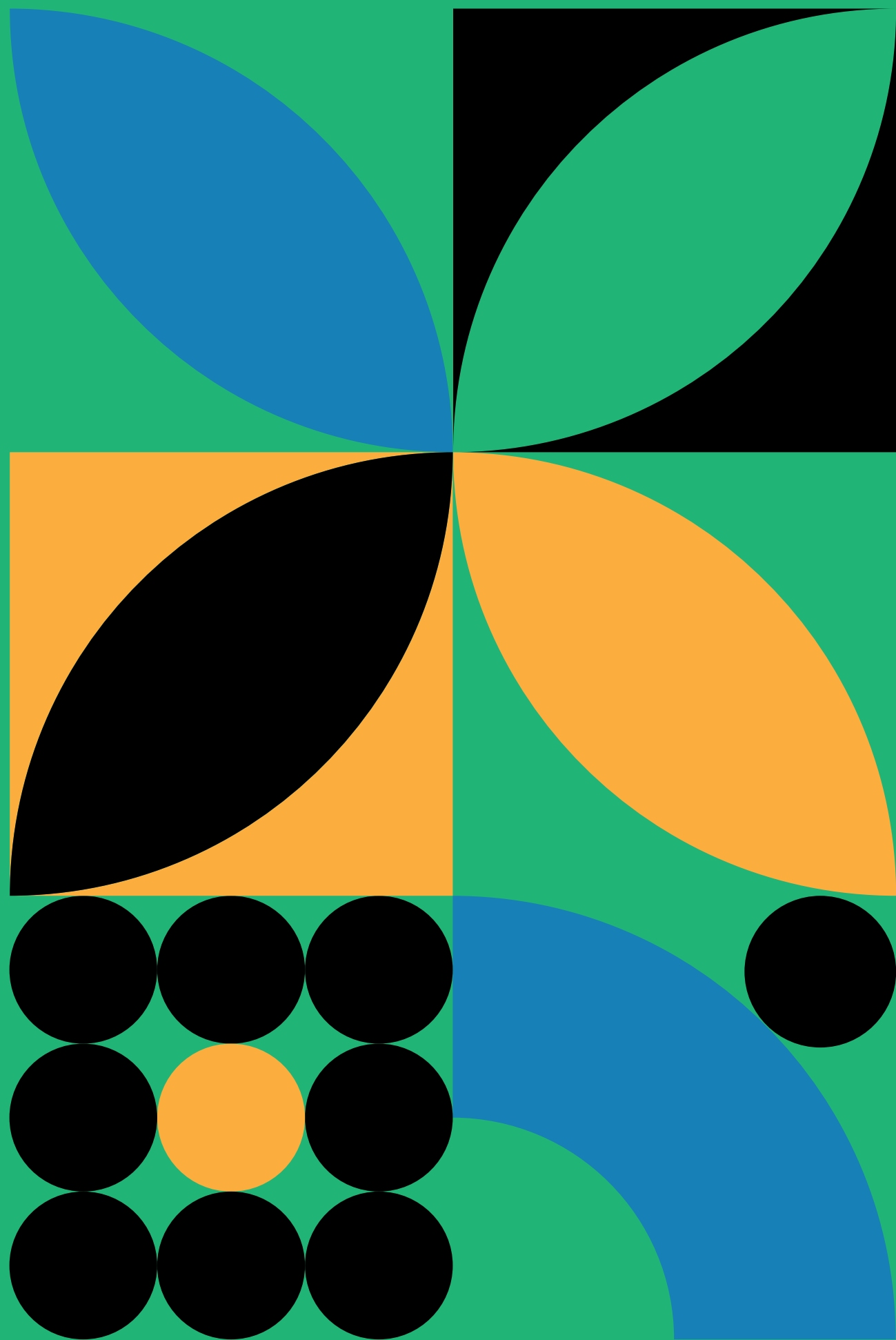
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8 In the guide "Digital Security & grantcraft guide – an introductory guide for funders" there are several questions that can help initiate the dialogue.

06

# The digital care community





## Main findings

- ➔ The demand for security among the Human Rights organizations is much greater than what professionals, activists, and groups acting in the area can provide. Thus, the urgent necessity to expand and strengthen the digital care community in Brazil.
- ➔ The community of digital care in Brazil is, in majority, formed by women and LBTs people who reside in the country's southeastern region, and who do not possess formal education in the area of information security.
- ➔ Professionals and activists that already work with digital care often lack deep technical knowledge, which limits their work and the organization of workshops for raising consciousness or with basic contents.
- ➔ Mental health is the main concern related to the security of the digital care professionals and activists in Brazil.
- ➔ Nowadays, there is no financial and professional stability to those people who dedicate themselves to work with digital care.
- ➔ Professionals who work in the IT job market do not automatically fit in the necessary profile to work with Human Rights organizations and movements.
- ➔ The work conducted by the community, and that needs to be expanded, is not only technical, but also has a multidisciplinary feature: it blends technical, technopolitical, pedagogical, psychosocial, and legal knowledge; besides communication, articulation, engaging and trust building skills.
- ➔ Festivals and cryptoparties are community spaces for professional development. They provide experience exchanges, support, and renovate the community bonds, besides attracting new people to this area, impacting in the quality of the performed work.
- ➔ In the recent years, the funding for the area of digital care in Brazil has increased, but just a few groups have access to it.





**The digital care community** in Brazil today is small and composed by independent activists and professionals, and some few formal organizations. The majority of people who composes the community is women and LBT people who resides in the country's southeastern region without formal education in the area of information security. They are people who in grand part were already activists and who have built - and keep building - their knowledge in a community and experimental manner (they learn by doing it), and who possess a multidisciplinary profile, blending technical, technopolitical, pedagogical, psychosocial, legal, etc. knowledge.

As the violence in the Brazilian political and social context has increased especially from 2018, and the intense work digitalization with the arrival of the COVID-19 pandemic, the demand for digital care has significantly increased. Such increase, however, was not followed by the community expansion, which has produced an overload of work and led activists near a burnout state. Indeed, the majority of people who have contributed to the research pointed out mental health as the main concern related to their own safety.

Another element that has contributed to this overload scenario is that, though there is a huge demand, independent digital care activists and professionals do not have financial stability and often need to be dedicated to different projects or works to make ends meet. A trend that deserves attention in this context is the "migration" of activists and professionals to civil society's international organizations in the technology area (working or not in Brazil), which can, on the one hand, contribute to the strengthening of the articulations with the international community, but on the other aggravate the scarcity of professionals.

Thus, the challenge is to create stability to professionals and activists who work with digital care in order to allow them to keep working in the Brazilian context in a strategic manner with the possibility to develop creative ways to address technopolitical issues. Moreover, the challenge is also to attract new professionals into the area.

People who possess formal education and/or who work in the IT job market do not automatically fit in the necessary profile to work with Human Rights organizations and movements. In addition to the wages in the two fields being disproportional, the work with social just requires a different approach than the one from the corporate world. The interdisciplinary skills such as communication, articulation, engaging, and trust building, besides understanding social and political contexts, are as important as the technical knowledge. In this sense, it is more effective to attract to the digital care field people who are already part of movements and the fight for Human Rights (even if they do not have technical knowledge) than people who work in the IT area, in the corporate sector.

## What is the role of philanthropy?

It is necessary to invest in spaces for professional development both for new people who want to work with digital care, and people who are already part of the community. Professionals and activists that already work with digital care often lack deep technical knowledge, which limits their work and the organization of workshops for raising consciousness or with introductory content about digital care.

Supporting community spaces for sharing knowledge and articulations in networks of affection and exchange - such as, for example, cryptoparties<sup>9</sup> and “training of trainers” (ToT) - is crucial and impacts the quality and work safety, in addition to contribute to the consolidation of a wide community of professionals and activists, diverse and with long-term affectional bonds. It is equally important to support long-term learning projects and formal spaces of technical learning so that the digital care professionals and activists can support the groups in a robust manner and work in complex situations from a technical and risk point of view.

**The Fellowships** are also great opportunities for learning: they provide personal growth and new professional perspectives: expanding the contact’s network, good wages, and in some cases, longer and deeper work processes. However, they need to be thought from the Brazilian context and consider the scenario of lack of professionals.

Initiatives to create relations and bring closer professionals who work in the different security aspects (physical, digital, psychosocial, and legal, for example) are also important, once such knowledge is interdependent and needs to be present when the objective is to protect the well-being of groups that fight for Human Rights.

It is important to observe that informal networks and groups face several operational challenges to perform their work, such as the lack of experience in project management, fundraising, writing projects, accountability, etc. Professionals and activists who work in these groups need to dedicate themselves to these activities and also learn by themselves, which leads to them having no time to dedicate to other areas of expertise. The support concerning these groups must consider this scenario and they must seek strategies of sustainability and operational development.

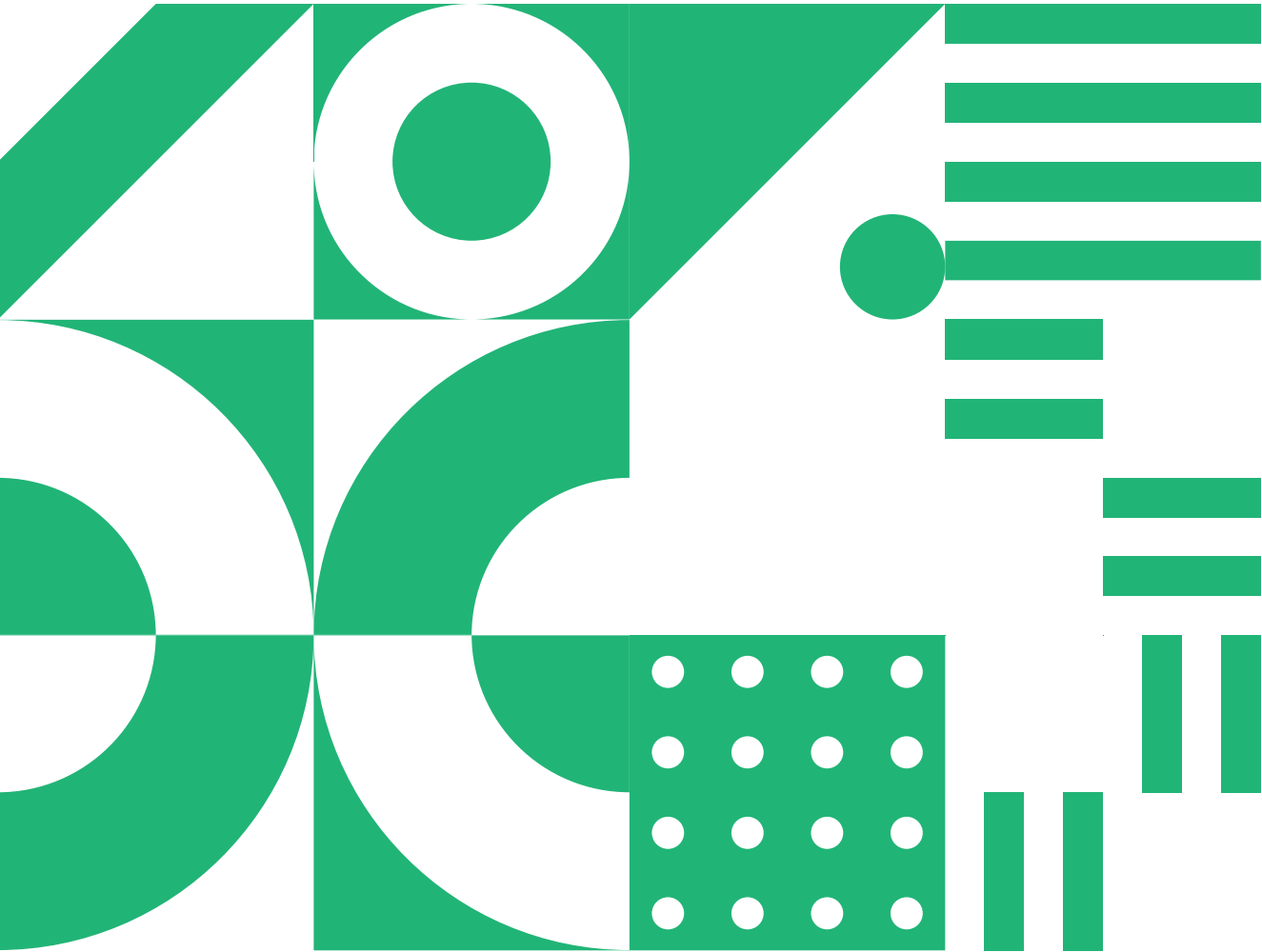
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<sup>9</sup> Examples of cryptoparties are the Cryptorave (<https://cryptorave.org/>), Criptofunk (<https://criptofunk.org/>), Criptotrem, Cryptofesta Recife, etc.



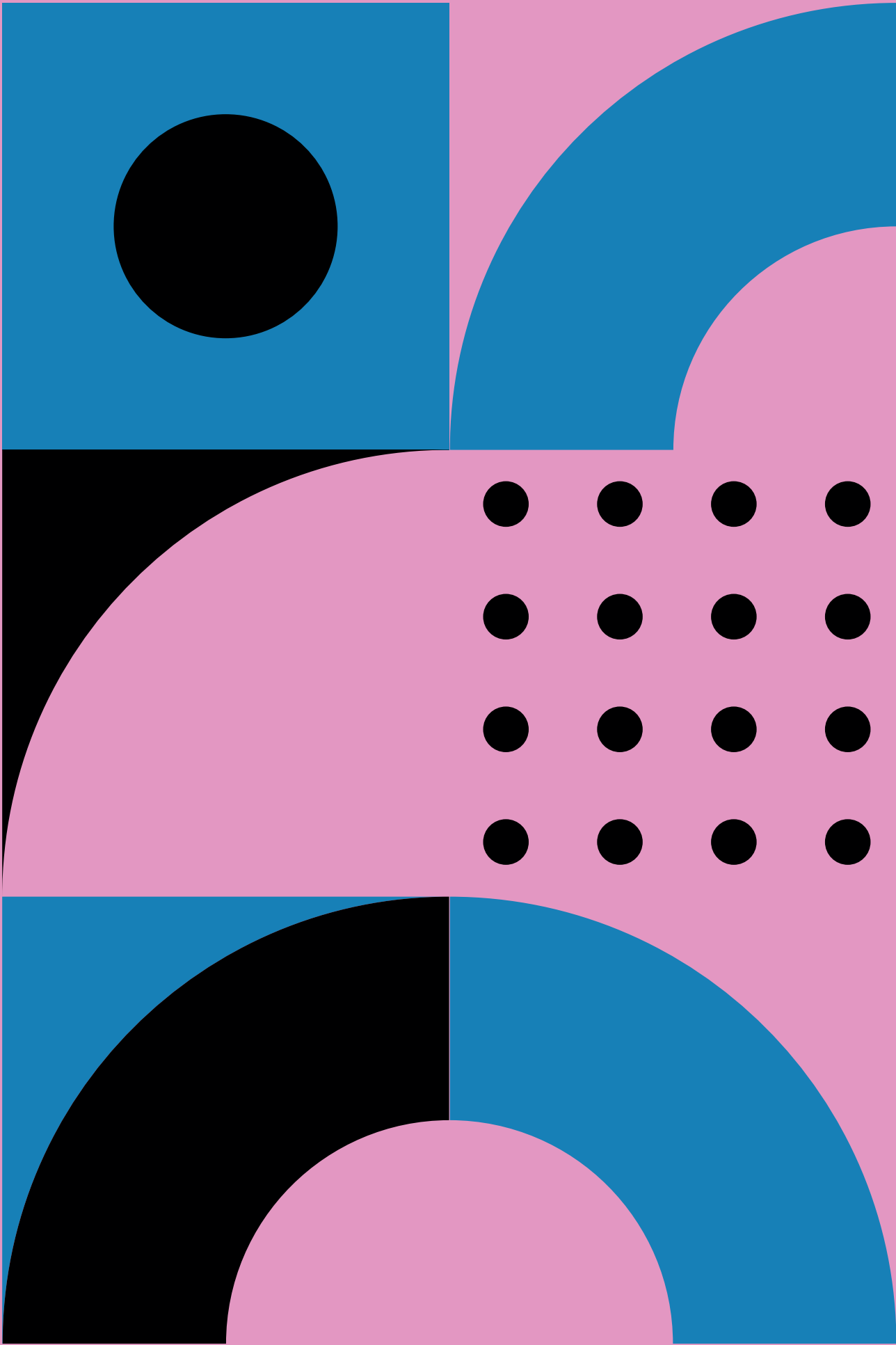
Though in the recent years the support for digital care actions has increased, such support often is restricted to formal groups working in majority in the Amazon Region, and that have been increasingly receiving attention from philanthropy. The decentralization of the support and the attention to informal groups or networks are important to reduce the overload of work for the existing actors, diversify the perspectives and approaches used in the work with digital care, in addition to reaching a greater scope of Human Rights groups in Brazil.

Finally, to advance in the consolidation of the culture of digital care in the field of social struggles in Brazil, it is necessary that funds and foundations create spaces for listening and collectively creating strategies with the country’s digital care community so that they get to know the real necessities of the field and work in a more assertive and creative way to solve gaps and produce possibilities of future.



# The digital infrastructure development field





## Main findings

- ➔ There is a great scarcity of professionals or groups working in the construction and availability of digital infrastructure services focused on HR organizations and movements.
- ➔ The digital infrastructure field in the context of Human Rights is composed by independent professionals and activists and groups with different levels of formality, such as companies and co-op.
- ➔ There is a lack of body diversity and intersectionality among people who work in the field.
- ➔ Though professionals and activists have advanced technical knowledge, there are events of work overload and/or precariousness. And the migration for international projects or the corporate job market is a reality.
- ➔ Few Human Rights organizations in Brazil are sensitive to the theme of data security and are searching for autonomous and secure digital infrastructures.
- ➔ As the work with the digital care gets stronger in the context of Human Rights, the demand for safer digital infrastructures will increase.
- ➔ In Brazil, there is no systematic philanthropic support focused on groups that provide services of digital infrastructures to Human Rights organizations.
- ➔ Among the philanthropic and Human Rights organizations there is no understanding of the necessity of sustainable resources focused on the implementation and maintenance of digital infrastructures.
- ➔ Human Rights organizations have been implementing their digital infrastructures from projects' resources, which does not ensure sustainability.
- ➔ Stable and long-term digital infrastructures are crucial, but in order to them exist it is necessary to have a wide, diverse field, with an exchange community and professional safety.

**Digital infrastructures** are increasingly necessary considering the growing reality of work digitalization - which will not go back. Human Rights organizations will not escape this reality. In order to store and manage their documents and keep communication flows with security and privacy, they need to rely on more autonomous infrastructures which are not subject to the capitalist logic of data and surveillance. In the Brazilian scenario, there are few HR organizations that are aware of the political cost for using commercial and “free” digital services, and that are seeking alternatives. However, the digital care community has increasingly worked to cast light to this issue and encourage organizations to use safer infrastructures. Thus, the perspective is for an increase of the demand, especially in a context of growth and complexification of the digital attacks.

Even if the demand’s increase requires one more step related to the formalization for providing these services, the scarcity of people working with digital infrastructures in Brazil is noticeable, which configures a great obstacle for advancing strategies of digital care in the context of Human Rights. The field is still very pulverized, composed by few independent professionals and activists and groups with diverse profiles, such as companies and co-op - some formalized 10 years ago, and others a few months ago. Regarding the people’s profiles (organized in groups or independent), many have a solid record of political action through technologies and collaboration with the free and open source software universe. However, the efforts for unity and community consolidation are still recent. In regard to diversity, there is a great unbalance when it comes to race and gender, with the majority of people being white cis men.

Currently, the HR organizations that decide to implement autonomous and safer infrastructures face paths that requires a lot of determination and commitment. Building digital infrastructures requires time and sustainable funding, in addition to trust relation and long-term responsible work from the partner group or professionals and activists. These infrastructures will follow the Human Rights organizations throughout their lives and will give support to their work and memory. They are like digital headquarters that need to be taken care, maintained and managed every day. Therefore, it is often necessary engaging the team from the Human Rights organization in the implementation and use of the infrastructure, including debates about access hierarchization to documents, data management policy, and the ongoing digital care work to ensure good practices of use.

Thus, it is a challenging scenario. Not only due to the groups, professionals, and activists’ scarcity, but also due to the lack of financial resources – or, at least, of adequate financial resources. On the one hand, within the majority of the philanthropic funds and foundations working in Brazil there is no understanding of the necessity of allocating specific and long-term resources to allow the organizations to develop and maintain their infrastruc-

tures, both through partnerships with groups, and in the consolidation of internal teams of technologists. On the other, in the country there is also no systematic funding focused on groups providing digital infrastructures to the field of Human Rights. Thus, in the majority of times, the resource comes from the Human Rights organization themselves, but is limited to projects and does not ensure the infrastructure support – even more considering the annual costs which often are subject to the volatility of the foreign currencies exchange rate. Even when there is an initial investment, there is no long-term guarantees, and there is also the risk of discontinuing the services.

The current dynamics of groups, professionals and activists working in the field is also challenging. Just like the digital care community, the field of digital infrastructures in the context of Human Rights in Brazil does not have robust professional structures and, among the active groups today, it is not rare to identify precariousness and extra work. Several teams, for example, do not count with specific people to fund-raising, planning, organizational management, and articulation with Human Rights organizations.

Besides, the logic for funding projects, with its intermittent cycle, makes professionals of the area vulnerable, and forces several people to seek corporate alternatives of start to work with international initiatives, in an integral or partial manner. This is particularly harmful in a context that the technologies involved in supplying secure infrastructures are dynamic and demand from the teams ongoing updates, focus, and monitoring to ensure protection.

## What is the role of philanthropy?

In the context of digital infrastructures, stability is crucial. Professionals and groups that provide these services need to ensure the consistence and longevity of these infrastructures - once migrating data from any organization to infrastructures that may be discontinued within some years is very high-risk. In order to do that, they need to count with an active, broad field, with professional safety and a community with close ties that allows the exchange of information and experiences.

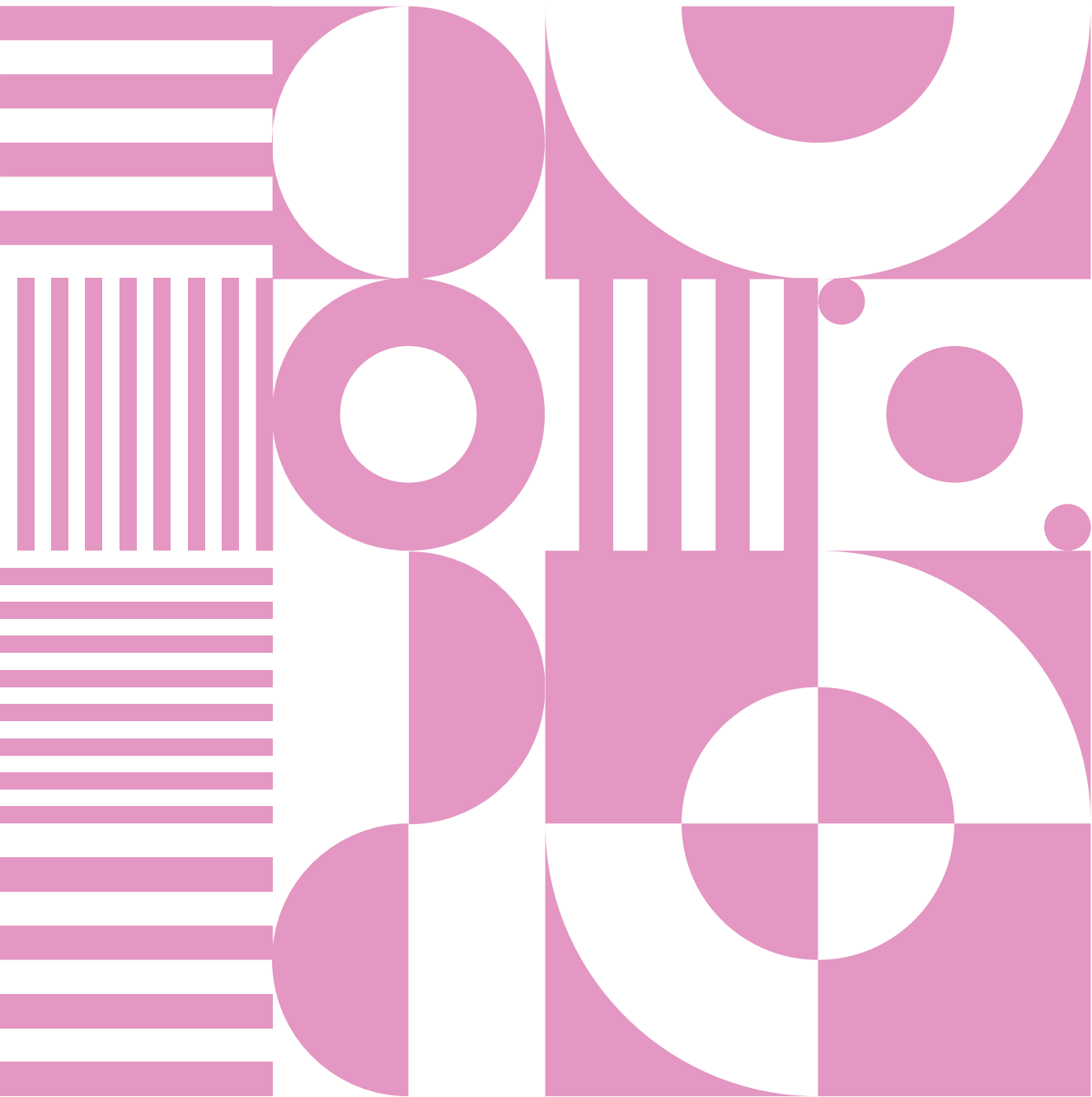
In this sense, it is necessary to think long-term funding structures so that HR organizations keep their digital workspace in a sustainable and safe manner, and increasingly engage their teams in the care of management and use of such spaces, allowing more autonomy.





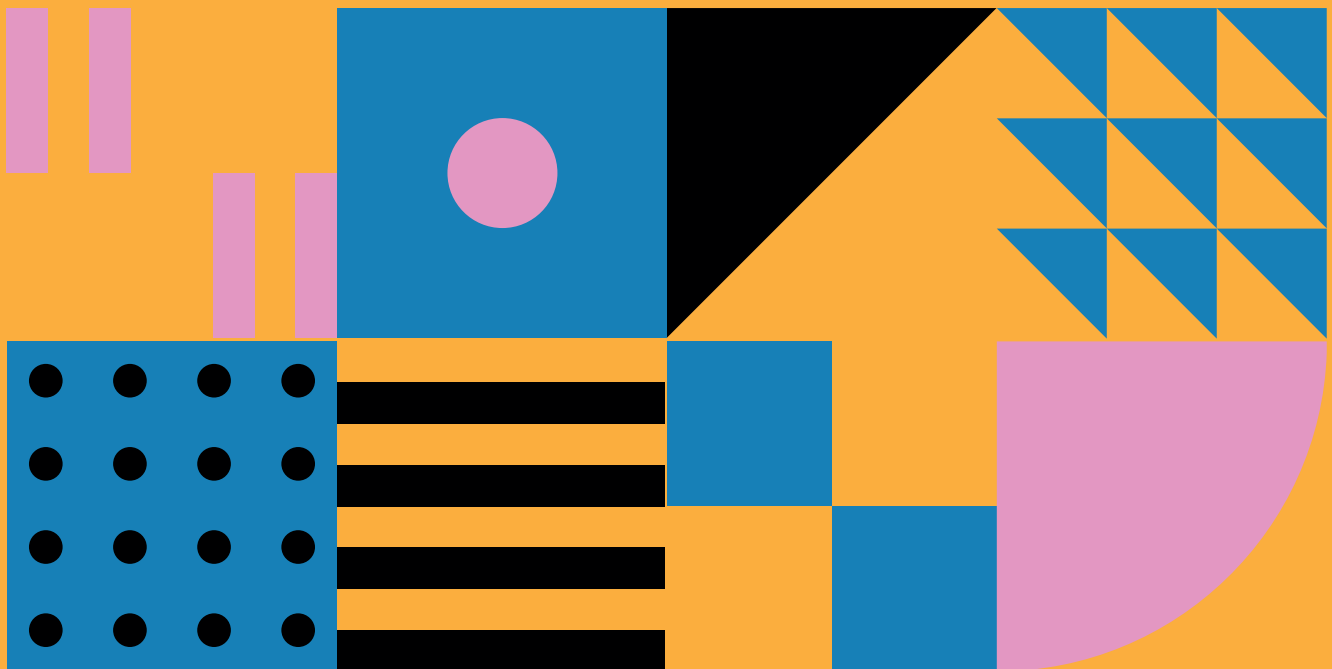
Still, it is also necessary to ensure systematic (and long-term) funding to the professional circles of digital infrastructure, allowing the field to expand, addressing the operational challenges of the group, the consolidation of a community, and the investment in opportunity to professionalize black, LGBT people, and people from the most diverse origins and fields of social action.

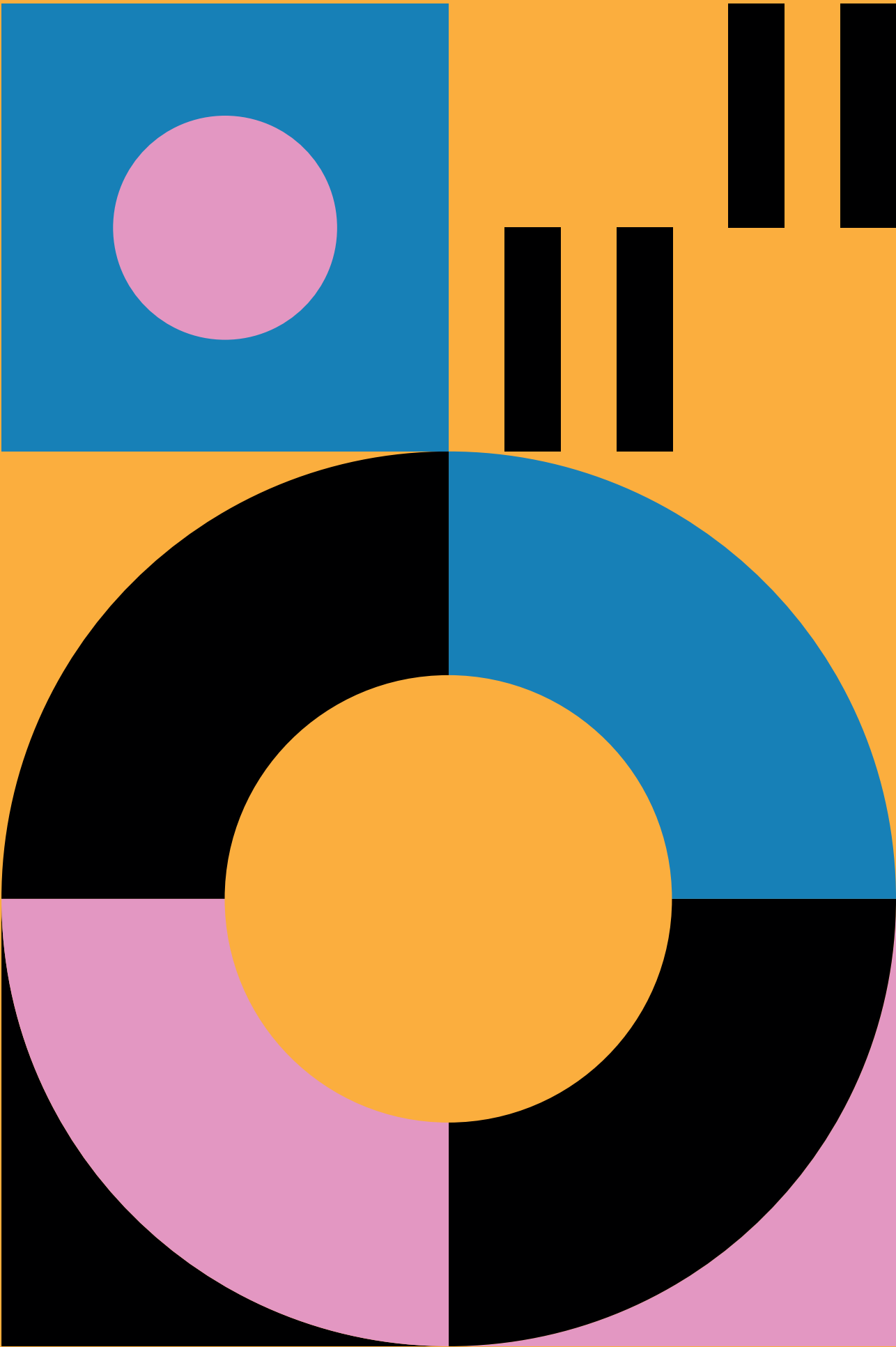
Without it, the Human Rights organizations in Brazil will not have possible alternatives and will still be giving their information to the big corporations. Beyond the security issues, this possibility of choice has also to do with the world perspectives one seeks to defend and build.



08

# Recommendations for philanthropy





- ➔ Establishing spaces of collaboration and exchange about the theme among philanthropic funds and foundations, and develop coordinated approaches for support;
- ➔ Train the program's teams to deal with the challenges of the consolidation of the culture of digital care among Human Rights organizations and make the theme of digital care in the different programs transversal;
- ➔ Map, refer to, and connect professionals and activists from the area of digital care and digital infrastructures to Human Rights organizations;
- ➔ Develop instruments to map the digital care status in the supported organizations and create mechanisms of financial and non-financial support;
- ➔ Prioritize long-term and ongoing support so that Human Rights organizations can transform their culture of digital care and implement autonomous digital infrastructures, both through establishing partnerships and structuring internal teams of technologists;
- ➔ Encouraging the Human Rights organizations to seek singular manners of support in digital and infrastructure care that are aligned with their identity, regionality and culture.
- ➔ Establish channels for listening and articulate with the digital care community to build collective actions and strategies that may contribute to the advancement of practices in the field of Human Rights;
- ➔ Construct support strategies focused on professional development in the field of digital care and digital infrastructures, such as:
  - Support cryptoparties and events for community strengthening;
  - Structure pluriannual fellowships so that professionals and activists from the two fields can work together with Human Rights organizations;
  - Support Training of Trainers (ToT) activities;
  - Map and support the participation in processes of learning (national and international) focused on further technical knowledge in information security and system administration;



- ➔ Support the structuring and formalization of groups, as well as the strengthening of their operational skills (project management, fundraising, writing projects, accountability, etc.);
- ➔ Stimulate strategies focused on diversity, equity, and inclusion (DEI) in the support of groups from the field of digital care and digital infrastructures;
- ➔ Build new strategies for mapping and inserting new people in the field of digital care and digital infrastructures through partnerships with universities, professional initiatives in the field of technology and society, etc.
- ➔ Adequate and/or build metrics and indicators focused on the work with digital care and implementation/maintenance of digital infrastructures, to evaluate the processes (and not products).
- ➔ Support and stimulate initiatives that bring closer professionals who work with different aspects of security, such as digital, physical, psychosocial, and legal security, In the fight for social justice, these issues must be addresses in an integral manner.



