



STAYING CYBERSMART ONLINE

# PRIVACY, IDENTITY & SOCIAL MEDIA

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TRUST IN EVERY LAYER

# PRIVACY, IDENTITY & SOCIAL MEDIA PREVENTION IS THE FIRST LAYER OF PROTECTION

Social media plays a key role in connecting us with virtual communities and networks based on our interests, information and ideas. But with the use of social media your personal information can easily be made public for other individuals to view, create and share.

## WHY SHOULD YOU BE CAUTIOUS ABOUT THE INFORMATION YOU SHARE ON SOCIAL MEDIA?

Social media can offer an easy opportunity for identity theft. It's important to be careful about how much information you make available online and to whom. Social media accounts that are private reduce your risks of identity theft and harassment.

If your identity is stolen you may be at risk of unauthorised access to your banking, loans opened or welfare claims under your name and a damaged credit rating. Victims of identity fraud have been known to suffer an impact on their wellbeing.

## WHAT CAN YOU DO TO HELP PROTECT YOUR IDENTITY AND PRIVACY?

- Adjust your social media privacy settings to 'private' and do not share personal or confidential information such as your date of birth, address, bank details and passwords on social media sites
- Ensure your computer and mobile device(s) have the most up to date security software updates
- Beware of suspicious messages, always verify the sender of any unexpected emails, SMSs, calls or mail by searching for their organisation online and contacting them directly
- If emailing identification documents such as a driver licence or passport, ensure you delete the email after sending, and also delete from the trash

- Set smart passwords and use 2 factor authentication where possible to apply an additional layer of protection
- Never provide your personal or security details, including customer ID's or passwords, in response to any email, even if it looks legitimate
- Avoid transacting online where you are using public or complimentary public Wi-Fi

## WHAT TO DO IF YOU SUSPECT YOUR IDENTITY HAS BEEN STOLEN?

If you're receiving bills, credit and loan statements or calls from creditors that you know nothing about or if you are experiencing difficulty obtaining a credit card or loan due to an inexplicable bad credit rating you should:

- Immediately contact your national government's identity theft support services - for Australia and New Zealand residents visit [www.IDCARE.org](http://www.IDCARE.org)
- Reset your passwords
- Take actions to keep your mobile device and apps secure
- Run security software to scan your computer or mobile device for malware
- Notify your relevant financial institutions
- Request a credit report from a reputable credit reference agency



**FOR FURTHER INFORMATION ABOUT STAYING SAFE ONLINE  
VISIT [ANZ.COM](http://ANZ.COM) AND SEARCH 'SECURITY'.**

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