



IGF CHILE

Foro de Gobernanza
de Internet

CHILE

INTERNET GOVERNANCE FORUM

REPORT

HYBRID EVENT

OCTOBER 9TH, 2024



WWW.IGFCHILE.CL



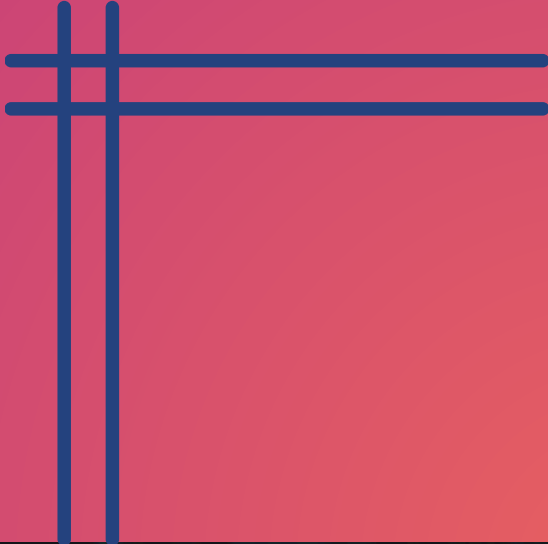
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IGF CHILE
Foro de Gobernanza de Internet

EVENTO ANUAL 2024 HÍBRIDO

 Miércoles 9 de octubre
 República 112, Santiago
 9:00 am
 Inscripciones en igfchile.cl
 Transmisión vía Youtube (@IGF_Chile)

PANELES
10:05 hrs. Internet como servicio público
11:00 hrs. Ciberseguridad
12:15 hrs. Inteligencia Artificial
14:30 hrs. Gobernanza Digital
15:15 hrs. Innovación y desafíos del Comercio Digital

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COLABORAN



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Miércoles 9 de octubre

Internet como servicio público: Ivan Žilić (PIT), Daniel Halpern (CÓTEL) y Manuel Araya (Entel). Modera: Raúl Domínguez (SUBTEL).

Ciberseguridad: Jorge Atton (Ex subsecretario de Telecomunicaciones), Daniel Álvarez (Ministerio del Interior) y Cristián Rojas (PUC y UTFSM). Modera: Ximena Rojas (Khipu).

Inteligencia Artificial: Lorena Donoso (U. Chile), Carlos Reusser (ICDT), Catherine Muñoz (Idónea) y M. Soledad Matos (Kyndryl Chile). Modera: Ximena Rojas (Khipu).

Gobernanza Digital: Javier García (UDLA) y Geraldine González (Konsistenz) y Luz María García (Acti). Modera: Patricia Peña (Internet Society)

Innovación y desafíos del Comercio Digital: Cristóbal Bocáz (Ministerio de Hacienda), Fernando Rojas (CEPAL), Piero Guasta (SUBREI), Yerka Yukich (Cámara de Comercio de Santiago) y Gabriela Navarro (UNA). Modera: Ignacio Sánchez (U. Chile)

COLABORAN



The Internet Governance Forums (IGFs) are a United Nations-led initiative focused on discussing global public policy issues related to the Internet. A defining characteristic of IGFs is their use of the multistakeholder model, where representatives from all sectors of society come together as equals to share ideas and explore best practices. The aim of IGFs is to foster a shared understanding of how to maximize the Internet's opportunities while addressing the risks and challenges it poses.

The Chile Internet Governance Forum (Chile IGF) is the national IGF for Chile. Chile IGF is committed to the development of the Internet in the country from a diverse and comprehensive perspective, making it accessible to all Chileans across the vast national territory.



The annual Chile IGF event was held in a hybrid format in Santiago, Chile, on Wednesday, October 9, 2024. Twenty-three experts from all sectors of civil society (including technical professionals, academics, government representatives, stakeholders, and both public and private sectors) participated in five discussion panels on the challenges Chile faces in Internet governance.

The five discussion panels were: Internet as a Public Service; Cybersecurity; Artificial Intelligence; Digital Governance; and Innovation and Challenges of Digital Commerce.

This report summarizes discussions from the Chile IGF. All presentations were recorded and are available to watch at Chile IGF Chile Youtube Channel at the following link: [www.https://www.youtube.com/@IGF_Chile](https://www.youtube.com/@IGF_Chile).



Committee members can be found at <https://www.igfchile.cl/acerca/>.

If you are interested in contributing to the Chile IGF, please contact us at contacto@igfchile.cl.

The 2024 Chile IGF was sponsored by LACNIC.



PANELS' KEY MESSAGES

Internet as a Public Service

When addressing the concept of "Internet as a public service," it is essential to highlight its importance as a vital resource for contemporary society. Internet access should be regarded as a fundamental element, facilitating involvement in education, healthcare, and economic activities. Governments must guarantee universal and affordable connectivity, especially in marginalized areas, to prevent digital inequalities. Internet governance should prioritize inclusivity, transparency, and accountability, ensuring the representation of all stakeholders. Moreover, robust privacy and data security protections for users are necessary. Ultimately, regulations surrounding Internet services should strike a balance between fostering innovation and protecting public welfare and democratic principles.



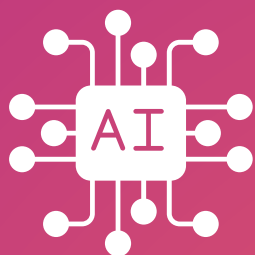
Cybersecurity

Recently, in Chile it was approved the “Ley Marco de Ciberseguridad” (Law No. 21,663), so this panel focused on reflecting on its scope. The “Ley Marco de Ciberseguridad” was enacted to enhance national security in the digital realm, and establishes the framework for addressing cyber threats, mandates the creation of the National Cybersecurity Policy, and sets up a Cybersecurity Coordination Center. It emphasizes the importance of protecting critical infrastructure, safeguarding personal data, and fostering public-private partnerships. Additionally, it outlines the responsibilities of public entities and key sectors in ensuring resilience against cyberattacks.



The law seeks to strengthen legal frameworks and international cooperation in cyberspace. Ultimately, the law aims to position Chile as a regional leader in cybersecurity, ensuring a safe digital environment for its citizens and businesses.

Artificial Intelligence



Artificial Intelligence represents advances for the world but also has ethical, legal and social implications of AI technologies, highlighting concerns such as bias, privacy, accountability and the future of work.

Chile has sought to foster the development of AI through research, policy frameworks and collaboration with international organizations, while addressing local challenges such as digital literacy and inclusion. It is necessary to advance balanced governance in AI, ensuring that the technology benefits society while mitigating its potential risks.

Digital Governance



Digital Governance is the framework of policies, rules and processes that guide the management, regulation and development of digital technologies and the Internet. It involves the participation of multiple stakeholders, including governments, private sector companies, civil society and international organizations, working together to ensure that digital technologies are used in ways that benefit society and minimize risks. Digital governance covers diverse areas, such as cybersecurity, data privacy, digital inclusion and intellectual property rights, all while balancing innovation and regulation.

The importance of establishing transparent, accountable and inclusive governance models needs to be highlighted to address global challenges such as cyber threats, digital divides and ethical concerns related to emerging technologies

Innovation and Challenges of Digital Commerce

Chile faces significant challenges when it comes to digital trade, as the country's digital economy is constantly evolving. The country has embraced digital trade, but significant hurdles remain, such as ensuring data protection and privacy, addressing cybersecurity risks, and fostering digital inclusion for all sectors of society.

Chile's trade laws and digital infrastructure need to adapt to facilitate seamless cross-border transactions while complying with international standards and agreements. There is a need for a robust digital trade policy that fosters innovation, protects consumer rights, and strengthens Chile's position in the global digital marketplace.



WELCOME FROM COORDINATOR - CHILE IGF

MARCELO VALENZUELA



Good morning, everyone.

Thank you all for being here. It is a true pleasure to see the growing interest that the Internet Governance Forum – Chile continues to generate across the country.

Today, we gather to discuss the challenges, opportunities, and guiding principles that must shape the evolution of the global network that increasingly influences every aspect of our daily lives.

On July 9th of this year, the Chile IGF received official recognition from the United Nations Secretariat in Geneva, acknowledging its Directive. This milestone represents the successful convergence of actors from academia, private sector, the technical Internet community, and the public sector—practically all the key sectors that engage with the Internet ecosystem.

From the beginning, we understood that this would not be an easy task. Our Directive is composed of a diverse group of institutions and individuals, which naturally brings different perspectives and sometimes opposing views. But this diversity mirrors the reality of our country—and it is precisely this plurality of voices that enriches the debates on Internet governance.

Today, this forum brings together experts from various domains to explore pressing issues such as "Internet as a Public Service," "Cybersecurity," "Artificial Intelligence," "Digital Governance," and "Innovation and Challenges in Digital Trade."

The discussions throughout this event will help us better understand how to face present and future challenges, ensuring that the Internet remains a driver of progress and collective wellbeing.

Ultimately, Internet governance is a matter of multistakeholder collaboration. It is a shared responsibility—between governments, international organizations, businesses, civil society, and, of course, the users of the network. That is why your contributions are essential as we work toward inclusive and sustainable solutions.

I encourage you to actively engage, share your views, ask questions, and make the most of this space for learning and dialogue. Together, we can help build an Internet that is more equitable, open, and respectful for everyone.

Thank you for your presence and your commitment—especially to those who traveled from outside Santiago to join us in person. We also extend our appreciation to those tuning in via live stream.

May this seminar be a meaningful space for reflection, collaboration, and most importantly, action—toward a digital future that upholds the rights and needs of all people.

Once again, welcome—and may the Internet Governance Forum of Chile be enriching and impactful for all!



CHILE IGF 2024



The first “Internet as a public service” panel was moderated by Verónica Gorigoitia, Prosecutor of the Undersecretariat of Telecommunications, on behalf of Raúl Domínguez, Head of the Regulatory Policies and Studies Division of the same institution. The panel was made up of Iván Žilić, CTO of PIT for Chile, Mexico and the USA; Daniel Halpern, Vice President of COTEL; and Manuel Araya, Manager of Regulation and Corporate Affairs for Entel.

Recently, Chile passed the Internet as a Public Service Law, an effort by various governments to reduce the digital divide. The goal of this law is to ensure that all Chileans have access to connectivity regardless of where in the country they live or their economic means. However, it is recognized that further progress must be made in this regard, as the challenges are often dynamic. For example, progress must be made in digital literacy, at different ages and regions of the country.





The second panel on “Cybersecurity”, led by Ximena Rojas, VP Legal and Public Affairs of Khipu, who was accompanied by experts Jorge Atton, Former Undersecretary of Telecommunications and Cybersecurity advisor; Daniel Álvarez, National Cybersecurity Coordinator of the Chilean Home Office; and Cristian Rojas, Cybersecurity Professor at Pontificia Universidad Católica de Chile and Universidad Técnica Federico Santa María, and information security consultant.

Cybersecurity is crucial to ensure the full exercise of individual rights. Therefore, we require a secure and robust digital environment that protects personal and work relationships, whether in the public or private sector.

However, in recent times there has been an increase in digital crimes and cyberattacks, which are becoming more and more sophisticated. These cyberattacks threaten supply chains, public infrastructure, trade, service provision, among many other areas. For this reason, it is necessary to have robust legislation, policies and measures to counter-attack these new forms of crime.



The third panel was about “Artificial Intelligence”, also moderated by Ximena Rojas. The experts who addressed this debate were Lorena Donoso, lawyer, expert in Information and Communications Technology Law and academic from the Universidad de Chile; Carlos Reusser, lawyer, member of the Legal Council of the Digital Government Secretariat and President of the Chilean Institute of Law and Technologies; and Catherine Muñoz; Legal Director at Idónea & Legislative Consulting.

Chile recently presented its updated National AI Policy and Action Plan, as well as a proposed AI law that seeks to regulate and promote the ethical and responsible development of this technology. This policy follows the recommendations of the UNESCO Artificial Intelligence (AI) Readiness Assessment Report.

However, there are numerous challenges related to security. Although there are advances such as sandboxes, personal data must be protected when talking about Artificial Intelligence. There is a risk of affecting fundamental rights.





The fourth panel was about “Digital Governance”. Patricia Peña, director and president of Internet Society – Chile, moderated the panel made up of Geraldine González, Telecommunications expert at Konsistenz; Javier García, academic Faculty of Law of the U. Las Américas, doctor in Law and Master in Fundamental Rights with a specialty in information freedoms; and Luz María García, General Manager of ACTI.

Since 2000, the State of Chile has made a commitment to advance a digital agenda, with the modernization of the State, which is based on the principles of transparency, integrity, efficiency and effectiveness of public management, and democratization of services. A platform for interoperability of services was created so that electronic systems of services interact with each other, in order to bring the State closer to the people.



However, there are still pending challenges such as modernizing the ministries and departments of the State. Likewise, we need policies that have a long-term vision and that are of the State, not of Governments. On the other hand, recently the debate on regulation has arisen, in the face of threats such as misinformation, but which also presents a dilemma with freedom of expression.



The fifth and final panel was about “Innovation and challenges of Digital Commerce”, moderated by Ignacio Sánchez, academic at the Institute of International Studies of the University of Chile. Panelists included Yerka Yukich, Executive Director of eCommerce of the Santiago Chamber of Commerce; Cristóbal Bocáz, Director of the Services Export Program, Ministry of Finance; Piero Guasta, advisor to the Department of Investments, Services and Digital Economy for the Undersecretary for International Relations; Gabriela Navarro, who is Academic at National University of Costa Rica; and Fernando Rojas, Senior Assistant for Economic Affairs for the Economic Commission for Latin America and the Caribbean (ECLAC).



It is essential to provide certainty to digital commerce, a space in which both large and small companies coexist, interacting with consumers, and strengthening digital commerce in Chile, because it is an economic engine for the country. To do so, it is necessary to have a Code of Good Practices (which in the Chilean case is based on the Consumer Law), is of utmost importance. However, digital commerce is developed within a framework of globalization, so it must follow international standards.

Threats to digital commerce such as cyber-attacks, phishing, malware or misuse of customer data are increasing. These actions can negatively affect the purchasing process, generating a lack of confidence in consumers. On the other hand, we also find challenges to e-commerce such as improving traffic to optimize sales, but also improving the user experience in online commerce. This is essential, given that in recent years there has been an increase in digital commerce, especially during the pandemic, which increases on certain dates such as Black Friday or similar dates.



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EVENTO 2024

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Miércoles 9 de octubre
9:00 horas
Transmisión en vivo en
Youtube.com/IGF_Chile

5 paneles de discusión

- Internet como Servicio Público
- Ciberseguridad
- Inteligencia Artificial
- Gobernanza Digital
- Innovación y desafíos del Comercio Digital

COLABORAN:

CCS, Chile, Universidad Diego Portales, conadecus, IGF Internet Governance Forum, nic.chile SOMOS EL PUNTO CL, Internet Society Capítulo Chile, Chile Telcos, PDS Digital

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EXPENSE TRANSPARENCY

To make the annual Chile IGF event possible, the following expenses had to be covered:

- Catering: \$688.258 clp
- 3 Banners: \$139.230 clp
- Chile IGF mugs: \$174.800 clp

Total expenses: \$1.002.288 clp

LACNIC's committed contribution: \$1.000 USD



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