

Make sure your child:

- understands that some people they meet online may not be who they say they are
- does not use private chat rooms unless you are present
- knows never to meet up with someone they have met online without your knowledge or permission
- considers carefully before posting any pictures or videos of themselves online
- knows not to open files sent from people they do not know or respond to messages that are sexually suggestive, obscene, provocative or threatening
- knows to talk to you, a teacher or a trusted adult if they feel uncomfortable or worried.

How to report a problem online

- If you see inappropriate images or behaviour on a website or social networking site, report it directly to the site where they appear.
- If the content relates to a crime committed in the UK, report it to the police on **101**.
- Visit CEOP (the Child Exploitation and Online Protection Centre) at **www.ceop.police.uk/safety-centre** or Internet Watch Foundation at **www.iwf.org.uk**
- Contact your Internet Service Provider (ISP). ISPs have rules about online behaviour – if anyone breaks those rules they could have their account suspended or even closed.

Further information

For more advice visit:

- **www.ceop.police.uk/safety-centre**
- **www.kent.police.uk/internetsafety**

Contact us

Report a crime:



To report a non urgent crime visit **www.kent.police.uk/report**



Talk to us on LiveChat – available 24/7: **www.kent.police.uk/contact**



In an emergency, if crime is in progress or life is in danger, call **999**



If you have a hearing or speech impairment, use our textphone service 18000. Or text us on 999 if you've pre-registered with the emergency SMS service.



For news and advice visit **www.kent.police.uk**

News, information and advice:



Find your answer online. Browse the national Ask the Police question finder **www.askthe.police.uk**



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Follow us on Instagram **@kentpoliceuk**

For details of all the ways to contact us, visit **www.kent.police.uk/contact**

If you would like a copy of this leaflet in large print, another format or language email us at **communications@kent.police.uk**

Internet safety



Your guide to staying safe online



Kent Police

Whatever you use the internet for, once data has been posted online it can never be recalled.

Make sure you know how to protect personal data and keep yourself, your friends and your family safe online.

General safety tips

- Switch on the encryption within your wi-fi software so that no one can use your internet connection without your password.
- Use a good firewall when you are on the internet to prevent others from accessing personal data without your permission.
- Never reply to unsolicited or 'spam' emails from people you do not know, or open any adverts or attachments sent with those emails.
- Block the source of the spam email and adjust your settings to filter out junk mail.
- Never share personal data with anyone you don't know.
- Never send your bank details to anyone in an email – genuine companies will not ask you to confirm personal information via email as it is not secure.

- If you shop online, check the company is genuine by contacting them directly.



- Only use secure shopping servers showing a padlock icon at the bottom of the browser window or a web address beginning with 'https'.
- Check the terms and conditions before you make a purchase, including if your details will be passed to other companies.
- Using a credit card to purchase items online may give you more payment protection than a debit card if things go wrong.
- Research file-sharing sites to check they are legal before you download files, music or videos.
- If you use software to download files disable file-sharing to avoid people accessing your material.
- If you don't want to download files and want to reduce the risk of people using your details to share files illegally, adjust your computer settings to block access to peer-to-peer sites.



Advice for young people

- Only give your email address to people you know and trust.
- Regularly review your privacy settings so only people you know can see your personal information and photos.
- Don't give out personal details that reveal your identity or where you live.
- People you meet online may not be who they say they are.

- Don't arrange to meet people you don't know. However, if you do agree to meet someone you have chatted to online, tell someone where and when you are meeting or take someone with you. Always meet in a public place.
- Avoid one-to-one chat rooms and stick to public ones where more people take part.
- Think carefully before posting comments, photos or videos of you or your friends online.
- Protect passwords and never give your friends access to your accounts.
- Tell someone you trust such as a parent or teacher if you are being bullied.
- Never respond to a nasty message – or forward it on to others.
- If you get bullied, block the bully from your phone, email or social networking sites.
- Report bullying to your service provider.
- Keep messages as evidence to help identify anyone bullying you.
- Report serious incidents, such as physical or sexual threats, see overleaf for details.

Advice for parents

Make sure you know how to use the computer, which sites your child has access to and how to restrict or block adult or indecent material if you need to.

