

Online Safety and Wellness

STRONG PASSWORD

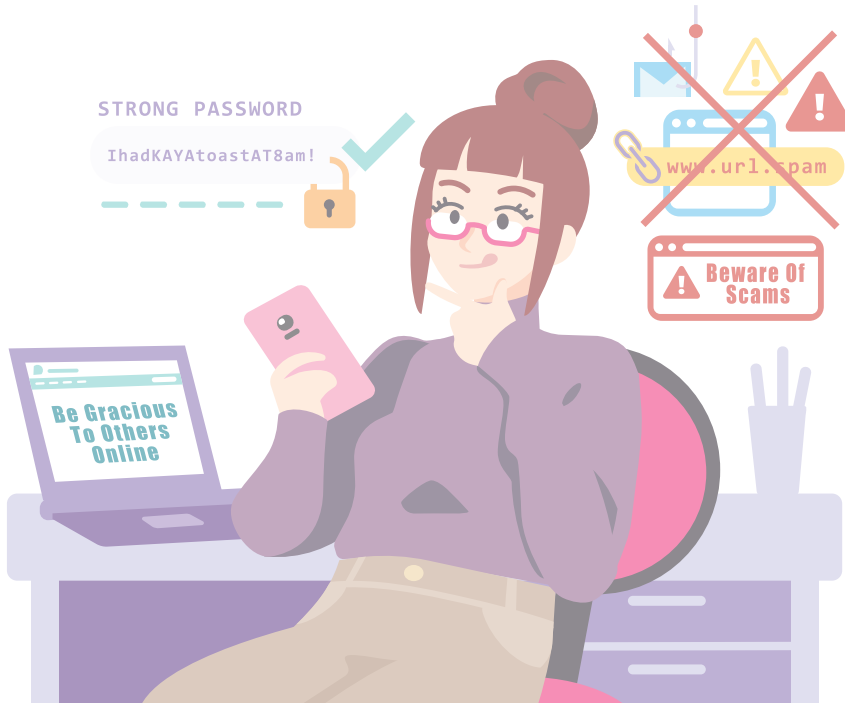
IhadKAYAtoastAT8am!



Be Safe, Smart and Kind Online

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Introduction

It is meant for everyone with or without any digital experience but is interested in finding out more about essential digital skills for daily living.

The essential skills are grouped into 5 competency areas as shown in the diagram.

Learning outcome of Be Safe, Smart & Kind Online competency:


Able to secure mobile device and accounts as well as identify and safeguard against malicious online content and scams.

DSL

The Digital Skills for Life (DSL) Guide is a series of booklets which comprise of:

- step-by-step instructions and
- quick tips

to help you get online confidently and safely.




Be Safe, Smart & Kind Online

Safeguard against cyber threats; Protect personal information; Develop a positive online presence.



Explore Information Online

Search, view and retrieve information online.




Communicate Online

Connect with others online.



Transact Online

Carry out online transactions.



Set up & Use Smart Devices

Set up and operate the basic hardware and software functions of your mobile device.

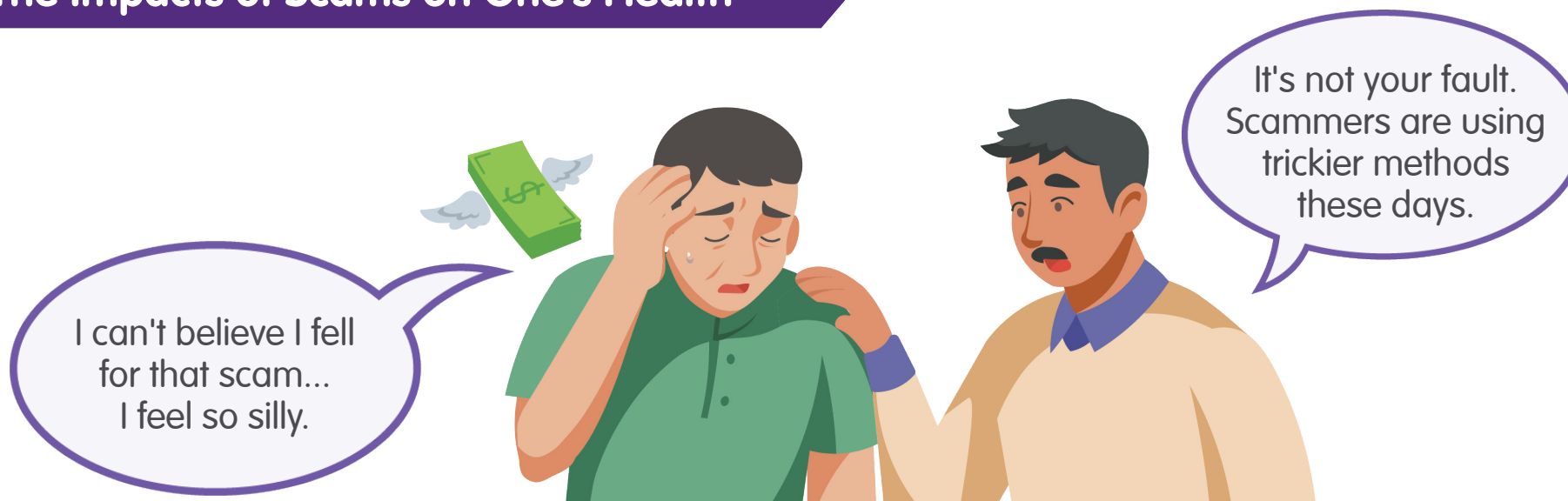


1

Avoid Self-blame

Recovering After a Scam: Tips for Victims and Their Loved Ones

a. The Impacts of Scams on One's Health



Stress

- Financial impact of scams can lead to intense and chronic stress.
- Stress can lead to depression and anxiety, characterised by low mood, insomnia, or panic attacks.
- It affects daily life, social interactions, and work performance.

Shame or Self-reproach

- Victims may feel shame, leading to depression and social withdrawal.
- These emotions can deny them the support they need.

Trauma and Paranoia

- Scam victims may be afraid to pick up phone calls.
- Victims may become excessively scared of handling money.

b. How to Seek Help After Encountering Scams

Don't Isolate Yourself

- **Seek social support** from family and friends.

Be Kind to Yourself

- **Negative emotions are valid**, but dwelling on shame won't help.
- **Recognise that mistakes happen**; it doesn't make you a failure.

Seek Professional Help if Needed

- **Consider professional help** if you are feeling low for a period of time and it affects your work, family, and social life.
- **Seek scam-related advice or reach out to counselling helplines** for support:

Self-Care

- **Engage in activities** you enjoy to take your mind off the pain of your loss.

Grief Management

- **Progress through the stages of grief**: denial, anger, regret, and ultimately, acceptance.
- **Plan active steps** for financial and emotional recovery.
- **Manage your expectations**; recovery can be a long journey.



ScamAlert
(Scam-related advice):
1800-722-6688

TOUCHline (Counselling):
1800-377-2252

TOUCH Care Line
(for seniors, caregivers):
6804-6555

c. Practical Tips to Support a Loved One

Use Empathetic Language

- **Be sensitive** to your loved one's feelings.
- **Avoid phrases** that may reinforce their poor self-image or shame, such as "falling prey to scams".
- **Choose words** that convey understanding and support.

Withhold Judgement or Correction

- **Address** their feelings first. When they're in a better state of mind, they'll be more open to suggestions.
- **Avoid phrases** such as "you should not have" or "be more careful next time".



This resource takes references from TOUCH Community Services.

2

Protect Data Privacy

Guarding Your Privacy: Safeguarding Personal Data

Share Your Personal Data With Care

In today's tech-driven world, it is important to keep your personal information safe. Follow these simple tips for sharing your data responsibly:



Know Who You are Sharing Your Personal Data With and Why

- Organisations should provide information about the collection of personal data, its purpose, and seek your consent.
- It is always **good to know who you are giving your personal data to and why**. If it is not clear, ask!

Transact With Organisations You Can Trust

- Choose organisations with the **Data Protection Trustmark (DPTM) logo** as they have accountable data protection practices.



- Opt to transact with **organisations** you can trust.

Take Responsibility for Your Data

- **Shred or destroy documents** containing personal information before throwing them away.
- **Be cautious** about sharing personal data like NRIC, phone numbers, addresses, and birthdates online. Once it's out there, it's hard to control.

Manage Your Browsing Preferences

- **Control your browsing settings** and decide how you want to be tracked, if at all.
- Many websites collect data for marketing and research purposes.

Think Twice Before You Share

- **Do not give away personal information** in emails or texts, even if it seems urgent.
- Legitimate organisations will never ask you to transfer money or verify your identity over emails or SMSes/calls. When in doubt, **check with them directly**.

Report Unlicensed Moneylending and Gambling

- **Report to the authorities** if you see illegal money or gambling messages.
- **Ignore such messages** and check with official sources via **www.scamalert.sg** or the anti-scam hotline **1800-722-6688**.

Verify Links for Authenticity

- Organisations are required to inform you if a data breach has occurred that may result in risk to you.
- **Always verify authenticity of notifications** by checking the organisation's official website or hotline before clicking on any links.

Follow Instructions to Protect Personal Data

- **Follow the instructions** advised by the organisation to protect your personal data, such as changing passwords or contacting your banks.

Get ScamShield Protection

- **Download the ScamShield app** to help you detect scam SMSes and block calls from blacklisted numbers.

Android



iOS



Always think twice before sharing personal data. Your privacy is worth more than any prize!



This resource takes references from the Personal Data Protection Commission (PDPC) Singapore.

3

Responsible Sharing

Responsible Sharing Online: Best Practices

a. T.H.I.N.K Before You Share



Is it TRUE?

- Verify against **other reliable sources and news channels**.
- Use fact-checking websites such as **Factually** (for Singapore-related content), **FactCheck** or **Snopes** (for international content).
- Verify scams at **scamalert.sg** or by calling the Anti-Scam hotline at **1800-722-6688**.

Is it HELPFUL?

- Assess if the article provides **useful information**.
- Consider the **motives of the content creator**.
- **Always verify**, as scams often entice victims with deals that are too good to be true.

Is it **INSPIRING**?

- Consider if the content **encourages positive behaviour** and **supports a meaningful cause**.
- Reflect on whether you would be **proud to be associated** with the content.
- Share content that **inspires and uplifts** others.

Is it **NECESSARY**?

- Consider if the shared content **benefits the community** or might **negatively impact** someone.
- **Avoid oversharing** personal information, texts, videos, or messages.

Is it **KIND**?

- Consider if your **words, tone, and attitude are kind**.
- Consider if you may **unintentionally cause harm**.
- Remember that **online comments can continue to hurt** long after they're posted.

b. Know the Consequences of Irresponsible Sharing

Hoaxes and Scams

- Sharing unverified information can **mislead others into believing hoaxes and scams**, potentially leading to serious consequences.
- For instance, false emails or messages impersonating authority figures have deceived individuals into divulging personal information.

Spread of Unnecessary Fear

- Sharing untrue information can **spread unnecessary fear**, affecting people's actions and decisions.
- For instance, false messages can create unnecessary concerns, leading to misinformed actions.

Negative Cyber Environment

- Sharing negative content about others has a **real impact on their feelings**.
- Negative online behaviours, such as public shaming, can hurt individuals emotionally and contribute to a hostile online environment.



This resource takes references from the Media Literacy Council.

4

Netiquette

Digital Etiquette 101: Online Respect and Positivity

a. Understand the Importance of being Respectful of Self and Others



Guard Your Digital Reputation

- **Be careful** before posting online, as everything can be found and copied.
- Negative or inappropriate posts can **harm your digital reputation**.

Focus on the Argument, Not the Person

- **Share your opinion** with sensitivity and respect.
- **Avoid insults**; it's okay to agree to disagree.

b. Exhibit Positive Behaviour and Embrace Positive Internet Use

Post Positively

- **Engage in constructive discourse** in a civil and respectful manner.
- **Avoid posting immediately** after negative experiences.
- **Frame your posts** constructively or share positive recommendations.

Stand Up to Negativity

- **Report** cyber bullies and harassment to hosting sites.
- **Report** negative content and false information for a more positive Internet environment.

Respect the Privacy of Others

- **Doxxing** is sharing personal information to harass or threaten; it is an offence in Singapore.
- Refrain from engaging in this malicious practice.

Exercise Empathy

- **Try to understand** other perspectives before disagreeing.
- Remember that your words impact others; be kind and treat others as you want to be treated.

Do Not Publicly Shame Others

- Netizens can jump to conclusions without context, leading to serious consequences.
- **Take personal grievances offline** and work it out privately.

Think Before You Share

- **Be cautious with unverified content**, especially offers and deals.
- **Avoid sharing humiliating content** about others that can spread negativity.

Respect Intellectual Property

- **Respect intellectual property rights** by not using others' work without permission.
- **Always ask for permission and provide proper credit** when using someone else's content.

c. How to Help Others Embrace Positive Internet Use

Lead by Example

- **Set a positive** example for friends and loved ones; your actions can inspire good digital etiquette.

Share Reliable Resources

- **Verify the reliability** of useful information before sharing it with friends and family.

Point out Negative Behaviour

- **Do not be a bystander;** address negative behaviour and suggest alternative approaches.

Respecting others online creates a more positive space for all. Let's lead with kindness!



This resource takes references from the Media Literacy Council.

**For more information and
to find your nearest SG
Digital community hubs:**

IMDA Contact Centre

Hotline: +65 6377 3800

Email: info@imda.gov.sg

Website: digitalforlife.gov.sg

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