

# Client Guide - Staying Safe Online

#### Trust your instincts

If you suspect an abusive person knows too much, it is possible that your phone, computer, email, driving or other activities are being monitored.

# Plan for safety

Navigating technology is a vital step in safety planning today. Make sure you know what technologies are being used to identify your location such as online dating, social media, iCloud, Bluetooth and GPS.

# Change passwords

When safety planning, change all account passwords that may disclose your location or activities. You must also remember to change the security questions if there is a possibility that an abusive person can answer the questions and obtain access to the account.

# Mobile phone settings

If you're using a smartphone, check the location services in the settings and see if the phone is giving away your location. Also, turn off Bluetooth when not being used. This can prevent the abusive party from monitoring or installing malicious software on the phone.

# Consider a refurbished or new mobile phone

If the mobile phone being used was provided by an abusive person, see if a second-hand or refurbished mobile can be obtained. When making or receiving private calls or arranging escape plans, try not to use the phone provided by the abusive party as it may be monitored.

# A safer computer

If an abusive party has access to your computer, they might be monitoring your computer activities. If possible, try to use a safer computer when you look for help, a new place to live, travel etc. It may be safer to use the computer at the library or community centre.

# Search for your name on the internet

Using popular search engines such as Google and Bing, you can see what information may be being made public about you. The fastest way to search is by adding quotations "before and after your name" followed by your town or city. This will help avoid finding irrelevant information from duplicate names. Don't forget to also view the "images" portion of the search engine to see what possible pictures may be public.



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#### Social media

Think about the safety and privacy settings for all social media accounts being used. It may be important to change some of the privacy settings to ensure that your location is not being compromised or that harmful information is not being shared.

### Ask about your records and data

Many courts and government organisations are publishing records on the internet. Ask agencies how they protect or publish your records and request that court, government, post office, and others seal or restrict access to your files to protect your safety.

# Consider optional phone services

With technology, services such as "Google Voice," may be a better alternative for keeping your personal phone numbers safe. With services such as these, you can sign up for a phone number and have that number forwarded to up to five different phones. So that way if your phone number is compromised, you can log in and change one phone number rather than having to contact the phone companies and changing many.

# Remember that all of these devices and appliances can monitor, record and be used as evidence:

- Smart cars
- Fridges
- Doorbells
- **Smart watches**
- Phones
- **Sneakers**

- Televisions
- Gaming Consoles
- Coffee makers
- Pacemakers
- Roomba vacuums