



# **SafetyNet**



Tips and contacts to keep you safe online  
[www.fifedirect.org.uk/internetsafety](http://www.fifedirect.org.uk/internetsafety)

# Surfing on the world wide web

The internet is now part of everyday life. It's a great way to keep in touch with family and friends, to find out information quickly, learn new things and connect with people.

But many people are not confident about using the internet, and it's important to know how to keep yourself safe, and protect your online identity and reputation.

Don't believe everything that you see or read on the internet. Use common sense. If something seems too good to be true, it probably is! Have fun, but stay in control of your information.

This guide provides some information on how to stay safe and secure, and provides links to further online information.

The internet is also constantly changing. For the most up-to-date information and advice visit:

**[www.fifedirect.org.uk/internetsafety](http://www.fifedirect.org.uk/internetsafety)**

**[www.safernet.org.uk](http://www.safernet.org.uk)** gives advice on staying safe online, for people with learning disabilities, and those who support them.

## Reporting – What if things go wrong?



Speak to someone that you trust if anything makes you feel scared or uncomfortable.

It can be difficult to seek help or disclose what is happening, because you may feel responsible, guilty or ashamed, or are frightened that you will not be believed.

Don't be embarrassed to come forward. You could stop harm happening to other people too.

If someone else's behaviour online makes you feel that you or someone else is in immediate danger, you should contact the police by phoning 999 or Deaf/Hard of Hearing people can contact the Police 24 hour SMS number. Criminal law also applies online.

- **Police non-emergencies**  
101
- **Adult Protection Phone Line**  
01383 602200
- **Hate Crime Reporting**  
03451 55 00 22
- **Fife Council BSL SMS service**  
07781 480 185

## ***Don't catch a virus!***

- Choose a password that you will remember but which is not easy for someone to guess. Use both letters and numbers.
- Never tell anyone your passwords.
- Keep your password reminders in a secret place that isn't easily seen by other people.
- Make sure that your computer has anti-virus and anti-spyware installed on it. This will help to find anything that might be damaging and warn you not to open dangerous email attachments or files.
- If you get an email from someone you don't know, don't open it. Delete it.
- If you use the internet in a public place like the library, make sure you sign out of your email account before you leave.

Visit **[www.cyberstreetwise.com](http://www.cyberstreetwise.com)** which includes info on how to keep your computer/smartphone healthy, and how to create strong passwords.

## Staying safe on the go



It is now easy to access the internet on mobile devices such as phones, tablets and laptops. Also, online gaming has the same risks as other internet use.

- Mobiles can be easily lost or stolen. Put a password or security pattern on your mobile, to lock it, so it can't be used without your permission.
- Never store personal details on your mobile in messages or emails.
- If you give your phone away when you get a new one, make sure that you do a factory reset to clear all of your personal data. This will be in your phone 'Settings'.
- If your phone goes missing, report it right away and work with your provider or police to either locate or deactivate it remotely. Change the password for your online accounts that can be accessed through your phone. For more information visit: **[www.adviceguide.org.uk/scotland.htm](http://www.adviceguide.org.uk/scotland.htm)** and click on the 'Consumer' link in the top toolbar.

## ***Too much information! – how to share safely***

- Don't reveal too many personal details. NEVER disclose your bank details or your pin number. Your bank will never ask you for this information in an email.
- Think before you post. Don't be persuaded to take and share any images of yourself that you wouldn't want anyone else to see. Once they are online, things can spread very quickly to a much larger audience.
- Beware of fake celebrity or sport profiles. Check their official webpage for their contact details.
- Don't be encouraged to send or exchange sexual or explicit images on email, social networking or on webcams.
- Don't upload videos of yourself onto sites like YouTube unless you are happy for anyone to see it.

# Gone phishing



Phishing is a scam involving a website or message which tries to trick you into revealing personal details such as your bank details.

- Never send details of your bank account or your password or pin number. No bank or building society will ever ask you to do this.
- Never send money as a 'fee' to claim a prize.
- Never transfer money to someone posing as a 'friend' who has had their money stolen whilst on holiday.

- Never let someone have 'remote access' to your computer so that they can 'fix' it unless you have arranged this with your internet service provider.

## **To report a scam:**

- Call Action Fraud on 0300 123 2040 or report online at: [www.actionfraud.police.uk](http://www.actionfraud.police.uk)
- Call Crimestoppers on 0800 555 111 or report online at: [www.crimestoppersscotland-uk.org](http://www.crimestoppersscotland-uk.org)

Visit [www.met.police.uk/docs/little\\_book\\_scam.pdf](http://www.met.police.uk/docs/little_book_scam.pdf) to access The Little Book of Big Scams.

## ***A fine romance***

Online dating can be a great way to make connections with new people. However 'romance scams' are becoming increasingly common, with victims losing money to conmen and women who win your affections before asking you for money.

- Think about who you may be flirting with online. As some people lie about who they are, you never really know who you are talking to.
- Never give away your bank details or send someone money.
- Think very carefully before agreeing to meet someone you have met online. Any meetings should always take place in a public place and you should always tell someone where you are going and perhaps even arrange for them to phone you at a certain time, to make sure that you are ok.

For more information visit:

- **[www.onlinedatingassociation.org.uk/consumers](http://www.onlinedatingassociation.org.uk/consumers)**
- **[www.getsafeonline.org/social-networking/online-dating/](http://www.getsafeonline.org/social-networking/online-dating/)**

# Social networking



- Think about who you want to see your personal information. If you only want people you know to see information about you – set your profile to ‘private’. If your profile is ‘public’ then anyone can see it, including complete strangers.
- Don’t put up personal information such as your address, email or telephone number.
- Think about your online reputation. Information you post will reflect the kind of person you are, and it will influence what others think of you.
- Most social networking sites have simple settings that give you control of who sees what.
- **[www.getsafeonline.org/social-networking/](http://www.getsafeonline.org/social-networking/)** provides information on managing the risk of social networking.
- Visit the Facebook Help Centre at **[www.facebook.com/help](http://www.facebook.com/help)**
- If you face issues relating to identity fraud, cyberbullying or fake social networking profiles, contact the Safer Internet helpline on 0844 381 4772 or at **[www.saferinternet.org](http://www.saferinternet.org)**

## *It's good to talk*

Chatting with people online can be a great way to make new friends, and to talk to other people who have the same interests as you. It's just like having an instant conversation with someone, or with a group of people and you can communicate with people from around the world.

Access to chat rooms is easy. Remember that someone could be pretending to be someone they're not.

If someone is on your contact list, they will always know when you are online.

Check your privacy. Check whether you're in a group chat room, or messaging just one person.

You do not have to accept messages from someone you don't know. You can click on 'ignore' or 'block' if you are feeling harassed by someone, or don't want to talk to them.

For more information visit:  
**[www.wikihow.com/be-safe-in-the-chat-rooms](http://www.wikihow.com/be-safe-in-the-chat-rooms)**

# Don't be bullied or harassed



We are all vulnerable to people who may choose to attack us online. This can include:

- posting abusive or threatening comments
- taking your pictures, changing them and reposting
- intimidation by threatening to expose you by publicly posting your images, or by saying that they know where you live.

## **What to do:**

- Don't get into an argument.
- Do not reply.

- Block them, and report them. Save and print out any bullying messages, posts, pictures or videos you receive and keep any details you have about the person who sent them.
- Go to page 2 of this booklet for details of who to report to.
- **www.bullying.co.uk** - advice on staying safe online and a free helpline open 24 hours a day: 0808 800 2222.
- **www.arcuk.org.uk/safetynet** - resources about 'mate crime' when people are befriended by someone who uses the relationship to exploit or harm them.

## ***Be careful where you click!***

- Don't open links to other sites which could expose you to inappropriate material or viruses. This could be from an advert or 'pop-up' which appears on your screen, or from a 'hyperlink' – a link in blue which takes you to another website. Don't just click automatically. Think before you click!
- Only allow automatic updates for apps that you really trust.
- Clicking on free apps for your smartphone may result in accidental exposure to inappropriate material, or a hefty phonebill.
- Some so-called 'free services' may have a virus that charges you a cost for downloading it or for 'extras', without you knowing, or link you to a premium rate phone line. This is common on 'free' fake version of popular games.

# Shopping and banking



- Look out for unscrupulous websites which deliberately misspell their name to make it similar to well-known ones, such as amazone.co.uk
  - If the site you are buying from is safe, then the address should start with https: The S means that it is safe and secure.
  - A padlock symbol should appear next to the web address when you try to login or register.
  - Use a secure payment site such as PayPal, or pay by credit card. Never send anyone your bank details in an email.
  - Keep a record of any online purchase.
- For further information visit:
- **[www.adviceguide.org.uk/scotland](http://www.adviceguide.org.uk/scotland)**
  - **[www.fifedirect.org.uk/e-crime](http://www.fifedirect.org.uk/e-crime)**
  - **[www.banksafeonline.org.uk](http://www.banksafeonline.org.uk)**
  - or call the Citizens Advice consumer helpline on 08454 04 05 06.

## **Easy money**

In difficult financial times, it is easy to spend more than you can afford or be lured into taking on financial commitments you don't fully understand, leaving you with debt that is out of control.

It's easy to get an online loan without having your credit checked. These online or payday loans can get you money very quickly, but often with very high interest rates that you are unable to pay off.

- A loan shark is someone who lends money without having a license from the Office of Fair Trading. If you are in debt or you are thinking about borrowing money, get free advice from:
  - Citizens Rights Fife  
08451 400 094
  - Fife Council  
Money Advice Team  
01592 583123.

## ***Need some help?***



The internet can be a great way to access self-help information. However this may include exposure to websites that encourage harmful behaviour, for example by encouraging you to film or publish these activities.

- Don't be influenced by people online who are acting strangely, taking risks or doing things that may be wrong such as drug taking or excessive drinking.
- Don't be encouraged to copy videos showing stunts or other risky behaviour. You may put yourself in danger and come to physical harm.
- Don't feel pressured. You don't **HAVE** to do anything. If you need help or support contact:
  - Samaritans  
08457 90 90 90
  - Breathing Space  
0800 83 85 87
  - Adult Protection Phone Line  
01383 602200



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For more information about staying safe online visit:

 [www.fifedirect.org.uk/internetsafety](http://www.fifedirect.org.uk/internetsafety)

 [www.facebook.com/fifecommunitysafety](http://www.facebook.com/fifecommunitysafety)

 [twitter.com/safeinfife](http://twitter.com/safeinfife)

Other sources of advice on safe internet use include:

- [www.getsafeonline.org](http://www.getsafeonline.org)
- [www.financialfraudaction.org.uk](http://www.financialfraudaction.org.uk)
- [www.ico.gov.uk](http://www.ico.gov.uk)
- [www.iwf.org.uk](http://www.iwf.org.uk)