

# SPANISH ANNUAL HOTLINE REPORT 2024

## ABOUT TELÉFONO ACT - THE SPANISH NATIONAL HUMAN TRAFFICKING HOTLINE

The Spanish Counter-Trafficking Hotline, Teléfono de Ayuda Contra la Trata (the Hotline), is a nationally operated, specialised service dedicated to supporting victims of human trafficking in Spain. Launched in July 2023 with official support from the Spanish National Police, the Hotline completed its first full operational year in 2024. It provides around-the-clock assistance, responding to suspected human trafficking reports 24 hours a day, seven days a week. The service also offers advice to the general public on trafficking-related issues. Trained call specialists are equipped to respond in over 200 languages through a tele-interpretation service.

**"Thanks to your service, our work is much easier, and we can connect and provide better support to the survivors."**

—NGO Partner Fiet Gratia

## OVERVIEW OF DATA<sup>1</sup>

Teléfono de Ayuda Contra la Trata receives reports via phone, email, text and the dedicated Hotline website ([www.900759759.es](http://www.900759759.es)). Since its launch in July 2023, the Hotline has received 603 contacts, 452 of which were received in 2024. The majority of the contacts (64.8%) to the Hotline related directly to human trafficking. Individuals have primarily contacted the Hotline by phone, but just under one quarter (23.8%) of initial contacts were received electronically, including submissions through the Hotline website.

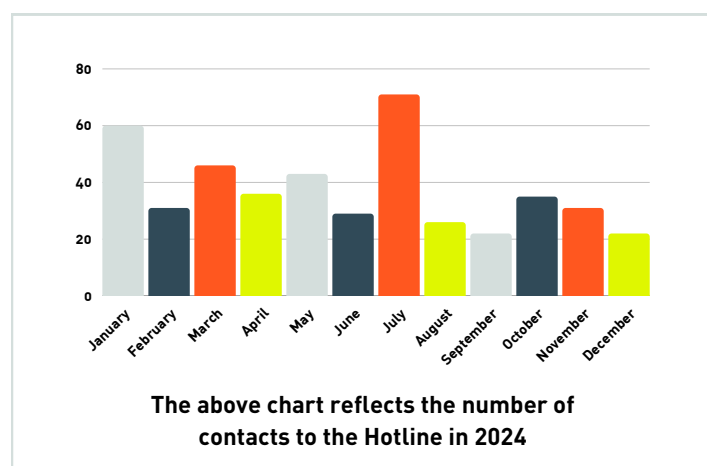
## EXECUTIVE SUMMARY

- The Hotline received a total of **452 CONTACTS**
- **64.8%** of contacts were specifically related to **Human Trafficking**
- The Hotline identified and/or assisted **13 VICTIMS** of Trafficking
- The majority of victims reported to the Hotline were **FEMALE (65.1%)**
- The majority of victims reported to Hotline were **BRAZILIAN** nationals
- The Hotline submitted **27 POLICE REPORTS**
- **37.6%** of contacts came from the **GENERAL PUBLIC**

Contacts to the Teléfono ACT comprise all incoming enquiries to the Hotline through any manner, including but not limited to phone calls, emails, SMS messages and online web submissions. These enquiries include all reports on potential human trafficking, various crimes both related and unrelated to human trafficking, general queries about human trafficking, and requests for various types of assistance related to human trafficking, such as safety planning or job vetting.

The statistics below are exclusively drawn from substantive contacts made to the Hotline from January–December 2024 concerning human trafficking matters. This report is not a reflection of all substantive calls to the Hotline, which may include calls related to other high-risk crimes, labour exploitation, and other non-trafficking issues.

When available, disaggregated data on descriptive factors, including gender, age, type of trafficking, methods of control and recruitment methods, has been collected on each individual case.



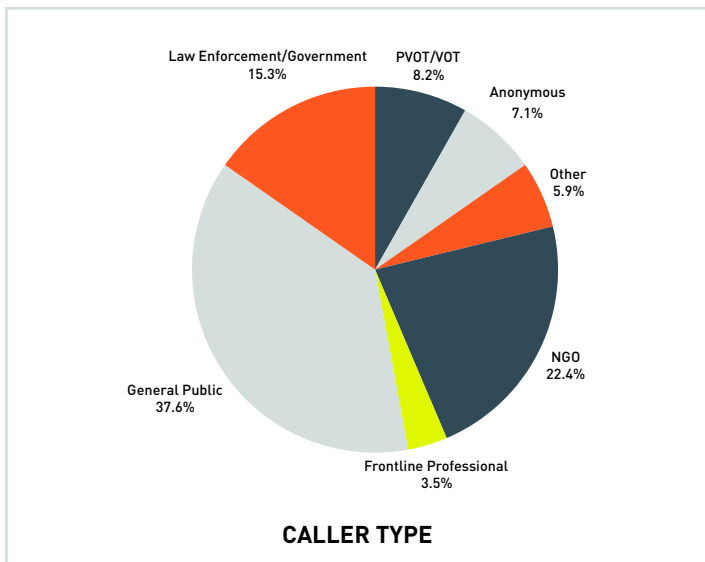
## CALLER DEMOGRAPHICS

The Hotline’s services are available to all members of society, including the general public, frontline professionals, non-governmental organisations (NGOs) and potential victims. Since its launch in July 2023, A21 Spain has prioritised increasing awareness of the Hotline number nationally.

The Hotline number has been actively promoted during A21’s global awareness event, Walk for Freedom, collaborations with the Civil Guard and National Police, professional training sessions, and partnerships with organisations, such as airlines and consulates.

The majority of contacts to the Hotline came from the general public (37.6%), followed by NGOs (22.4%) and law enforcement (15.3%). The high percentage of calls from the general public reflects the impact of A21 Spain’s awareness initiatives. In October, A21 Spain organised 21 Walk for Freedom events across the country as part of the 10th anniversary of the campaign. Over 20 media outlets reported on this event, and 45,000 brochures containing educational information about human trafficking and highlighting the Hotline and its services were distributed at each event. As a direct result of this initiative, the Hotline received a call from an individual in Barcelona who identified himself as a possible victim of labour exploitation after seeing the Walk for Freedom in his town. The Hotline responded immediately, and, with the assistance of interpreter services, obtained sufficient information to confirm the labour exploitation and alerted law enforcement to follow up on the allegation.

Additionally, A21 Spain, in partnership with the Spanish Civil Guard, developed a preventative poster displayed on baggage claim screens at Madrid-Barajas Airport targeting international flights arriving from select origin countries for human trafficking.



This campaign further raised awareness of human trafficking and expanded the reach of the Hotline’s number to potential victims from abroad.

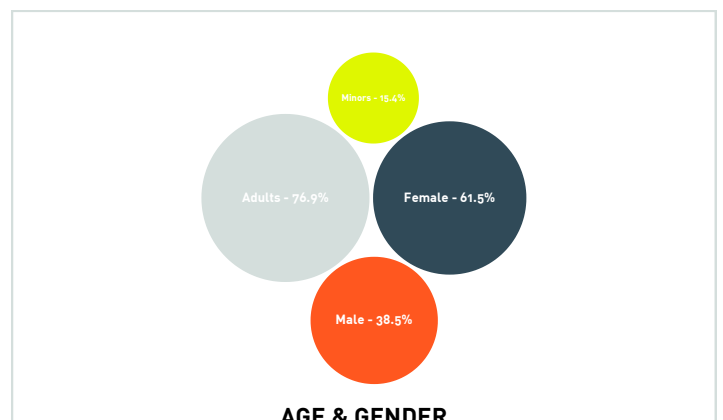
In 2024, A21 Spain continued to train frontline professionals to identify and respond properly to potential trafficking victims. At each training, A21 also introduced the Hotline and its services. This year, A21 conducted 10 targeted training sessions for 310 individuals, including airline personnel and consulate staff. After attending these training sessions, participants contacted the A21 Hotline for further support upon identifying potential trafficking situations.

## VICTIM DEMOGRAPHICS

In 2024, the Hotline successfully identified and/or assisted 13 victims of human trafficking. As part of its services, the Hotline referred survivors to its various partner organisations for direct services.

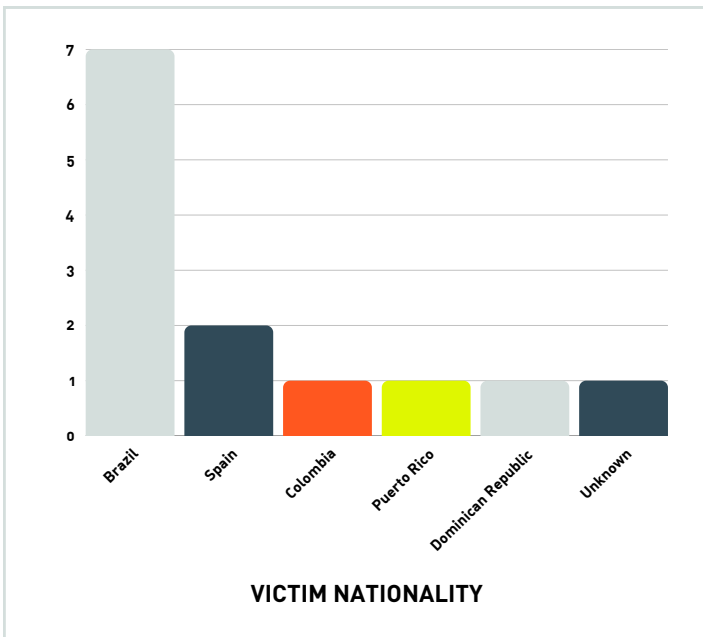
### AGE AND GENDER

In 2024, cases involving female victims of trafficking comprised the majority (61.5%) of reports to the Hotline. While 15.4% of cases involved minor victims of trafficking, the Hotline primarily identified and/or assisted adults (76.9%). Like other European nations with A21 hotlines, Spain also offers another hotline dedicated solely to children, operated by NGO ANAR.



## VICTIM NATIONALITY

In 2024, foreign nationals represented the majority (76.9%) of identified victims, with Brazilian nationals accounting for 53.9% of the victims identified and/or assisted by the Hotline. Moreover, the reported trafficking cases (76.9%) primarily occurred within Spain. This aligns with the U.S. TIP Report's findings that human traffickers exploit foreign victims in Spain to a greater extent than Spanish victims, both within the country and abroad. Among the two Spanish nationals assisted by the Hotline in 2024, one was exploited in Spain, while the other was trafficked to the United Kingdom. The remaining cases involved victims from Latin American countries, reinforcing the need for the Hotline to collaborate with Latin American embassies in Spain to both raise awareness of human trafficking and to collaborate on supporting those who have been identified.

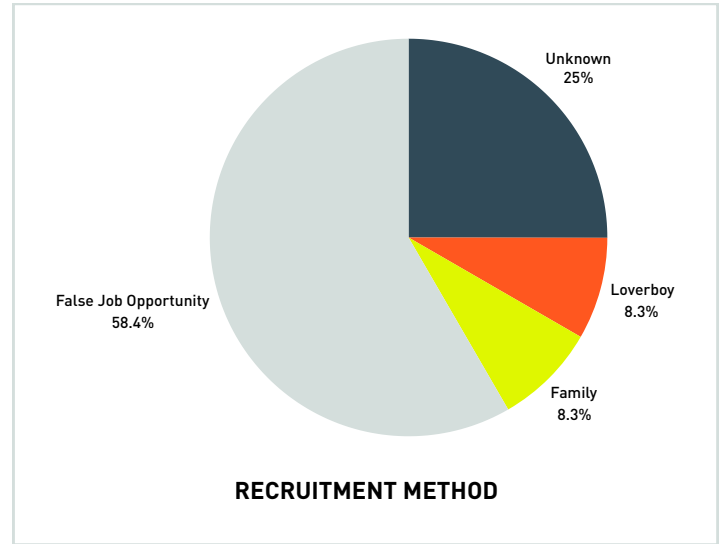


## EXPLOITATION TYPE

In 2024, the cases reported to the Hotline were either situations of sexual (46.2%) or labour (52.8%) exploitation.

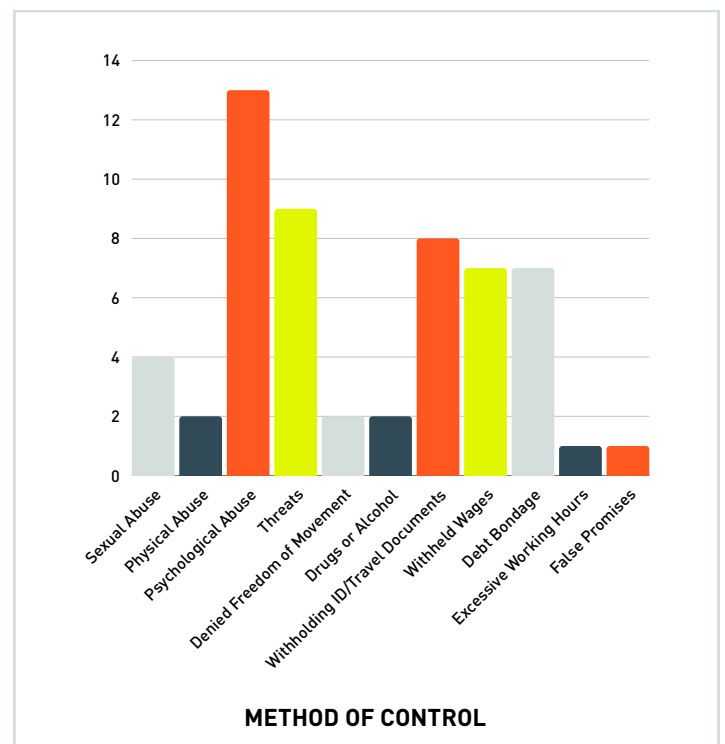
## RECRUITMENT METHODS

Perpetrators of human trafficking employ various tactics to deceive and coerce victims into exploitation. These methods range from the 'loverboy' approach and false job offers to instances where victims are sold by a family member. In 2024, 58.3% of cases reported to the Hotline involved recruitment through fraudulent job opportunities, with 87.5% of those victims being exploited for labour. In contrast, individuals trafficked for sexual exploitation are more often deceived by someone they know, such as a boyfriend or a family member.



## METHODS OF CONTROL

To keep victims in exploitative situations, traffickers use diverse control tactics that include manipulation and coercion. The reported cases to the Hotline in 2024 include methods of control such as threats, isolation, emotional, physical, sexual or economic abuse, forced substance misuse, and the deliberate destruction or withholding of personal identification documents. Often, more than one method of control is used to keep a victim of trafficking in an exploitative situation. The most prevalent method of control reported to the Hotline in 2024 was psychological abuse, seen in all 13 of the cases. This includes situations of debt bondage or where traffickers limit the victim's finances in whole or in part. Other common methods of control seen by the Hotline include economic abuse, threats and the withholding or destroying of identification documents.





### **\*CASE STUDY HIGHLIGHT\***

*A young man became a victim of labour exploitation in Spain after being recruited from Bulgaria with the false promise of a good salary. Without pay or documentation, he managed to escape and contacted the Bulgarian hotline. Both the Bulgarian and Spanish hotlines of A21, along with law enforcement, helped him reach the authorities. Facing threats from his employers, he was placed in temporary shelters while his return was arranged.*

*Thanks to the strong collaboration between A21 Spain and Bulgaria, as well as the coordinated efforts of both hotlines and law enforcement, he was provided with a temporary passport and a plane ticket. Finally, he was accompanied to the airport and safely returned to Bulgaria.*

*This case highlights the crucial role of international coordination within A21 and demonstrates how collaboration between countries can make a life-changing impact on victims of trafficking.*



**As a service situated to support those in exploitative situations, the Teléfono ACT is at the forefront of understanding emerging human trafficking trends in Spain. Partnerships are vital to provide services to identified trafficking survivors and to increase awareness about the services provided by the Teléfono ACT. The Teléfono ACT welcomes new partners interested in counter-human trafficking efforts in Spain and Europe. Partnerships are vital to provide services to identified trafficking survivors and to increase awareness about the services provided by the Teléfono ACT across Spain.**



**INFO@900759759.ES WWW.900759759.ES**

***The observations contained in this report are limited to information communicated to the Teléfono ACT during the reporting period. Nothing arising from the data should be interpreted as showing the full extent or prevalence of human trafficking in Spain.***

### **ENDNOTES**

1 To ensure data integrity, the data presented is extracted from reports submitted to the Hotline consisting of those identified as victims and likely potential victims of trafficking. This report takes a conservative approach in presenting Hotline data and analysis, omitting reports of potential victims of human trafficking which were unable to be minimally substantiated.