



# OVERVIEW AND RECOMMENDATIONS

## QAZAQSTAN IGF 2024: THE SECOND NATIONAL INTERNET GOVERNANCE FORUM

October 16, 2024

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# HIGHLIGHTS

- On behalf of the organizing committee of the Qazaqstan Internet Governance Forum 2024, we would like to express our gratitude to all those who attended, as well as to our co-organizers and partners, whose efforts made the Forum happen! On October 16, 2024 we successfully held the second Qazaqstan IGF and are happy to present the highlights of the event in this report.



- More than 250 participants and 300 online listeners attended the second Qazaqstan IGF 2024, including the UN Mission in Kazakhstan, the Embassy of Estonia in Astana, the Majilis of the Parliament of the Republic of Kazakhstan, the Information Security Committee of the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan, the Center for Analysis and Information of the Ministry of Culture and Information of the Republic of Kazakhstan, representatives of ICANN, RIPE NCC, USAID, Kazakhstani NGOs, businesses, IT sector, and many others.
- The Forum featured 10 panel sessions with stakeholders from the civil society, government, private sector and academia, where 44 speakers discussed issues ranging from the Internet access and media freedom to digital financial assets and the regulation of AI.



- One of the significant events for Qazaqstan IGF was that we organized our first Parliamentary Initiative with the kind assistance of the Global IGF Secretariat! Yekaterina Smyshlyayeva and Pavel Kazantsev, members of the Majilis of the Parliament of the Republic of Kazakhstan, and international expert Nikolay Dmitrik held an informative discussion on the codification of digital legislation and short-term future of the development of the Digital Code in Kazakhstan.
- In addition, this year we have significantly improved the public coverage of the event in the media. By the end of October, the second national IGF was mentioned 31 times in the media in Kazakhstan!
- The results of the Digital Rights Compliance Rating 2024 in Kazakhstan were presented by online platforms in such sectors as FinTech, E-commerce and Telecom. The research project of DRCQ, being the law firm, examined public policies and practices of the company in terms of digital consumer rights compliance. The results of 2024: Freedom Bank has become the winner of the Privacy Compliance nomination as the best company in the FinTech sector; Yandex GO Delivery has been announced as the best company in the E-commerce sector; and Kcell/Activ has been recognized as the best company in the Telecom sector.





# GENERAL INFORMATION

Qazaqstan IGF is part of the global Internet Governance Forum held under the auspices of the United Nations. Regional and national IGF initiatives are represented in 85 countries and 17 regions across four continents.

Qazaqstan IGF is a unique annual national forum on the Internet governance involving representatives of government agencies, private sector, civil society and academia to discuss a wide range of issues related to the Internet governance and cybersecurity.

## ORGANIZERS:



## PARTNERS:



## GENERAL INFORMATION PARTNER:



## INFORMATION PARTNERS:



## FEATURED LINKS:

QAZAQSTAN IGF

<https://igf.kz>

RECORDINGS  
OF QAZAQSTAN IGF  
LIVE BROADCASTS

<https://www.youtube.com/@IGFQazaqstan/streams>

QAZAQSTAN IGF  
IN SOCIAL NETWORKS

<https://www.instagram.com/igf.kz>

<https://www.facebook.com/igf.qazaqstan/>

<https://t.me/igfkz>

# FORUM OPENING



## SARKIS DARBINYAN

At the opening of Qazaqstan IGF 2024 Sarkis Darbinyan, General Counsel of the Eurasian Digital Foundation, said: "The platform of the Internet Governance Forum is open, so everyone can speak out and make their contribution to the free development of the Internet in Kazakhstan. If you do not manage the Internet, the Internet will manage you."

## VLASTIMIL SAMEK

Representative of the UN Department of Global Communications in Kazakhstan, also making welcoming remarks in his speech noted that "the Internet has become so complex that it is also becoming difficult to manage. The question is how are we going to do it? After all, it is important that such governance respects human rights. Still, there are 8 billion people in the world. To unite all of them through the Internet is a huge challenge for us."



## VAHAN HOVSEPYAN

Senior Community and Public Policy Officer, commenting on the start of the second Qazaqstan IGF added "Today's world of digital realities, where the Internet serves as the driver, allows us to move into the era of digital revolution. Sometimes you may choose not to make some decisions, and yet decisions are made for you. Your work, your networking, even registering marriages, it all happens online now. I urge you to take an active part in the Internet Governance Forum, because it is not only a national platform, it can be a start for you to reach regional and international platforms."





## MIKHAIL ANISIMOV

ICANN's Global Stakeholder Engagement Manager for Eastern Europe and Central Asia, put it this way: "I don't really like the word 'governance' here. It's not some kind of pushing of a button, but the development of rules. We all want predictability and common rules. The Internet Governance Forum is a place where people check their watches and strive to understand which rules are necessary and which ones need to be adjusted. Why is the multi-stakeholder approach mentioned earlier so important? The thing is that the Internet is organized in quite

an interesting way. Important parts of its infrastructure, such as domain addresses, have historically been the responsibility of non-governmental organizations like ICANN, RIPE NCC or expert communities like the IETF. And certainly government plays a very significant role in the governance of the Internet, but regulation by government alone would not be able to provide the full representation of interests necessary for the stable and sustainable development of the Internet."

## JAAP ORA

Ambassador Extraordinary and Plenipotentiary of the Republic of Estonia to the Republic of Kazakhstan and Central Asia. spoke at the first panel session of the Forum about Estonia's approach to the Internet governance issues. "Estonia is a pioneer of global digital transformation. We started very early and achieved a full-fledged digital society. Now we share our experience with Kazakhstan and other countries. Many of our Kazakhstani partners recognize the value of Estonia's digital transformation trainings. And Kazakhstan is already rising in the world ranking of digital government. Estonia is currently in the second place in this ranking and we are waiting for you in the top three. The Republic of Estonia strives to make internet technologies open and secure, supported by a customized approach for each individual user. We cannot solve all the problems in the field of Internet governance only at the government level so a multi-stakeholder approach is essential."



## RUSLAN DAIYRBEKOV

Founder of Eurasian Digital Foundation, Managing Partner at DRCQ, also added: "Our mission is to ensure a digital future for everyone, and at the Eurasian Digital Foundation we aim to create that safe digital environment in the Republic of Kazakhstan based on trust, technological progress and innovation. Certainly our mission reflects the mission of the Internet Governance Forum. Multilateral approach is very important, and the mission of our national forum resides in attempting to bring together representatives of government agencies, business, civil society and, of course, academia."



# SESSION 1:

## MULTISTAKEHOLDER INTERNET GOVERNANCE AS A WAY TO ACHIEVE SUSTAINABLE DEVELOPMENT GOALS

In a volatile geopolitical environment, access to an open and free Internet is growing in importance. New rules for regulating the online space are emerging, and AI- and big data-based products are becoming available on the market that affect the rights of citizens and the interests of businesses in the context of constant digital interaction. Only balanced Internet governance that takes into account the interests of all stakeholders can create favorable conditions for the rise of the digital economy and innovation, while ensuring the protection of digital human rights in Kazakhstan without restricting them.



## SESSION SPEAKERS:

### **Vlastimil Samek**

Representative of the UN Department of Global Communications in Kazakhstan

### **Jaap Ora**

Ambassador Extraordinary and Plenipotentiary of the Republic of Estonia to the Republic of Kazakhstan and Central Asia

### **Mikhail Anisimov**

ICANN's Global Stakeholder Engagement Manager for Eastern Europe and Central Asia

### **Ruslan Daiyrbekov**

Founder of Eurasian Digital Foundation, Managing Partner at DRCQ

### **Moderator:**

### **Sarkis Darbinyan**

General Counsel of the Eurasian Digital Foundation

## RECOMMENDATIONS BASED ON THE OUTCOMES OF SESSION 1

- The UN Sustainable Development Goals (SDGs) are a good basis for national development, including development in the digital space. The Internet Governance Forum helps to understand why this is important.
- The Internet and digital services should be available for everyone and in such a way that all users feel comfortable and safe in this environment, and there is much to be achieved in this regard based on global experience, even with initially small resources.
- Cooperation between the Republic of Kazakhstan and the United Nations is built on three main pillars – people, peace and prosperity. The UN Office in Kazakhstan assists in the implementation of the SDGs, but each government can choose the most appropriate goal at the moment and this model is also effective.
- Now it is also important to pay attention not only to the Sustainable Development Goals themselves, but to the understanding of what this sustainability manifests itself in, especially in the digital space.
- It is worth reflecting on what if the phrase 'Internet Governance Forum' were to be amended to 'Internet Responsible Governance Forum', i.e. focusing on the responsible governance of the Internet, because 'governance' can be different.
- Starting from April 2026, ICANN opens the possibility for all public, private, commercial and non-commercial organizations to apply for their own domain zone, such as .almaty instead of .kz.



- Internet governance by the State alone will not guarantee an open, full and fair development of the digital environment, which means that a multi-stakeholder approach is needed.
- Excluding the views of non-state actors is a very rash move, as it leads to serious risks, such as technical fragmentation of the Internet, or more precisely, excessive sovereignty of the Internet within a single country.
- 2025 will be a very important year for further development of the global Internet governance, as next year the Global Digital Compact is expected to be ratified. It is an extensive document initiated originally by the UN, which, among other things, defines the parties directly influencing the governance of the digital environment at both global and local levels.
- The primacy of international law is enshrined in the laws of Kazakhstan and the country strives to comply with high international standards, but at the same time it is recommended not to exclude multilateralism from the national agenda when shaping the country's approach to the Internet governance.
- The role of the state is to create an environment for the development of Internet technologies, while protecting the digital rights of users of such technologies.
- There is still a problem of insufficient openness of the information on how the state manages the Internet and such information is not always presented in a way that is understandable to the public, so it is recommended to increase the transparency of those mechanisms.
- Society should be a fundamental and equal partner of the state when it comes to the Internet governance.



## SESSION 2:

# CYBER SAFE FOR WOMEN

The aim of the session was to raise awareness among women in Kazakhstan about trends in the digital world, digital safety and digital hygiene. There was also a discussion on methods for preventing digital violence and using tools to protect against online threats (cyberbullying, online pushing, online blackmail, phishing, data leakage, etc.). Separately, the topics of family and creation of a safe environment on the Internet, along with measures of state protection of children on the Internet, were also covered. In addition, the session participants discussed the role of women of Kazakhstan in business.



## SESSION SPEAKERS:

### **Aziza Shuzheyeva**

Chairperson of the Board of TechnoWoman Non-Profit Organization, Founder of the Digital Transformation Foundation

### **Zhanargul Abdrakhmanova**

Leader of TechnoWoman Non-Profit Organization, MBA CIO, Expert Auditor of ISMS of the Republic of Kazakhstan, Independent Director of the Board of Directors of GTS JSC

### **Diana Bakbergenova**

Member of TechnoWoman Non-Profit Organization, PR & Media Producer, Founder of artgala.kz platform

### **Alexandra Shin**

Member of TechnoWoman Non-Profit Organization, Development Director of SMS-Consult, Co-founder of No Code Solutions

### **Alina Abdrakhmanova**

TechnoWoman Non-Profit Organization, Founder of YASSA International Business Institute, Member of the National Commission on Women's Affairs and Family and Demographic Policy under the President of the Republic of Kazakhstan

### **Marina Bukanova**

CEO and Founder of Asia-Soft. Director, Business Trainer and Coach of Chamberlain Education Center for Business Training with Horses. Licensed Partner and Official Representative of HorseDream GMBH in Kazakhstan.

### **Moderator:**

### **Anna Osipova**

TechnoWoman Non-Profit Organization, Co-founder of Community of Business Founders in Outsourcing, Lecturer and Jury Member of NURIS Nazarbayev University Business Incubator

## RECOMMENDATIONS BASED ON THE OUTCOMES OF SESSION 2

- The situation with online crime and digital violence is more complex than ever before, and we need a clear understanding of what digital violence is and how we can counter it.
- To date, cyberbullying and online harassment are criminalized in Kazakhstan only when it concerns underage children, but we cannot ignore the fact that adults are also often subjected to digital violence.
- However, while the state is still forming legal protection in response to new challenges, it is necessary for citizens themselves to be vigilant on the Internet, to know the basics of digital hygiene, and to be able to protect their personal data.
- Cybersecurity is a growing IT sector where women can successfully find self-fulfillment.
- It is worthwhile to be responsible about what you post on social networks: refrain from posting photos that can be used to identify your location and specify the geolocation of the photo only when you have already left that place.



- By learning digital hygiene skills yourself, you will also be able to share this knowledge with your family, relatives, friends, etc.
- Do not blindly trust online advertising, including from bloggers, you should always check accounts for authenticity and look at reviews and ratings for a particular seller.
- It is important to think of a reliable way to deal with deep fakes in the online environment.
- Any information on the internet should be approached using critical thinking.
- There should always be a reasonable dialog between parents and children about what we see in the online space and what may adversely affect us and our children.
- Information technologies, while convenient and necessary today, should not replace the real world for a child, as socialization with peers, participation in clubs and sports, communication with relatives and friends help building a child's strong emotional intelligence.
- According to global statistics, 60% of children aged 8 to 12 face various forms of online risks. In Kazakhstan, similar surveys in 2023 showed that 28.5% of Kazakhstani teenagers were also exposed to digital violence. This is why the role of the state in reducing digital risks for children is crucial.
- In doing so, education plays the leading role in this area and only then does regulatory policy and changes to the legal framework.
- The Ministry of Education and Science of the Republic of Kazakhstan has already introduced courses in schools across the country, teaching digital health and safety skills, but this program has not yet covered all schools in the country, so it is recommended to expand such programs throughout the country as a mandatory part of the school curriculum.
- Microcredit organizations pay huge sums of money for access to your personal data, including for SMS advertisements of their services. Even though the law is not broken in this case, it is still considered an invasion of privacy and it is recommended to reconsider approaches to mass SMS advertising even among private companies.
- Very often personal data leaks are caused by the negligence of company employees, therefore it is important to train the staff on how to handle user data.
- It is necessary to improve the culture of social research in Kazakhstan in order to get a more accurate picture of cyberbullying, digital violence, etc.



## SESSION 3:

# RESILIENCE AND SECURITY OF DIGITAL INFRASTRUCTURE AS THE MOST IMPORTANT FACTOR OF DIGITAL INTEGRATION

Security, stability and resilience of the Internet needs to be recognized as a key objective of all stakeholders in the Internet governance system. As a universal global resource, the Internet must be a secure, stable, resilient, reliable and trustworthy network. This means being able to resist external threats such as cyber-attacks, natural disasters, technical failures, etc. These and other topics were covered by the speakers of this session.



## SESSION SPEAKERS:

### **Amangeldy Zhukenov**

Deputy Chairman of the Information Security Committee of the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan

### **Valeriy Zubanov**

Managing Director of Kaspersky Lab in Kazakhstan, Central Asia and Mongolia

### **Vahan Hovsepyan**

Senior Community and Public Policy Officer, RIPE NCC

### **Moderator:**

### **Sarkis Darbinyan**

General Counsel of the Eurasian Digital Foundation

## RECOMMENDATIONS BASED ON THE OUTCOMES OF SESSION 3

- The number of cyberattacks is increasing every year, and it is necessary to think about comprehensive cyber defense, including for government agencies.
- The Ministry of Digital Development is currently working on the use of artificial intelligence in monitoring and state control of the Internet, as this is a challenge that needs to be addressed at the national level.
- In 2021, one of the most common ways of hacking into information systems of large companies was the basic brute-force search method, i.e. trivial password selection; it is recommended to use complex passwords wherever possible.
- In 2022, the method of hacking through the search for software vulnerabilities in IT systems gained the first place. In 2023, the situation remains at roughly the same level.
- Meanwhile, email spam and phishing has become very personalized and advanced in recent years. Attackers' emails are spoofed with high accuracy to look like official emails from large companies, it is important to be careful when checking emails.
- It is also worth considering that it is not only important to have advanced cybersecurity, but also a reliable infrastructure of the Internet itself.
- Kazakhstan should have alternative, redundant ways of digital connectivity with the rest of the world, with Europe, China, the Middle East, and others.



- It is very important to have not only the government but also the technical community and the private sector directly involved in issues related to the resilience of the Internet.
- It seems crucial to improve the technical structure of the Internet (fiber optics, cable backbones, base stations, etc.) so that every citizen of Kazakhstan, regardless of whether he lives in a city or in a remote rural area, can access the Internet.
- Often there is no open data from ISPs on the inventory of technical infrastructure. ISPs should be more specific about what works and in which area are being carried out and what is planned to be implemented in the future.



# SESSION 4:

## BLOGGER VS. JOURNALIST: WHAT CHANGES HAVE BEEN BROUGHT ABOUT BY THE LAW ON MASS MEDIA?

The issue of the legal status of bloggers has been a hot topic in Kazakhstan for many years. Before the adoption of the new Law "On Mass Media", Internet resources were equated with mass media. What has the Law changed in this part? And what does the Law "On Online Platforms and Online Advertising" regulate? The speakers discussed new grounds for monitoring online platforms and debated whether bloggers and journalists can be treated equally in the legal context.



## SESSION SPEAKERS:

### **Anna Melnikova**

Head of Internet edition BlueScreen.kz

### **Mikhail Komissarov**

Director of the Center for Analysis and Information of the Ministry of Culture and Information of the Republic of Kazakhstan

### **Serikzhan Mauletbay**

CEO, Founder and Editor-in-Chief of the socio-political business publication BES.media

### **Askhat Niyazov**

Journalist, Author of YouTube channel "I Adore"

### **Moderator:**

### **Gulmira Birzhanova**

Co-Founder of Legal Media Center Public Foundation

## RECOMMENDATIONS BASED ON THE OUTCOMES OF SESSION 4

- Monitoring in Kazakhstan is conducted both in relation to traditional media and content that is posted on online platforms. Monitoring is aimed at more than 40 grounds of violation.
- According to the Law on Online Platforms and Online Advertising, a legal representative must be appointed for each online platform operating in Kazakhstan. In this case, the legal representative does not need to be located in Kazakhstan, but should act as a contact person.
- Many bloggers and influencers who run large information channels on social networks and video platforms do not fully understand whether they have to register as media or what privileges and obligations they have under the Law, so it is worth providing a clearer and more transparent understanding of the legal provisions in this area.
- There is a need for a clear harmonization of legislation and its direct implementation on the ground regarding the dissemination of false information on the Internet. For example, there have been cases when the Criminal Code could not apply the article "on libel" as it had been moved to the Administrative Code, while the Criminal Code has another article "on the dissemination of false information", however, the internal affairs bodies wrote in regard to the initiated proceedings against some journalists that they were disseminating libel.
- Now there is a certain gap in the legislation, when a blogger or journalist applies for the registration with the Ministry of Culture and Information, they initially send only the name of their media outlet as there are no other criteria for initial "entry". And the Ministry registers them and only then will it sort out whether they really fit the criteria or not.

- According to the law "On Online Platforms and Online Advertising," bloggers are obliged to label advertising on their platforms. However, traditional media are not obliged to do so. In this regard, the speakers suggest that some bloggers register as media outlets just to avoid labeling advertisements.
- The speakers also noted that it is not clear how the Ministry determines what is advertising and what is just a mention of a brand, if a blogger simply likes a brand or a service, for example.
- Fact-checking can be put as a key point when it comes to the ethics of the media, bloggers and citizens. After all, in a huge flow of information it is very important to be able to recognize fake or unverified information.
- Despite the fact that censorship is prohibited in Kazakhstan, it is always worth prioritizing common sense and not publishing absolutely anything you want. It is important to maintain an adequate, proportionate balance between the truth and the emotional coloring of a particular news.
- Journalists note that the institute of accreditation of journalists does not demonstrate high efficiency. According to the law, accreditation takes place once a year, but in practice journalists are forced to go through this procedure many times before each major event. In addition, journalists often do not receive information about a briefing at the Parliament, for example. It is recommended that the Ministry of Culture and Information make this process more convenient and transparent.
- The right to access to information for citizens and media should be fully respected by public authorities.





## SESSION 5:

# RESTRICTING ACCESS TO THE INTERNET IN KAZAKHSTAN: HOW DOES IT WORK AND WHAT TO DO ABOUT IT?

The session brought together experts from a coalition of human rights organizations that oppose Internet shutdowns, as well as representatives from the Open Observatory of Network Interference (OONI), whose earlier work produced a major report on content filtering and Internet blocking in Kazakhstan. Participants discussed the country's current digital landscape, issues of accountability for internet shutdowns, and the impact of those practices on digital rights and freedoms. Speakers considered what lessons had been learned from past events and how similar incidents could be prevented from recurring in the future. They also attempted to examine the technical and legal mechanisms that are used to restrict access to the Internet and online content in Kazakhstan.



## SESSION SPEAKERS:

### **Roman Reimer**

Human Rights Activist, Co-founder of Yerkindik Qanaty Public Foundation

### **Anastasia Zhirmont**

Manager for Eastern Europe and Central Asia, Access Now (online)

### **Moldir Utegenova**

Project Manager at MediaNet International Center for Journalism

### **Elizaveta Yachmeneva**

Regional Community Coordinator, Open Observatory Network Interference (OONI)

### **Moderator:**

### **Yelzhan Kabyshev**

Founder of Digital Paradigm Public Foundation, Head of Legal Practice in the Eurasian Digital Foundation

## RECOMMENDATIONS BASED ON THE OUTCOMES OF SESSION 5

- Internet shutdowns should not be used as a tool to control the population because of their disproportionate impact on all affected citizens and critical services.
- Total Internet restrictions have become one of the markers of the definition of autocracy in the world.
- International studies by human rights organizations demonstrate that shutdowns conversely increase violence and infringe on fundamental human rights to freedom of speech, access to information, and freedom of peaceful assembly.
- During localized or total shutdowns in times of acute crises, people are unable to get up-to-date information about what is happening, many people simply go out into the street to see what is unfolding and put their lives at risk.
- Internet shutdowns contribute to the spread of rumors, speculation and misinformation.
- Even short-term shutdowns cause significant economic damage, with Internet outages costing the government millions of dollars as reported by various international estimates.
- It is recommended not to resort to the practice of Internet shutdowns, even if they occur using "whitelisting" of sites. Citizens are advised to pay attention to the facts of local Internet shutdowns and report such cases publicly, for example, this can be done on the shutdown.kz website.

- The human rights community considers the 2022 decree on the total shutdown of the Internet in Kazakhstan as a case of abuse of power by the person who issued the decree.
- During the referendum on the construction of the nuclear power plant in Kazakhstan held on October 6, 2024, referendum observers from Yerkindik Qanaty Public Foundation reported that their office in Astana was subjected to the local Internet shutdown on that day and none of the office staff could use the Internet and telephone services.
- Strategic litigation is considered an effective measure by the international human rights community to uphold the rights to access to information and the Internet at the national level.
- In September 2024, OONI, an international human rights organization, together with human rights organizations in Kazakhstan, published a major report on the Internet censorship in Kazakhstan. The report indicated that some media resources have been subjected to throttling for a long time and that interference with TLS connections (via MITM attacks) has been used to restrict websites.
- It is recommended that as many citizens as possible install the OONI-probe application. It is free of charge and allows you to conduct various short tests for Internet restrictions on sites in your network and automatically records the facts of disconnection or censorship and adds such cases to the global analytics on the website (<https://explorer.ooni.org/ru>).
- The state should adopt more transparent policies regarding monitoring and measures to restrict the Internet. Freedom of peaceful assembly, freedom to seek and receive information, and freedom of speech must not be infringed upon.



## SESSION 6:

# PANEL SESSION: OPPORTUNITIES FOR RESPONSIBLE AI REGULATION IN KAZAKHSTAN

The second panel session brought together leading experts and representatives of the technology industry to discuss current issues of developing and implementing legal mechanisms for regulating artificial intelligence. Participants considered the key challenges facing Kazakhstan in the context of global trends and discussed possible approaches to creating responsible and ethical AI regulations that would promote innovation while protecting the rights of citizens. The speakers also noted that Kazakhstan can also take into account international standards and the experience of other countries. Representatives of the business sector, in turn, noted that our country is already actively developing systems based on AI technologies. This includes AI assistants and advanced AI developments for cyber security.





## SESSION SPEAKERS:

### **Bolat Sadykulov**

Managing Partner of DAR Group of Companies

### **Yerlan Smailov**

Head of the State Policy Department of the Committee on Artificial Intelligence and Innovation Development of the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan

### **Dmitriy Shaposhnikov**

Head of Data Protection and DPO at Freedom Holding Corp, CISSP, SSCP

### **Baurzhan Rakhmetov**

Assistant Professor of International Relations at Maqsut Narikbayev University, PhD

### **Moderator:**

### **Ruslan Daiyrbekov**

Founder of Eurasian Digital Foundation, Managing Partner at DRCQ

## RECOMMENDATIONS BASED ON THE OUTCOMES OF SESSION 6

- The first challenge in regulating AI is that there is no universally accepted definition of the term and no one can unambiguously define what we call artificial intelligence.
- This is important to keep in mind because if the definition of AI is too broad, covering too wide a range of technologies, the regulation here risks being overbroad, slowing down the development of the industry.
- Conversely, when the definition is too narrow, it risks not covering some aspects of AI technologies and then there will be a gap in regulation.
- The second challenge resides in the unprecedented pace of AI development. It is now very difficult for the legislative framework to keep up with the speed at which the technology is evolving. This challenge is always important to keep in mind and it is worth trying our best to at least keep up with the development of AI.
- Artificial intelligence is subject to a phenomenon called "unintentional bias" when AI is trained on a certain set of data it can then give biased preferences in answers (e.g. race, gender, religion, etc.).
- The government does not seek to strictly regulate AI in Kazakhstan, as the technology is new and a balance must be maintained to avoid hampering the development of innovations.

- As to the issue of data privacy, it is crucial to balance the access and availability of information with the degree of security of the data collected.
- Five principles to ensure appropriate data management: Responsibility; Accessibility; Security; Quality; Competence.
- It is very important to consider the process of collecting consent for data processing from users of AI technologies.
- There is no need to fear that the spread of AI will make some professions irrelevant, as there will be many new spheres of work related to the interaction and maintenance of these systems, etc.
- The law in Kazakhstan should also contain a definition of "sensitive data" and there should be mechanisms for assessing the impact of technologies on personal data of citizens.



## SESSION 7:

# INITIATIVE OF THE PARLIAMENT: CODIFICATION OF DIGITAL LEGISLATION

The Secretariat of the Global Internet Governance Forum seeks to strengthen the participation of parliamentarians in discussions on the most pressing issues related to the use, development and governance of the Internet. To this end, a recommendation was made to organize a Parliamentary Initiative session, including at the national and regional levels, for substantive discussion of national initiatives affecting the Internet and new technologies in the country.



This year the Parliamentary Initiative was held for the first time in the framework of Qazaqstan IGF. The initiators of the draft Digital Code of the Republic of Kazakhstan, deputies of the Majilis of the Parliament of the Republic of Kazakhstan Yekaterina Smyshlyayeva and Pavel Kazantsev, as well as invited international expert Nikolay Dmitrik, discussed the main directions of the basic version of the Code.

### Yekaterina Smyshlyayeva:



"Digital legislation in Kazakhstan is represented by a number of fundamental laws, such as the Law on Digitalization, the Law on Personal Data, the Law on Communications and others. And earlier these legal instruments were enough to regulate relations in the digital environment, but recently the trend has changed. Firstly, digitalization has become pervasive. The second trend is that it has become necessary to regulate cross-sectoral processes within the framework of upper-level laws, i.e. codes. And "digitalization" is also breaking through into the Code of Administrative Procedure and the Civil Code, for example, in terms of regulating digital assets. Thus, we see that the digital part of the law has become simply cramped within the framework of sectoral laws.

Then, it was decided to write the Digital Code. I should note that its initial version was too cumbersome – just imagine 350 definitions – and it became clear that it was impossible to establish functional links with such a volume. Having realized it, the second draft version of the Code was created, which was not a codified act, but a much more capacious general part with the same principle as applied in the Civil Code of the Republic of Kazakhstan. Thus, today this general part of the Digital Code is taken as a basis, and the main part is decided to remain at the level of those laws that already work. This is the system we are working in currently to develop the Digital Code.

At the same time, the draft of this general part has already been made publicly available so that the expert community can evaluate it and give their comments. In parallel, we participate in open platforms, such as Qazaqstan IGF, where we also discuss the issues of finalizing the Digital Code. Therefore, we expect to get the best possible quality and functionality of the document. At this stage, we have already considered, for example, such aspects as the supremacy of human decisions over machine algorithms, regulation of smart contracts, cybersecurity and much more, and we are ready to continue to receive and respond to the suggestions of the expert community."



**Pavel Kazantsev:**



"In fact, as a person with many years of experience in lawmaking, who generally started working on sectoral 'digital laws' back in the early 2010s, I can say that digital legislation is quite well advanced in Kazakhstan. And now the Digital Code will formalize all these mosaic acts into a single and understandable structure. But I can tell you for sure that we are now moving in the advanced, avant-garde pool of legal thought."

**Nikolay Dmitrik:**



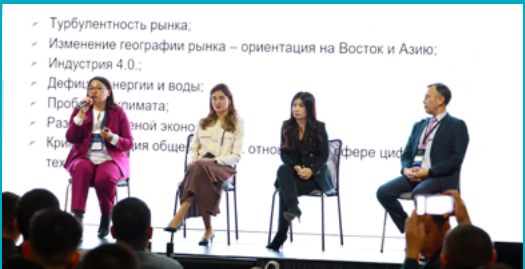
"The need for comprehensive regulation arises when legal relations emerge in a certain area where there was nothing before, subjects begin to interact with each other on a regular basis, and where there is a frequent clash of different subjects, certain conflicts are inevitable. The issue of digitalization is the same, and the longer the regulation of these issues is postponed, the more conflicts will occur. Clear, systemic and comprehensive regulation simply helps us to carry out the necessary processes in digitalization and other areas much faster. I would like to make a special note that Kazakhstan is now acting in the right direction in terms of the Code. And it is absolutely right that you have already put the draft of the Code into the public domain on GitHub, because such a document should be written just like a computer program."



# SESSION 8:

## TRAINING OF DIGITAL PROFESSIONS FOR THE DIGITAL ECONOMY

The digital economy is based on the use of Internet technologies such as artificial intelligence, blockchain, Internet of Things, BigData, etc. It represents a huge potential for development and innovation, but also requires new skills and competencies from students, specialists and entrepreneurs. Which professions will be in demand in the digital economy? How to train and retrain people to work in the digital environment? What resources and platforms will be used to train the new generation of professionals? Qazaqstan IGF speakers from prominent educational institutions of Kazakhstan tried to answer those questions during the session.



## SESSION SPEAKERS:

### **Dana Utegen**

Teaching Professor at Maqsut Narikbayev University, Coordinator of CyberLaw School Qazaqstan

### **Madina Yesirkepova**

PhD and Dean of AlmaU School of Politics and Law

### **Elvira Omurchiyeva**

Pro-chancellor for Strategic Development, International Relations and Commercialization at Kunayev University

### **Yerzhan Bimoldanov**

Deputy Head of the Almaty Academy of the Ministry of Internal Affairs of the Republic of Kazakhstan named after M. Yesbulatov, Police Colonel

### **Aidos Sakenov**

Director of the Academy of the Astana International Financial Center AIFCAcademy (online)

### **Moderator:**

### **Yermek Rustembek-uly**

Head of the Digital Law Center

## RECOMMENDATIONS BASED ON THE OUTCOMES OF SESSION 8

- Universities are encouraged to move towards the model of "smart universities" with a digital ecosystem and introduce interdisciplinary programs, for example, law with a focus on digitalization and ecology, fintech and digital investigations.
- Development of digital competencies – educational institutions need to pay attention to teaching skills in digital industries such as cyberlaw, blockchain and artificial intelligence, and also learn the conceptual framework so that students can solve the challenges of the digital economy.
- Adaptability skills of both students and teachers to the changing conditions in the digital age are important because changes are happening very quickly.
- The development of technology has brought not only new digital professions, but also new types of crime, such as cyber fraud, and this problem is getting worse every year. It is essential that students and faculty themselves have strong digital hygiene skills.
- It is important for students to master the culture of systemic thinking and to be able to perceive, analyze and structure information.
- All participants in the educational process should have zero tolerance for violations of the law in any form.
- It is worth considering the introduction of specialized training programs. For example, "IT Lawyer" programs or master's programs in law and IT that include disciplines on cybercrime, personal data protection, digital investigations and cryptocurrency regulation.

- Regular consultation with the labor market to understand the current needs of employers for such new-format professionals is vital.
- It is worth considering that students gain practical competencies while still in training.
- It is also important to pay attention to the training of students in technical specialties of new professions, such as social engineering and ethical hacking.
- The rapid development of technology requires qualified compliance professionals. It is worth paying attention to compliance courses, as they train experts to minimize risks in new areas of the economy.
- Consider the wider application of the “less teaching more learning” approach in HEIs, where students learn material independently with little direction from the instructor, rather than listen to lectures.
- Institutions of higher education can improve their online programs by preparing online courses for remote learners.
- For students to be more successful in their future career, it makes sense to initially choose a niche specialization in which there will be little competition and a high demand for narrow specialists, e.g. such as an IT forensic specialist in law.
- It is also important not to complicate the process of admitting students to new specialties as students should not be afraid of choosing new, highly specialized areas of higher education.
- It is worth considering how graduates can further enter the R&D field if they have the potential to engage in scientific activities.





## SESSION 9:

# REGULATION OF DIGITAL ASSETS IN KAZAKHSTAN: CREATING A FAVORABLE ENVIRONMENT FOR INNOVATION

Crypto-industry experts spoke at the Qazaqstan IGF 2024 about the opportunities and risks that cryptocurrencies and blockchain technologies present for business, government and society. They also discussed the development of the legal status of cryptocurrencies in Kazakhstan and the AIFC jurisdiction.



## SESSION SPEAKERS:

### **Zhali Ualiyev**

Senior Expert, Financial Technology Division, AIFC  
AFSA/Astana Financial Services Authority (online)

### **Batyrbek Umarov**

President of BlockchainKZ Association of Developers  
and Users of Blockchain Technologies

### **Yesengeldy Rakhimbekov**

Managing Director at SkyBridge Invest JSC

### **Dias Turdiyev**

Business Development Manager  
at Global Ledger Kazakhstan

### **Moderator:**

### **Sarkis Darbinyan**

General Counsel at the Eurasian  
Digital Foundation

## RECOMMENDATIONS BASED ON THE OUTCOMES OF SESSION 9

- When developing and implementing regulations, it is necessary to be open to the market. As an example, AIFC holds open hearings for public consultation of the proposed instruments.
- It is recommended to eliminate "white spots" in regulation. For example, p2p trading is not regulated in Kazakhstan, and the status of USDT remains uncertain. As a result, making p2p transactions or selling USDT in Kazakhstan are subject to real criminal cases.
- The popularity of cryptocurrencies is growing exponentially, but many transactions are in the gray zone, which threatens to lead to the loss of funds and blocking of accounts. It is necessary to create an AML ecosystem in which all participants in the crypto industry will be tied to AML providers in one way or another.
- It is necessary to use the technology and regulation available to us to make breakthrough innovations in the financial market. The blockchain can be used to create the ability for any customer in the world to participate in any security that we put on a tokenized platform.
- It is important to lead the vector of cryptocurrency development in Kazakhstan so that the AIFC jurisdiction does not become a kind of monopoly.
- Advice from the AIFC regulator: AIFC is ready to work with any company and any new technology within the sandbox that has been operating since 2018, just to promote market development and innovation in the blockchain and crypto-assets sphere.



## SESSION 10:

# DIGITAL RIGHTS RATING. ASSESSMENT OF COMPLIANCE WITH THE DIGITAL RIGHTS OF KAZAKHSTANIS AMONG COMPANIES IN KEY SECTORS OF THE DIGITAL ECONOMY: E-COMMERCE, FINTECH AND TELECOM

This session announced the results of the Digital Rights Rating 2024, a research project in Kazakhstan for online platforms in the FinTech, E-commerce and Telecom sectors.

The [Digital Rights Rating](#) project was launched in 2023 to conduct independent research aimed at assessing the policies and practices of the companies being evaluated. Not only the companies themselves, but also their individual products and services, including those in the mobile ecosystem, were considered. The study focuses on information disclosure in the context of relations with government agencies, compliance with standards for the protection of digital human rights, and measures to ensure users' rights to freedom of information and privacy.

The Digital Rights Rating is compiled annually by experts of [Digital Rights Center Qazaqstan](#) (DRCQ).



## SESSION SPEAKERS:

### **Alisher Tungushbayev**

General Manager at Yandex Delivery

### **Adilet Kulpeisov**

Director of the Information Security Department at Freedom Bank

### **Ruslan Daiyrbekov**

Founder of the Eurasian Digital Foundation, Director of DRCQ

### **Moderator:**

### **Yerzhan Suleimenov**

Independent Media Consultant



## WINNERS OF THE DIGITAL RIGHTS COMPLIANCE RATING 2024 IN KAZAKHSTAN:

### **Freedom Bank**

in the Privacy Compliance nomination as the best company in the FinTech sector

### **Yandex GO Delivery**

as the best company in the E-commerce sector

### **Kcell/Activ**

as the best company in the Telecom sector

Rating questions were grouped according to three indicators:

- Corporate Governance
- Freedom of Expression and Information
- Privacy



Ruslan Daiyrbekov, Director of DRCQ said:

*"Applying the indicators of Ranking Digital Rights and complying with the recommendations given, the companies under consideration will be able to be confident in their reputation, opening up opportunities to provide their services not only in the Kazakhstan digital market, but also at the international level. The rating will allow companies to move to the next level of corporate responsibility and understand what additional efforts should be made to improve the level of compliance and protection of digital rights of users."*

The organizers used official company websites and web resources of parent companies/group of companies to research the public position and policies of companies regarding their respect for human rights.

The purpose of the rating is to provide specific steps for the participating companies to comply with international standards for respecting digital rights of users, which, first of all, will contribute to increasing loyalty and trust to web services from their users.



Aidos Zhumagulov, Member of the Board of Directors of Freedom Bank pointed out:

*"By developing digital services and using big data, we significantly simplify the interaction between the client and the bank. At the same time, we realize that while processing huge amounts of data, our priority task is to ensure their secure storage. To maintain a high level of privacy, we invest significant financial and human resources and adhere to international standards for digital rights compliance. Freedom Bank's recognition as the best Privacy Compliance company in the FinTech sector emphasizes our commitment to transparency and protection of users' rights."*



## RECOMMENDATIONS BASED ON THE OUTCOMES OF SESSION 10

- It is important for private companies of all sizes to have procedures in place to assess the human rights impact of their activities.
- It is recommended that all companies regularly publish a Transparency Report to comply with international best practices and national legislation.
- In the EU, there is already a legal requirement for private companies to disclose the principles of operation of their algorithmic and smart recommendation systems, while in Kazakhstan this practice has not yet been introduced. However, companies are already urged to openly describe the principles of operation of such systems in order to demonstrate a high level of respect for user privacy and to meet international standards.
- In the area of high standards in corporate governance, companies are encouraged to clearly reflect compliance with, and ideally even exceed, the UN Guiding Principles on Business and Human Rights.
- It is recommended to ensure that users can control their data in targeted advertising.
- It is important to be open and eager to participate in forums such as Qazaqstan IGF where companies have the opportunity to share the latest developments in digital consumer human rights compliance.
- Companies that adhere to a number of international human rights standards are often ahead of their competitors who do not.
- Promptly notify users of data leaks from the company.

# MEDIA PUBLICATIONS

The Second National Internet Governance Forum received extensive media coverage, attracting the attention of both the professional community and a wide audience. Thanks to active media support, the key topics and discussions of the forum became accessible to a broader range of participants, including experts, students and representatives of civil society.

The Second Qazaqstan IGF was mentioned 31 times in various media outlets in Kazakhstan, including TV broadcasts and news articles in both Kazakh and Russian languages. A total of 26 media outlets were accredited at the Forum.

## MEDIA COVERAGE:

- |                                     |   |
|-------------------------------------|---|
| <b>15.10.2024</b><br>Inform.kz      | <b>Announcement of the most important events in Kazakhstan on October 16</b><br><a href="https://www.inform.kz/ru/anons-naibolee-vazhnih-sobitij-v-kazahstane-16-oktyabrya-4af534">https://www.inform.kz/ru/anons-naibolee-vazhnih-sobitij-v-kazahstane-16-oktyabrya-4af534</a>   |
| <b>16.10.2024</b><br>Bizmedia.kz    | <b>Almaty hosts the second National Internet Governance Forum Qazaqstan IGF 2024</b><br><a href="https://bizmedia.kz/2024-10-16-v-almaty-prohodit-vtoroj-naczionalnyj-forum-po-upravleniyu-internetom-qazaqstan-igf-2024/?utm_source=smi24">https://bizmedia.kz/2024-10-16-v-almaty-prohodit-vtoroj-naczionalnyj-forum-po-upravleniyu-internetom-qazaqstan-igf-2024/?utm_source=smi24</a> |
| <b>16.10.2024</b><br>ictmagazine.kz | <b>Qazaqstan IGF 2024 – Almaty welcomes the second National Internet Governance Forum</b><br><a href="https://ictmagazine.kz/qazaqstan-igf-2024-v-almaty-prohodit-vtoroj-naczionalnyj-forum-po-upravleniyu-internetom/">https://ictmagazine.kz/qazaqstan-igf-2024-v-almaty-prohodit-vtoroj-naczionalnyj-forum-po-upravleniyu-internetom/</a>  |
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| <b>16.10.2024</b><br>Alfa.kz        | <b>The second National Internet Governance Forum Qazaqstan IGF 2024 is held in Almaty</b><br><a href="https://alfa.kz/node/12812/v_almati_prohodit_vtoroy_natsionalnij_forum_po_upravleniyu_internetom_qazaqstan_igf_2024">https://alfa.kz/node/12812/v_almati_prohodit_vtoroy_natsionalnij_forum_po_upravleniyu_internetom_qazaqstan_igf_2024</a>  |

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"Digital achievements should be accessible to all" – Estonian Ambassador in Almaty  
<https://dzen.ru/b/Zw9VijwgTAS6TrGF>
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**Kazakhstan seeks to maintain a balance between national interests and international cooperation in the field of digital development**

<https://kapital.kz/tehnology/130685/kazakhstan-stremit-sya-sokhranit-balans-mezhdu-natsional-nymi-interesami-i-mezhdunarodnym-sotrudnichestvom-v-sfere-tsifrovogo-razvitiya.html>

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**Qazaqstan IGF 2024 hosted a discussion of the Digital Code**

<https://www.zakon.kz/press-relizy/6452973-v-ramkakh-Qazaqstan-IGF-2024-proshlo-obsuzhdenie-tsifrovogo-kodeksa.html>

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**State institutions are the main target of cyberattacks**

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Заң

**(in Kazakh language) Егер сіз интернетті басқара алмасаңыз онда ол сізді басқарады**

(the story ran in the print newspaper)



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<https://t.me/igfkz>



<https://www.youtube.com/@IGFQazaqstan/streams>



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GOVERNANCE FORUM IN KAZAKHSTAN

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