

Online Shopping

Protecting your accounts, money & information



Shopping online can be easier and more convenient, and a great way to compare prices, find bargains and save money.

However, there can be risks related to buying products and services online.

The advice below will help make your online shopping experience safer and more secure.

Avoid clicking on links in emails or pop ups with offers. Our advice is to use a browser, search for the retailer, and find the offer or product on their website.

!! Beware of sponsored links or adverts in web search results (usually has "Ad" next to the web address) – these often appear at the top of your search results !!

- Do your research before buying. Check with friends/followers for their experiences before using an unfamiliar store
- Do not solely rely on product and online store reviews on the businesses own webpage or social media, as these could be faked – check general reviews online
- Avoid social media posts offering vouchers, coupons and discounts unless verified
- Beware of sponsored posts on social media – platforms DO NOT carry out checks on legitimacy and MANY are fake!
- ALWAYS use strong and separate passwords for each online account. A great way of making a strong password is by combining three random words
- Wherever possible, enable two factor authentication (2FA aka 2SV – 2 step verification) to add an extra layer of security
- Never share account log in details with anyone, no matter who they claim to be – never log in via a button or shortcut in an email or a text, always from a browser or an app to avoid being redirected to fake copycat pages
- Minimise the personal information you supply when setting up a store account, just give the minimum required, rather than optional details
- Only ever save payment details to sites you know to be legitimate, and where your account is secured with 2FA.

- For further protection, use a credit card or trusted payment provider when making online purchases
- Never accept requests to pay by bank transfer, gift cards, vouchers or cryptocurrency
- Always remember to log/sign out of the account when finished
- Close old or dormant online accounts that you no longer use

AND REMEMBER ...

***If it sounds too good to be true ...
it more than likely is!***

Should you encounter a problem with your order

- Contact the store/site or their official customer support on social media
- Card provider – Contact your card issuer (phone number on card)
- PayPal Buyer protection – www.paypal.com/uk/smarthelp
- Citizens Advice – Tel: 0800 14 8848
- Trading Standards – www.tradingstandards.uk

***If you are a victim of Cyber crime or Fraud, report online to
www.actionfraud.police.uk or by phone Mon to Fri on 0300 123 2040***

Stay in the know!

To keep up to date we recommend following our 'Derbyshire Police Online Safety' Facebook account!

And

Why not register for Derbyshire Alert – Derbyshire Police's FREE Community Messaging service – information from your local Safer Neighbourhood Team, Action Fraud and also from our Fraud and Cyber Protect Officers.

REMEMBER : PROTECT ALL ONLINE ACCOUNTS BY USING SEPARATE PASSWORDS AND ENABLING 2 FACTOR AUTHENTICATION (2FA / 2SV) IN SECURITY SETTINGS

Find us on Facebook : Derbyshire Police Online Safety