



STAY SAFE ONLINE



**INTELLECTUAL
PROPERTY
ENFORCEMENT
GROUP**

The internet has revolutionised the way we live our lives – enabling us to read the news, enjoy entertainment, carry out research, book holidays, buy and sell, shop, network, learn, bank and carry out many other everyday tasks.

However, there are a number of risks associated with going online. These result from either visiting malicious websites or inadvertent disclosure of personal information.

Get Safe Online is the UK's leading source of unbiased, factual and easy-to-understand information on online safety. Their website www.getsafeonline.org is a unique resource providing practical advice on how to protect yourself, your computers and mobile devices. Every conceivable topic is included on the site – helping to keep you safe online.

GENERAL ONLINE SAFETY TIPS

- Ensure your wireless hub/router/dongle has security turned on.
- Unless you are using a secure web page, do not send or receive private information when using public Wi-Fi.
- Wherever possible, use well-known, commercial hotspot providers.
- Make sure your device has up-to-date internet security software.
- Remember your mobile device is also a target for viruses and spyware.
- Don't reveal personal information on social networking sites.
- Regularly backup the data on your smartphone, tablet and computer or laptop.
- Never reveal your password or PIN when asked to do so by email or on the phone.
- Choose strong passwords, change them regularly and don't tell anybody what they are.
- Always download the latest software and operating system updates when prompted.

SAFE PUBLIC WI-FI

- Unless you are using a secure web page, don't send or receive private information when using public Wi-Fi.
- Wherever possible, use well-known, commercial hotspot providers.
- Consider using a secure, encrypted Virtual Private Network (VPN).
- Ensure you have effective and updated anti-virus/anti-spyware software and firewall running before you use public Wi-Fi.
- As an alternative, you could use your own dongle or similar device which will provide you with a secure connection. These are available on a pay monthly or pay-as-you-go basis.
- Don't leave your device unattended.
- Be aware of who is around you and may be watching what you are doing online. Consider using a privacy filter which effectively blocks the view of your screen from people sitting either side of you.

USING CONTACTLESS PAYMENTS SAFELY

Contactless technology (or Near Field Communication – NFC) is becoming increasingly commonplace as a means of making payments or sending information.

- If you have an NFC-equipped device, make sure it is always locked when not in use by means of a pin code, which you should change regularly.
- Take extra care not to lose or damage your device because in effect, it is another wallet.
- Protect your contactless payment cards by investing in special sleeves or wallets so that they cannot be intercepted by others, or used by you accidentally to pay for your own or others' purchases.
- Make sure you read and understand your bank's terms and conditions so you are clear who holds liability in the event of an incorrect payment or security breach.
- Always check your bank statements carefully to ensure that payments have not been taken from your account without your knowledge or permission, either on purpose or accidentally.

If you have had a problem, contact the relevant bank or card provider.

FURTHER INFORMATION

If you need advice on any of the topics contained in this leaflet, in the first instance you should contact Citizens Advice Consumer Service:

Tel: 03454 04 0506

Online at **www.citizensadvice.org.uk/scotland**

If you think you have been a victim of fraud, report it to Action Fraud, the UK's national fraud reporting centre by calling 0300 123 20 40 or at

www.actionfraud.police.uk

Economy, Planning & Employability Services

Trading Standards Team

Kingdom House

Kingdom Avenue

Glenrothes KY7 5LY

Tel: 01592 583141

Email: **trading.standards@fife.gov.uk**

Further information is available at **www.fifedirect.org.uk/ipcrime**

