

# TELUS Wise®

## Safety and Privacy tips for our digital world.

TELUS Wise is a free educational program that empowers Canadians to stay safe in our digital world. These tips can help keep you and your family safe.



### Internet Safety

1. **Protect yourself:** use anti-virus, anti-spyware, and firewall security solutions and remember to back up your data regularly.
2. **Keep software, operating systems and browsers up to date** so you're always protected against the latest threats.
3. **Set strong passwords** and change them often for added security.
4. **Scrutinize your email:** suspicious attachments/links, requests for personal information, typos and grammar errors are good indicators for a potentially harmful email.



### Smartphone and Tablet Safety

1. **Lock your phone:** program your phone so it automatically locks after a period of inactivity. Don't forget to set and change passwords regularly.
2. **Lock, track, erase program:** depending on your operating system, you can use an app to lock, track or remotely erase the information on your phone if it is lost or stolen (for iPhone it's called Find my Phone, for Blackberry it's Blackberry Protect, and it varies for Android depending on the manufacturer). Also, remember to wipe your device before you trade it in or recycle it.
3. **Update your system** regularly to protect against the latest threats.
4. **Manage location settings:** grant location access only to apps that need to know your location, such as GPS or map apps. Social media and many other apps can operate without location information.
5. **Don't open attachments from unknown sources** and research apps before downloading to avoid malware from being installed onto your device.
6. **Be cautious of free Wi-Fi:** it can be an easy way for hackers to access personal information; if you do use free Wi-Fi in a public place, limit your activity to browsing only. Never share personal or financial information over public Wi-Fi.
7. **Be aware of Bluetooth risks:** hackers can potentially access information on Bluetooth-enabled devices or make unauthorized connections with them. Only enable connections with trusted devices and/or turn Bluetooth off if it's not required.



### Social Media Safety

1. **Keep an eye on permission & privacy settings:**
  - **Permission settings** control what can and cannot be accessed and shared about you (e.g. contact lists, photos, and your profile information).
  - **Privacy settings** control who can and cannot see your profile and posts.
2. **Create a Google Alert:** set up a Google Alert for your name at [google.com/alerts](http://google.com/alerts) so you are notified via email when your name appears online.
3. **Limit what you share:** sharing too much information such as your date of birth, address, and vacation details can increase your risk.
4. **Think twice before connecting:** only connect with people you know face-to-face.
5. **Be careful where you click:** don't click on suspicious links or offers that sound too good to be true.
6. **Turn off geotagging:** photos taken from most smartphones include a geo-tag (exact location details of where the image was taken). Turn off this feature to enhance your privacy when sharing photos online.
7. **Don't forget to log off:** leaving social media accounts, apps or games open when not in use leaves you vulnerable to security and privacy risks.
8. **Keep your digital household clean:** set time in your calendar every three to six months to check privacy and permission settings on the social media accounts and apps. Change passwords, review and scrub your 'friends' lists, and deactivate accounts you no longer use.



## Online Shopping Safety

1. **Verify the seller's reputation:** look for a privacy statement, physical address, phone number and return policy on the website and look for positive reviews from other customers.
2. **Confirm security:** look for the lock symbol and the 'S' in "https" in the address bar.



Secure | <https://wise.telus.com/en>

3. **Protect your information:** don't shop on public computers or over Wi-Fi and always decline the option to save your credit card information.



## Stand against distracted driving

Let's make distracted driving socially unacceptable. Keep your hands on the wheel and eyes on the road with these tips:

1. Keep your phone out of sight, out of mind (e.g. in the glovebox)
2. Put it on silent or switch it off
3. Rely on a passenger to handle your phone
4. Check messages and program your GPS before you drive
5. Pull over safely if you must use your phone



## Internet of Things (IoT) Safety

IoT refers to smart or connected devices, such as home security systems, baby monitors, smart watches and more, that connect to each other via the Internet. These devices revolutionize many aspects of our lives, but do collect and transmit data, so it's important to consider the following:

1. Understand what data is being collected and how it is used.
2. Manage privacy settings so that you share only what you intend to and what you are comfortable with sharing.
3. Turn IoT devices off when they are not in use (especially devices with camera/mic functionality).
4. Keep IoT devices on a separate "guest" network, thereby protecting your personal network in the event of a hack.

**Did you know? 42% of youth have experienced cyberbullying.  
It can come in many forms and doesn't just impact youth.**

### Rise above cyberbullying with these four steps:

1. **Stop engaging and leave** the online space immediately; arguing back can escalate the situation.
2. **Block all messages** if you can, and/or report/block the person via the social media platform.
3. **Record the messages** in case they are needed later for an investigation; take screen shots to save evidence.
4. **Talk to someone** and decide on a course of action. If you are unable to resolve the situation and/or feel threatened you should contact your local law enforcement agency.

Visit [telus.com/riseabove](https://telus.com/riseabove) for more resources.

Learn more at [telus.com/wise](https://telus.com/wise) or contact [wise@telus.com](mailto:wise@telus.com) to request a workshop.  
Join the conversation online with **#TELUSWise**



Endorsed by the Canadian Association of Chiefs of Police, TELUS Wise has surpassed 4 million engagements with Canadians.

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