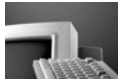




## Technology Use...



- Phones
- PDAs
- GPS
- Data
- Caller ID
- Faxes
- Answering Machines
- Email
- IM / Chat
- Internet
- Wireless
- VoIP
- TTY/Relay
- WebCams
- Scanners
- Computers
- Screen Readers
- Refreshable Braille
- Switches
- Magnifiers
- Speech synthesizers
- Alert Buttons

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harass

threaten

target

stalk

environmental manipulation

monitor

abuse

groom

impersonate

intercept

victimize

surveillance

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## Phone, Internet & Data Intersect

### Phone lines carry more than voices:

- ❑ People who are Deaf use TTY (teletypewriters) devices to transmit signals across phone lines
- ❑ Fax machines transmit images & text
- ❑ Dial-up Internet connections – send data packets



### High speed Internet connections:

- ❑ Buy it with your cable TV package
- ❑ Watch movies on the Internet, use webcams
- ❑ Make phone calls – via VOIP & IM



### Privacy Confidentiality laws & regulations...have a hard time keeping up as tech. rapidly merges

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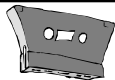
## Phone Technology



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## Threats on Answering Machine Tapes & Voice Mail



- ❑ If abuser or perpetrator leaves a message, permission to be taped is usually assumed.
- ❑ Talk to local prosecutors/law enforcement about their preferred method to report a harassing message left on an answering machine or digital voice mail – learn time limits
- ❑ Get answering machines donated & train survivors on use (to screen calls & document harassing messages)

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## Record-A-Call Phone Handset:

Know laws @ 1-party 2-party consent & notice



## Fax Machines



- ☐ Always call ahead before faxing
- ☐ Check the program Fax settings
- ☐ Safety plan around faxing with survivors
- ☐ Test Line blocking
- ☐ You may be required to enter your real fax number in the header vs 123-456-7890 or 000-000-000
- ☐ Newer fax machines may store data copies of fax

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## EFax

 Easy Faxing Anywhere.

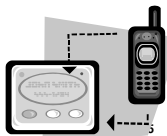
- ☐ Efax services are a third party to your fax machine or email
- ☐ Efaxes are susceptible to interception just like email
- ☐ Federal Wiretapping laws are more vague
- ☐ Service providers may keep digital files

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## Caller ID & Line Block

- ☐ Good for avoiding calls
- ☐ Advocacy agencies beware! Even if your # is blocked it may show up.
- ☐ Blocking your number: \*67 + number
- ☐ 800# exception



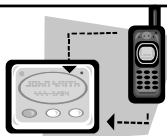
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## Phone # Reverse Search www.AnyWho.com

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## Caller ID Strategies



- ☐ Safety plan with victims/survivors around Caller ID
- ☐ Put free line blocking on all/most lines. TEST fax, TTY, cell, home phones with someone who has Caller ID
- ☐ Have an organizational policy RE: anonymous call rejection or privacy manager. What do staff do?
- ☐ Have policy on survivors unblocking outgoing calls from advocacy center or shelter phone line

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## Dialing 2-1-1: Information & Referral

- ☐ Over 25% of U.S. population has access to 211
- ☐ Goal: Dialing 211 will connect customers with resources anywhere in the U.S.
- ☐ Learn if 211 is available in your area and how this service can impact victims – go to: [www.211.org](http://www.211.org)
- ☐ Work with local & state 211 coordinating agencies on privacy and safety issues
- ☐ Florida has at least 10 active 2-1-1 call centers
- ☐ Hillsborough County 211 served by **Crisis Center of Tampa Bay**
- ☐ See: <http://www.211atyourfingertips.org/>

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# Phone Surveillance: Wiretapping, Bugs & Scanners



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# Wiretapping & Bugs



- ❑ Taps can be placed anywhere along the telephone line that runs outside of the house
- ❑ Taps allow someone to hear calls or make calls
- ❑ There are several ways lines can be tapped for ease dropping purposes
  - Standard line tape with a phone handset
  - An audio recorder with tape
  - A Voice-activated audio recorder
  - A Bug



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# Illegal Wiretap case

Police said a person could call the phone line and punch in a code that activated a microphone in the hidden device...

Conversations picked up by microphone could be heard over the phone line...

Back to Home > Philadelphia Inquirer > Sunday, Mar 05, 2005

**The Philadelphia Inquirer** Local & Regional

Posted on Fri, Feb. 26, 2003

**Chesco lawyer charged with illegal wiretap**

Authorities say he planted a bug in his former girlfriend's bedroom to harass her.

By Keith Herbert  
Inquirer Staff Writer

A Chester County lawyer has been charged with planting an electronic bug in his ex-girlfriend's apartment so he could secretly listen to her conversations in the bedroom.

James Fogarty, 38, of Exton, is accused in court records of having a secret telephone line and device implanted inside the former girlfriend's Upper Merion apartment.

Fogarty used information gleaned from the listening device to send the woman e-mail messages containing details of conversations she had only in her bedroom, an affidavit of probable cause states.

Charges against Fogarty include harassment, burglary, criminal trespass, harassment by communication, illegal interception of electronic communication, and possession of an electronic device for unlawful purposes.

Fogarty, whose law office is in Malvern, was arraigned Monday before District Justice John J. Kowal in Bridgeport and released on \$50,000 unsecured bail. Kowal ordered Fogarty to have no contact with the victim and stay out of Upper Merion as a condition of bail.

George M. Nikolau of Skippack, Fogarty's lawyer, said his client was "anxiously waiting to tell his side of the story."

The former girlfriend, Kim Nguyen, told Upper Merion police last Friday that Fogarty was harassing her. Nguyen and Fogarty had dated for six years, and lived together in Audubon, Lower Providence, between April and August 2002, police said.

# Wireless Phones & Interception

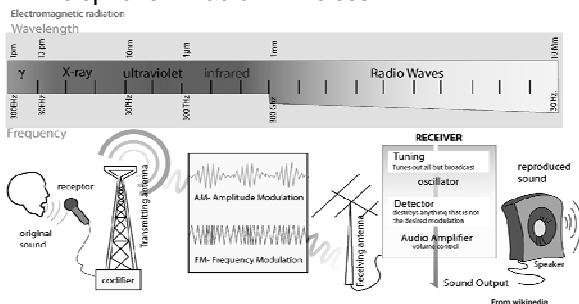


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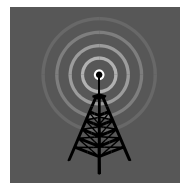
22

# Radio

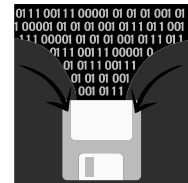
- ❑ Basics: using electricity, a transmitter sends sound through the air to a receiver
- ❑ Telephone + Radio = Wireless



# Analog vs. Digital



Analog = Sound Waves



Digital = Bits of Data

Cordless & cell phones ~ transmit & receive wirelessly

- ❑ cordless phones to/from a base unit
- ❑ cell phones transmit to/from a cell tower

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## Risks of Using Cell & Cordless Phones

- ❑ Losing a call
- ❑ Crosstalk
- ❑ Loss of legal privilege
- ❑ Interception



**Not as private as you think.**

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## Wireless Scanner Examples:

Radio receiver getting multiple signals (in VHF to UHF range)  
Might be portable (rechargeable battery packs), desktop (like regular radio) OR Internet-enabled

LISTEN TO ANY CELLULAR TELEPHONE OR ANY CORDLESS TELEPHONE CONVERSATIONS WITH A PUSH OF A BUTTON

This cellular scanner permits you to listen in on any 800/900 MHz cellular telephones or any cordless telephones. Hear both sides of the conversation with a push of a button.

Model A0206 Cellular Telephone Scanner  
Model A0206  
Price \$400.00

Handheld Scanner

Desktop Scanner

## Interception & Variables

1. **Transmitter power** (.001 vs 1 watt)
2. **fixed frequency vs. spread spectrum** (hopping)
3. **Analog** (broader coverage) **vs. digital** (010 security)
4. roaming coverage, multimode/dual mode
5. neighbor's same brand phone...
6. Limited range vs. broad range broadcast
7. **Wavelengths:** 5.8 Ghz spread spectrum (DSS)
  - > 2.4 Ghz spread spectrum (DSS)
  - > 900 Mhz (older @ 40 diff. channels)
  - > 400 Mhz (outdated cordless)
  - > 43-49 Mhz (baby monitor)

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## Cordless Phones



*...can be intercepted by scanners, baby monitors, other cordless phones, etc.*

- ❑ Cordless may not be safe for victims or those working with victims
- ❑ ASK victims if they use them
- ❑ Limit identifying info or escape details on cordless
- ❑ Unplug cordless transmitter after picking up "corded" phone
- ❑ Consider proving cheap "corded" phones to volunteers & staff

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## Cell Phones:

### Abuser Use → Safety Tip



- ❑ Checks billing records → use safer/donated phone
- ❑ Intercepts Analog or Digital wireless phones → use minimal, innocuous, or decoy details
- ❑ Uses phone as a listening device → check settings or turn off when not in use
- ❑ Tracks Location → talk to carrier & check phone
- ❑ Makes it look like victim's device was used to call/text, when it wasn't → document victim's actual actions & explore/investigate how spoof or hijack happened

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NEW STEALTH PHONE NEW

## STEALTH PHONE

WORKS AS A NORMAL PHONE  
YOU REMOTELY ACTIVATE

PHONE WORKS LIKE NORMAL UNTIL SECRET NUMBER CALLS  
TARGET CARRIES PHONE AND NEVER REALISES WHAT IT DOES  
ONCE ACTIVATED PHONE SWITCHES TO STEALTH MODE  
CALLER LISTENS IN ON SURROUNDING CONVERSATIONS  
PHONE RETURNS TO NORMAL WHEN CALLER HANGS UP  
TARGET IS UNAWARE OF THE STEALTH ACTIVITY

The Stealth Phone is built on the success of the spy phone below. It has the same features with one BIG BONUS FEATURE.... You activate spymode remotely.... anytime....anywhere !!!!!

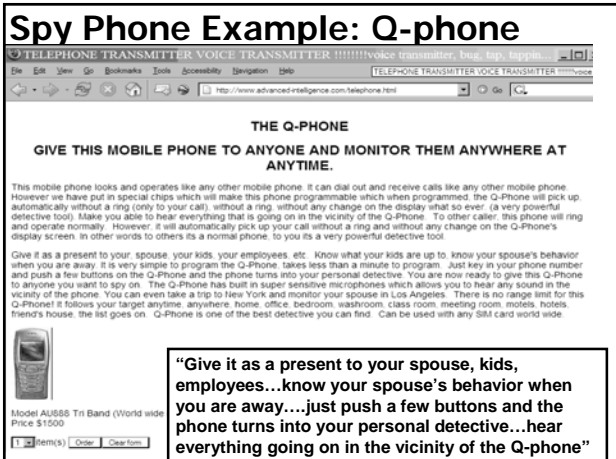
You can call the stealth phone from anywhere with your own pre determined secret number.

Once called the phone does not ring or show any signs of a call. It remotely switches into spy mode.

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## Spy Phone Example: Q-phone



**THE Q-PHONE**

**GIVE THIS MOBILE PHONE TO ANYONE AND MONITOR THEM ANYWHERE AT ANYTIME.**

This mobile phone looks and operates like any other mobile phone. It can dial out and receive calls like any other mobile phone. However we have put in special chips which will make this phone programmable which when programmed, the Q-Phone will pick up automatically without a ring (only to your call), without a ring, without any change on the display what so ever. (a very powerful detective tool). Make you able to hear everything that is going on in the vicinity of the Q-Phone. To other caller, this phone will ring and operate normally. However, it will automatically pick up your call without a ring and without any change on the Q-Phone's display screen. In other words to others it's a normal phone, to you it's a very powerful detective tool.


Give it as a present to your spouse, your kids, your employees, etc. Know what your kids are up to, know your spouse's behavior when you are away. It is very simple to program the Q-Phone, takes less than a minute to program. Just key in your phone number and push a few buttons on the Q-Phone and the phone turns into your personal detective. You are now ready to give this Q-Phone to anyone you want to spy on. The Q-Phone has built in super sensitive microphones which allows you to hear any sound in the vicinity of the phone. You can even take a trip to New York and monitor your spouse in Los Angeles. There is no range limit for this Q-Phone! It follows your target anytime, anywhere: home, office, bedroom, washroom, class room, meeting room, motels, hotels, friend's house, the list goes on. Q-Phone is one of the best detective you can find. Can be used with any SIM card world wide.

**"Give it as a present to your spouse, kids, employees...know your spouse's behavior when you are away...just push a few buttons and the phone turns into your personal detective...hear everything going on in the vicinity of the Q-phone"**

Model AU555 Tri Band (World wide)  
Price \$1500

1 item(s) Order Clear form


## Cellular & Wireless Phones



- ❑ ASK survivors if they use them
- ❑ Discuss monitoring risks - settings, location services, phone plans, clones, etc.
- ❑ Safety plan about interception points - ask if abuser/perpetrator/stalker works for phone company or law enforcement
- ❑ Say ANALOG signals are easier to intercept, DIGITAL Spread Spectrum (DSS) signals are more secure

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## Cell & Wireless Phones



- ❑ If using to respond to hotline or confidential calls, use sparingly & avoid identifying details – only use digital phones whenever possible
- ❑ Incorporate phone donation programs into safety plans (i.e. Wireless Foundation's *Call To Protect & Shelter Help* and Verizon Wireless's programs)

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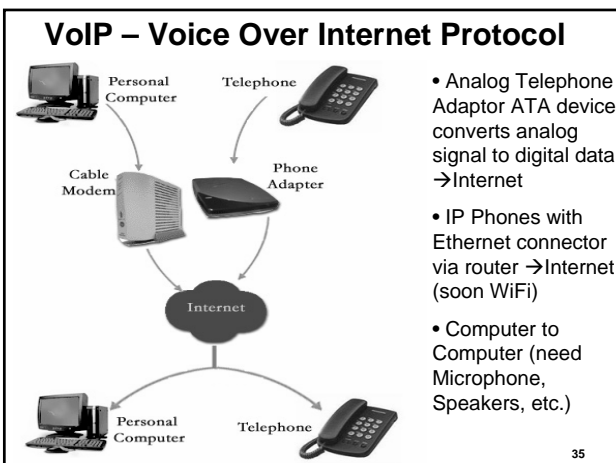
## Hotlines & Referral



- ❑ Have/Revise policies on use of various phone tech for on-call advocates
- ❑ Negotiate contracts with Answering Services to protect confidentiality, safely dispose of records
- ❑ Protect your crisis line billing records (since 800 number bills include #'s)
- ❑ Address barriers to access

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## VoIP – Voice Over Internet Protocol



- Analog Telephone Adaptor ATA device converts analog signal to digital data → Internet
- IP Phones with Ethernet connector via router → Internet (soon WiFi)
- Computer to Computer (need Microphone, Speakers, etc.)

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## VoIP: Large growth expected

- ❑ **Cost:** Internet connect as a phone line can save up to 50% over traditional local & long-distance companies
- ❑ U.S. subscribers to residential VOIP services growth: 3 million in 2005 → 27 million by end of 2009  
Source: IDC study: U.S. Residential VOIP Services 2005-2009 Forecast and Analysis: Miles to Go Before We Sleep, April 2005
- ❑ Many companies offer VoIP service: Vonage, AT&T, Skype, Comcast, BroadVoice, SunRocket
- ❑ Many different VoIP implementations ~ needs a broadband Internet connection (DSL or cable) but some plans can use a regular telephone

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## 3 Types of VoIP services:

- ❑ Fixed: from one location the service is provided
- ❑ Nomadic: from any location with Internet access
- ❑ Foreign exchange: users in one exchange receive phone calls dialed as local calls in another exchange they selected (e.g. a customer located in Tampa with a Dallas TX local phone #).

### 2 types of 911:

- ❑ Basic 911 = you must tell them your location
- ❑ Enhanced 911 = automatically sends your location info. (fixed address or location you registered or real time cell location)

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## VoIP & 911

- ❑ Consumer Advocacy: CT & TX Attorney Generals are suing Vonage for failure to disclose adequately that traditional 911 service is not available to consumers.
- ❑ VoIP providers must:
  - ❑ Complete the E-911 provisioning process within 180 days of signing up a new customer. Must provide interim 911 service to the geographically appropriate emergency call center.
  - ❑ Inform their customers of the capabilities and limitations of their VoIP 911 service.
  - ❑ Not market in areas where E-911 service is not available.

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## Other Safety Risks with VoIP

- ❑ **Spoofing:** Use 3 way calling. Put 1<sup>st</sup> caller on hold, dial victim 2nd. Caller ID shows 1<sup>st</sup> # dialed
- ❑ **Unblocking blocked numbers:** local phone company/cell carrier send "Calling Party Number" (CPN) with every call. VoIP software can get system to unblock CPN.
- ❑ **Tapping:** Most VoIP calls are unencrypted across the Internet, making tapping easy
- ❑ **Call Screening & Call forwarding:** User predefines screening list of caller IDs (specific IDs or anonymous calls), then sets how each caller ID is processed
- ❑ **Call Transferring.** Have a buddy call her.
- ❑ **Call log** records all missed, outgoing, incoming & local #.

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## Victim Safety: VoIP & E-911

- ❑ Discuss pros & cons of Registering present address for E-911 service
- ❑ Find out what TYPE of E-911 service is provided
  - ❑ Service providers may use different strategies or procedures for handling 911 calls.
- ❑ If move or traveling, consider re-registering primary address
  - ❑ Can take several hours to process – service not immediately available.
- ❑ Obtain local emergency direct lines
  - ❑ Police, Fire – check on local municipal websites

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## Victim Safety Strategies: VoIP

- ❑ Get a donated cell phone from a local domestic violence shelter to also use for 911
- ❑ Keep address & VOIP call-back number nearby
  - If disconnected, 911 provider will need call-back info.
- ❑ Check if Burglar Alarm Companies have VoIP compatibility
- ❑ If suspect interception, keep a log & document suspicions. (but not on compromised computer)
- ❑ Alert law enforcement if you suspect VOIP logging, spoofing/manipulation, interception

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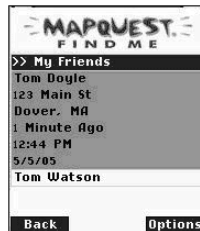
## Annonymizers: Spoof Cards

The screenshot shows a website for 'Spoof Cards' with a dark background and white text. On the left, there's a section titled 'SPOOF CARD FEATURES:' with a list: 'Caller ID Spoofing', 'Voice Changer', and 'Call Recording'. Below this is a 'No computer needed!' section with a 5-step process: 1. Enter your pin number, 2. Enter destination number, 3. Enter Any Caller ID Number you wish to display, 4. Choose the voice you would like to use, 5. Your call is connected using the specified Caller ID Number. To the right of this is a 'Control Panel Login' section with a 'Calling Card Pin:' field and a 'Log In' button. Below the login section are three pricing options: 'Purchase \$50 Calling Card' (10 Minutes USA Talk Time, Caller ID Spoofing, Free Call Recording, Customer Service Support), 'Purchase \$20 Calling Card' (10 Minutes USA Talk Time, Caller ID Spoofing, Free Call Recording, Customer Service Support), and 'Purchase \$40 Calling Card' (20 Minutes USA Talk Time, Caller ID Spoofing, Free Call Recording, Customer Service Support). At the bottom, there's a 'Become a Distributor' button.

# Surveillance Phone Locating & GPS

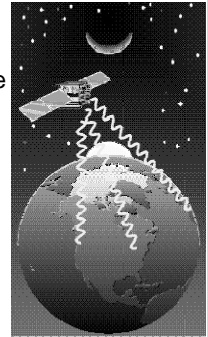


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## What is GPS?

- ❑ Worldwide Radio Navigation System developed by US Defense Dept.
- ❑ 24 Satellites in space generate & receive radio signals that allow a GPS receiver/chip on earth to estimate its location



If E911 was available  
in a Pennsylvania town

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## E911 Info & GPS

- ❑ E911= Enhanced 911
  - ❑ Designed to provide # and exact location of a cell phone 911 caller with GPS Chip in the phone
- In US (1996 FCC rules, & 1999 law) mandated:
- ❑ adding GPS/location chips to new cell phones
  - ❑ Phased upgrading of 911 emergency dispatch centers so they can get # & exact location of a 911 cellphone caller via GPS chip
  - ❑ some regional difficulty rolling this out due to costs

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## GPS & E911 Safety Planning

- ❑ Talk to victims about cell phone location limitations as E911 with GPS is rolled out
- ❑ If victim calls 911 from cell phone, she may need to give location in detail
- ❑ E-911 & VoIP 911 issues ~ <http://www.voip911.gov/>
- ❑ Victims might want to turn phones off when not in use for location privacy/safety
- ❑ If think phone is GPS enabled with location subscription, victim might want to leave phone if flee
- ❑ Encourage Cell Companies to provide visible notice that location/tracking is subscribed/on

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## Locator Services



Sprint Family Locator



Locate loved ones in real-time on an interactive map from any internet-connected PC or mobile handset

Former AT&T Optional Service: Find Friends for \$2.99/month

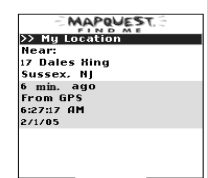
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For Only \$9.99 a Month have quick, easy, and secure access to the location of up to 4 Sprint Nextel phones.

## Locate People & Services

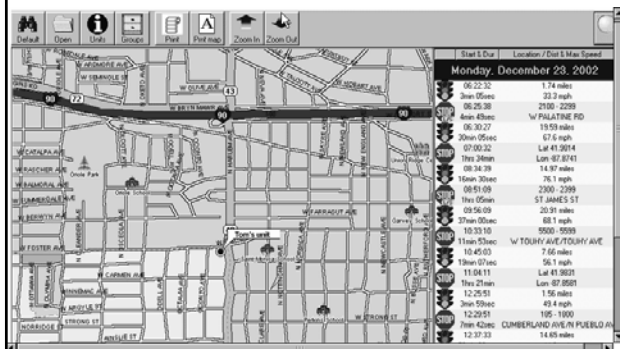
Nextel GPS, Java-enabled phone or BlackBerry 7520. No more searching for location of friends, family, restaurants, ATMs, even directions.

- ❑ See yours and others current locations
- ❑ People finder: location of family, friends & co-workers with their permission. Via device or private web site.
- ❑ Directions. turn-by-turn text directions on your phone
- ❑ Create Address Book of points of interest





## Location Devices – Spying with Maps



## GPS watch & Bio Sign monitor

The Digital Angel Personal Safety and Location System with GPS Technology

Designed for:

- Active Senior Citizens
- Impaired Senior Citizens
- Families On The Go
- Pets

When they're in trouble, now you know

**Digital Angel CORPORATION**

[www.digital-angel.com](http://www.digital-angel.com)

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Location: 784 Amsterdam Ave New York, NY 10024

Bio Signs: Temp: 99.1 F Pulse: 68 BPM

## Monitor Teen Drivers

**SafeTrak - Teen Driver Tracking For Your Peace of Mind**

You will know what time they left, what time they arrived and a map to show you the exact location that the car was parked.

Alerts can notify you when your teen leaves school early, is speeding or visits that friend who has been declared off limits.

Now there is a way to monitor your new drivers...

**Big Brother GPS Locator/Tracker**

Our GPSanywhere Teen Tracker allows parents to keep a close eye on their new teen drivers. Notifications on speed and boundary violations. Easy 2-wire installation. Installs under dash for covert operation. Powered by GPS technology. [Learn More](#) [Click here to order](#)

## VEHICLE TRACKING MENU

**Vehicle Tracking**

**Vehicles & Locations: Options:**

- Find this Vehicle/Location
- Today's Track
- Yesterday's Track
- Select track date/time

Start: [ ] End: [ ]

**Zoom:**

- 1 mile
- 4 miles
- 8 miles
- 32 miles
- 100 miles
- 3200 miles

**Map Size:**

- No Map
- Small
- Medium
- Large

**Drawing Options:**

- Show nearby vehicles?
- Show nearby locations?
- Messages only?

**Controls**

**Get Vehicle Position**

- Unlock Doors
- Enable Starter
- Disable Starter
- Honk Horn
- Speed Limit Options...
- Geofence Options...

[Show Me!](#)

**TrackStick GPS Data Logger**

Portably Track (via GPS) Your Adventures Via Google Earth or Mapquest!

This small GPS gadget can easily be placed in a car, boat, land speeder, or just about any moving object and will record its own time, date, location, speed, direction and altitude. The recorded information can then be downloaded to your computer through the USB port and optionally integrated with Google Earth or Mapquest. This feature allows you to "playback" the location points of the TrackStick and see a visual mapped history of its travels.

Containing 1MB of memory it can store up to 4000 records allowing for months of travel. When the TrackStick is not moving, memory is not used. The record interval is adjustable to anything between 1 and 15 minutes (this is used to save memory and will not extend the battery life). It's so small you can hide it for covert applications. There are no special software applications to buy and the raw data can be exported in RTT, AIS, HTML, or Google Earth KML formats.

**\$250**

Screenshot - Integrates with Google Earth

## GPS & Stalking Cases

### CNN.com/TECHNOLOGY

#### Police: GPS device used to stalk woman

Tuesday, December 31, 2002 Posted: 10:51 AM EST (1551 GMT)

**KENOSHA, Wisconsin (AP) - A man was charged Monday with stalking his former live-in girlfriend with help from a high-tech homing device placed under the hood of her car.**

Paul Seidler, 42, was arrested during the weekend. On Monday, he was charged with stalking, burglary, second-degree reckless endangerment and disorderly conduct, and ordered held on \$50,000 bail.



- Colorado 2000: Stalker placed GPS in ex-wife's car. Convicted: stalking "electronic surveillance".
- Wisconsin 2002: GPS to track former live-in girlfriend. Convicted: stalking, burglary
- Glendale, CA 8/2004: Man arrested when trying to change battery under ex-girlfriend's car.
- Ohio 12/2004: put GPS in ex-wife's car. Convicted: felony menacing by stalking. Ordered to wear GPS device for 1 year!
- Missouri 12/2005: Police Officer put GPS in ex-girlfriend's car. Officer was fired.



## GPS Monitoring for Offenders



- ❑ Offender wears ankle bracelet & GPS unit at all times
- ❑ Information is downloaded & sent to probation/parole officer
- ❑ Supervising officer creates "hot zones" (victim's home & workplace, schools, etc.) where offender is barred from going—officer is notified if location violation occurs
- ❑ With "active" monitoring, supervising officer receives immediate violation alerts and can send help to victim
- ❑ With "passive" monitoring, supervising officer receives information, typically at the end of each day, and provides no immediate protection for victim(s)

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## GPS Safety Planning

- ❑ Trust your instincts – if you think you are being followed too regularly... there might be a GPS
- ❑ GPS device might be small, about the size of a cell phone or possibly in a small box, look for a wire.
- ❑ Police might search car for her – advocacy & educational might be needed
- ❑ Victims can search the car : under the hood, under the car seats, under the bumpers, in the trunk
- ❑ Or get a (new) mechanic to search (\$20?)
- ❑ A private investigator can do a thorough search, but it could cost \$100s to \$1000s
- ❑ Consider leaving behind car/object if still worried

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## Hidden Wireless & Wired Cameras



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## Public Eye In the Sky

### Live Web Cams

Melrose Avenue from Melrose Hall at the University of Tennessee



The John Hodges Library, Tyson Alumni House, Dunford Hall and Greve Hall



Surveillance Camera

rg

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## Univ of Tampa Campus webcam

Example:

- ❑ Take picture
- ❑ Send image to a friend
- ❑ View archived images



## Internet Accessed Home Surveillance

**HOW TO SEE & RECORD EVERYTHING FOR UNDER \$80 BUCKS! PRICE BREAKTHROUGH!**

- ❑ Links Wireless Video Cameras
- ❑ Monitor any area of your home from a TV, or via the web
- ❑ Set Motion Activated Video Tape



Motion Detector Cam

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## "Nanny Cams"

- Security?
- Protection?



REMINGTON | Teddy Bear Table Lamp Nanny Cam Security Camera

etronics.com price  
\$99.95  
In stock. Usually ships in 1-2 Days



- unconsensual recording?
- voyeurism?

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## Spy Cameras & Sexual Assault

- ☐ Voyeurism
- ☐ Pornography
- ☐ Footage of consensual sex, distributed without consent
- ☐ Footage of sexual assault distributed
- ☐ Coerced/groomed filming



From the Documentary  
**RAW DEAL:**  
**A Question of Consent**

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## Camera Misuse & Law

Last Updated: 8:43 am, Thursday, February 24th, 2000

**Celebrated hidden video case ends in guilty plea for dog walker**  
By QUAD-CITY TIMES -- February 24, 2000

SPRINGFIELD -- A Chicago man hired to walk a 25-year-old woman's dog has pleaded guilty to a disorderly conduct charge accusing him of hiding a video camera in her bedroom in hopes of seeing her naked.

Last Updated: 11:53 pm, Tuesday, September 28th, 2004

**Minister pleads innocent to secretly videotaping women**  
By Associated Press

GALESBURG, Ill. (AP) — A central Illinois minister has pleaded innocent to charges that he secretly videotaped women, including a 19-year-old who rents a house from him in rural Knox County.

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## Remote Control Spy Car

"Turn play time into spy time!"



Cyclops SR1 Spy Car \$199.99  
Infrared laser tag game built in  
Battery operated

- ☐ high-res. wireless camera & miniature microphone
- ☐ sends real-time audio/video back to its controller
- ☐ View & listen on color 1.8 " LCD screen or TV screen

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How do I know if one is in my home?

- ☐ If remote transmit, there will be a signal.
  - Can buy a device that will tell you if such signals are being transmitted.
- ☐ If it is wired instead of wireless... hard to detect except by finding it with your own eyes.

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## Hidden Cameras Safety Planning

- Camera technology evolving - wired, wireless, motion activated, cell phones, upskirting
- Size, price, capabilities vary widely
- Camera detectors / sweepers offer limited detection (varies by device)

### The Camera Detector



Peace of Mind  
In The Palm  
of Your Hand

Discretely  
Exposes  
Hidden  
Wireless  
Cameras

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### **Bug Sweepers & Detectors:** example = Freq. 5Mhz-1.5Ghz

- ☐ A Counter Surveillance Probe/Monitor for \$1-\$3000
- ☐ "sniffs" environment for hidden phone, room or body bugs, remote signals, video transmitters, and even wide band frequency hopping or "burst" bugs.
- ☐ tests A.C. outlets, phone lines, or suspicious wires for very low frequency "carrier current" signs.
- ☐ allows you to listen to telephones or lines for "hot mics," hook-switch bypass and "infinity" bugs, also unknown wires and cables can be tested for wired microphones.
- ☐ guards against new devices brought in, remote control activation, or someone tampering with your equipment.
- ☐ 24-hour "evidence" recording output stores suspicious sounds while you are away.

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## Turning Cameras back on Offenders



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# Assistive Technology



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## **Assistive Technology can include...**

1. **Technology commonly used by general public:**
  - Email, IM, computers, phones, PDA's, etc.
2. **Technology created to meet specific needs of people with disabilities:**
  - Screen reader, scanner, magnifier, refreshable Braille devices, Braille printers/embossers, etc.
  - Voice synthesizers, talking clocks, switches, TTY & Relay, Video phones, etc.
  - Hands free computer access – speech recognition, point of gaze (mobility), etc.
  - electronic aids to daily living, wheelchairs, hearing aids,
3. **Other tools for people with disabilities:**
  - Pulley devices to sit oneself up, sticky notes, etc.

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## TTY & Relay

Communication tools for people who are deaf or hard of hearing

### **Telecommunication Relay Service (TRS):**

- ☐ national U.S. service where relay operators provide two-way translation typically between audio/spoken word AND typed text or signed language.

### **TTY (Teletypewriter) = text telephone**

- ☐ Communicate by typed text via telephone line to another TTY or to TRS. Also: TDD (Telecommunications Device for the Deaf)

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## Ways Abusers/Stalkers Misuse TTY & Relay

- ☐ Monitor communications
- ☐ Impersonate victims/survivors



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## TTY & Relay




**Telecommunication Relay Services:**

- survivors use all types: text-to-voice, captioned phone, **Video Relay**, IP Relay, dial 711, etc.
- TRS provider (operator/communication assistant) must ensure user confidentiality. May not keep records of conversation contents.
- Very limited exception can keep names/numbers dialed: if requested by Speech-to-Speech relay users.

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## IP Relay: Survivor & Advocate Use



Home Services About Us My Profiles News FAQs Contact Us  
"Dependable Relay choices. Faster than ever!"

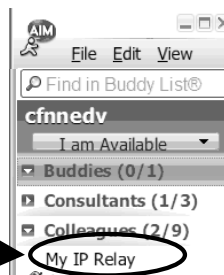
IP-RELAY.com IP-VRS My IP Relay My IP Relay Number Wireless IP-Relay.com

To have an IP relay operator call phone # & begin relaying the conversation:

- Go to: IP-Relay.com. Enter 10-digit phone # into "Quick Connect Now" window. Click GO.

OR

- Open AIM. Create "MyIPRelay" AIM buddy. Then send an IM with the phone # to MyIPRelay.

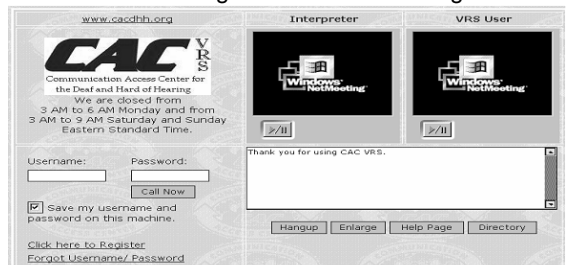


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## Video Relay (VRS) Example:

Person on Computer with web cam → High-speed Internet → Relay Service Interpreter →

A VRS website using Windows NetMeeting freeware:




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## Ways Abusers/Stalkers Misuse TTY & Relay

- Threaten & impersonate victim/survivors
- Monitor communications



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## TTY, Internet & Relay Safety

- Know & use TTY, Relay, & Interpreter resources
- Do NOT save or print transcript of communications

**Safety plan about:**

- Use of 3rd parties & interpreters -- discuss pros & cons of in-person sign interpreters vs. video/remote interpreters
- Potential impersonation -- develop a system to identify a survivor who does TTY or online contact
- Tracks/Records -- TTY machines & history settings, & computer tracks for IP and Video relay, IM logs

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## TTY, Internet & Relay Safety (cont.)

- Interception/Security – Email, IM back doors, etc.

Safety plan about making 911 emergency calls

- FCC requires that TTYs are compatible with 911
- TRS must connect survivor using TTY to 911 but may need to ask address.
- Internet-based VRS & IP Relay should not be used for emergency calls. Not yet required to connect.
- Be Creative -- Pager, etc.

Support self-determination of communication methods for survivors who are deaf or hard of hearing.

Create organization practices & policy.

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## PDAs & Smart Phones

**PDA (Personal Digital Assistant):** small handheld or palm sized computer that might include:

- ❑ Email, web browsing, IM, texting
- ❑ File transfer, Word processing, camera, music video display
- ❑ screen reader, TTY software program etc.
- ❑ Info management tools: Calendar, address book
- ❑ Optional Phone services, GPS receiver, Data syncs with regular computer

**Smart phones** ~ a mobile phone first, but also let you email, instant message, surf the Web, listen to music, etc.

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Braille PDA



T-Mobile Sidekick PDA

## Text Messaging

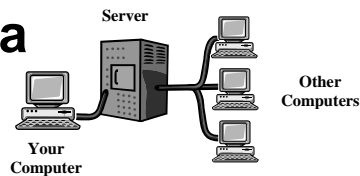
- ❑ Also called SMS (Short message service)
- ❑ Primary form of communication for teens some send upward of 200 text messages a day
- ❑ Take a photo of the cell phone screen to document harassing messages
- ❑ Survivors use for help and safety



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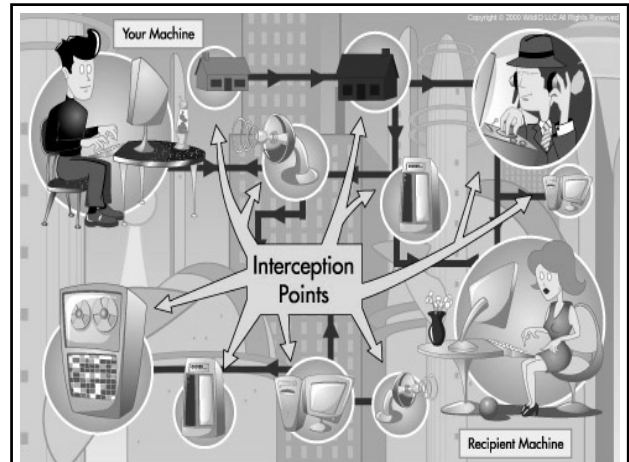
## Networks & Data



- ❑ Need Protocol = communication rules - all speak the same language
- ❑ Other stuff ...Network Interface Cards, Cables, Hub to control traffic

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## Wireless Networks & WIFI hotspots

hotspot = a connection point for a WiFi network.

- ❑ How? Access points (small 802.11 radio boxes hardwired into your network)  $\leftrightarrow$  transmit high frequency radio signals up to 100 ft. to talk to  $\leftrightarrow$  your computer's wireless card
- ❑ WiFi hotspots are now in many public places like coffee shops, hotels, libraries and airports.
- ❑ Many WIFI hotspots are free & easy to access.

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## WIFI Risks & Hacks

### WIFI:

- ❑ Packet sniff: views all unencrypted traffic
- ❑ Computer Clone: hacks your computer's ID# from your router
- ❑ Evil Twin: misdirect Access Point by using your same service set identifier (SSID), or network name

### Protection:

- ❑ Password, Login & Encryption, Firewalls

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## Wi-Fi security ~ access public networks

1. **Secure your access point login:** Use encrypted login fields for passwords & personal info.
  - ❑ WEP (Wireless Encryption Protocol) < WPA (WiFi Protected Access) is stronger
  - ❑ 64 < 128 Bits
  - ❑ Lock down Wi-Fi network access by MAC (Media Access Control) address ~ on your wireless card
2. **Secure your session & data after logging into an access point:** Use a client firewall & VPN tunnel
3. **Know your service provider's security policy**

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# Phones, PDAs & Computers with Bluetooth

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## Bluetooth Personal Area Network

- ❑ Bluetooth chips replace cables between devices
- ❑ This wireless technology uses a globally available frequency band (2.4GHZ)
- ❑ Short-range < 30 feet
- ❑ universal bridge ~ integrates devices ~ communicate with mobile devices



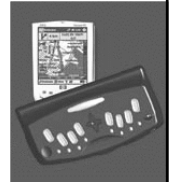
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## Freedom Scientific's StreetTalk for PacMate: GPS

- ❑ Like many GPS, can plot routes & download maps ahead of time or in real-time
- ❑ provides turn-by-turn Braille or speech announcements
- ❑ Can use Bluetooth to be 30 feet away from user, e.g. on a guide dog harness

Abuser can misuse it to track a victim's every move.



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## Bluesnarfing



The theft of information. This includes, your contacts, passwords, text messaging, without leaving any evidence of the attack.

<http://www.mobiledia.com/forum/topic17359.html>

Bluetooth enabled cell phone

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## Bluejacking

Temporarily hijacking another person's cell phone by sending it an anonymous text message.

Used to flirt.



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## Bluebugging

Most Dangerous!

- ❑ Secretly turn on another person's phone and make it call you.
- ❑ The attacker could then place calls to other numbers via that person's phone.



**\*\*Calls can be intercepted and the phone can be used as a listening device.**

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## Tips to Enhance Bluetooth Security

- ❑ **Set the device to "hidden"**. Personal devices like headsets can still connect to the phone, but intrusion is much more difficult since the hacker will have to know the Bluetooth address before establishing a connection.
- ❑ If a user wants absolute security, they can simply **"switch off" the Bluetooth functionality** of their mobile phone. This will not affect other functionalities of the phone.

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## Benefits and Risks of Using Computers & the Internet



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## General Internet Issues

- ❑ Amazing resources on the web for victims and advocates if accessed safely
- ❑ Discuss computer safety planning if you give a VAW/DV/SV website address
- ❑ It is **NOT POSSIBLE** to clear all "footprints"
- ❑ Assess credibility of information
- ❑ Look at which state(s) the info covers

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## Internet History, Temporary Internet Files (cache) & Cookies

History

Temporary Internet Files (Cache)

Name	Internet Address
blue-org.gif	http://www.abanet.org/img
infoam2.gif	http://www.navrc.org/image
blast90x130.gif	http://www.jobs.com/image
NDVHwen11_r28_c2_F3.gif	http://www.ndvh.org/Menu
NDVHwen11_r30_c1_F3.gif	http://www.ndvh.org/Menu
CntrMas13_r05_c09.gif	http://www.ndvh.org/Graph
side.gif	http://www.ndvh.org/Graph
newam.gif	http://www.navrc.org/image

## Severe Limitations of "Window Washers"

**Are You Being Watched?**

Your Internet activities are being recorded. Every picture you've seen is copied to your hard drive, every website is recorded in a hard to find file in Windows. Every website you've visited is added to your drop down list. Your homepage could be changed and you can be tracked from anywhere.

Clean your Internet Tracks every day, you need to start now!  
Don't Let Other People See What is On Your Computer.  
Click Here To Protect Your Privacy Now!



## "SpyWare" or Computer Monitoring Software

## Adware Vs. Spyware

- ❑ **Adware (AKA Pestware):** client-side ad serving software that delivers advertising to consumers, and might also profile users' Internet surfing & shopping habits. This is normally downloaded by the user as part of a free software bundle via the Internet. Symptoms: sluggish system, lots of advertising pop-ups
- ❑ **Spyware (AKA Malware, Surveillance Software & Hardware):** software program or hardware component that helps an unauthorized third party (such as an abuser) to gather information about the user's computer use without his or her knowledge or consent. Symptoms: often none, they typically run in stealth mode so user never knows it's installed

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## SpyWare Trumps All

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## ComputerGOD: Makes Remote Computer Talk

"...the most powerful remote surveillance & control program on the market."

- ❑ **Silently records all** keystrokes, websites visited, email received, passwords, instant messages, details of applications & windows opened, & snapshots of the screen taken periodically.
- ❑ **Control most functions of a remote computer:** you can restart, shutdown, & logoff a computer, send chat messages, control the remote computer's desktop & mouse, transfer files, & make the remote computer talk any words.
- ❑ **Remote installation capable.** Designed to allow a user to monitor & control multiple computers.

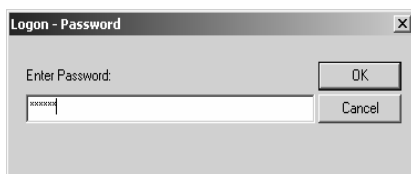


ComputerGOD 1.00

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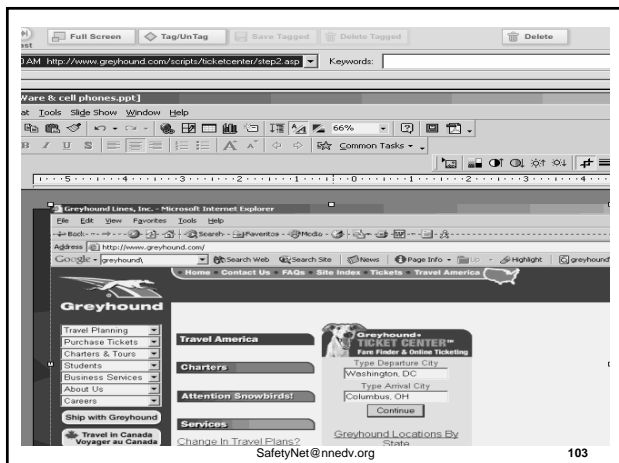
100

## Scene 2: Abuser comes home or has remote access



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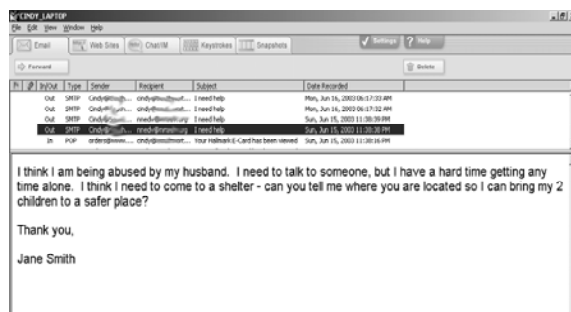




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## Screenshots of My Email



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**Attorney General  
Jennifer M. Granholm**

The Justice Information Center:  
Circle 36 1000 397-375-6600

**FOR IMMEDIATE RELEASE**

September 5, 2001

In the first case, Steven Paul Brown, age 41 of Belleville, is charged with four felonies for allegedly installing spy software on the computer of Patricia Brown, his estranged wife. He installed a commercially available hacking program on the computer at Ms. Brown's separate residence in Warren. This program caused all of the keystroke activity of her computer, including all e-mails sent and received, all web surfing, and any Internet communications, to be e-mailed to Steven Brown's e-mail account.

**Charged with: 1) Eavesdropping, 2) Installing an Eavesdropping Device, 3) Unauthorized Access, & 4) Using a Computer to Commit a Crime**

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## Loverspy Creator & Users Indicted August 2005



- ☐ Disguised as puppies & flowers e-greeting card
- ☐ marketed at \$89 to "catch cheating lovers"
- ☐ Creator indicted for manufacture, sending, & advertising a surreptitious interception device. Also unauthorized access to protected computers.
- ☐ Violated US federal computer privacy laws = illegally intercepting electronic communications

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**Warning: IF spyware already on computer... THEN risk of imperfect or no detection by later installing countersurveillance, firewalls, anti-virus programs**

An advertisement for SpyCop software. The top part features the text 'Warning: IF spyware already on computer... THEN risk of imperfect or no detection by later installing countersurveillance, firewalls, anti-virus programs'. Below this is a banner for 'SpyCop THE LEADER IN COUNTER SURVEILLANCE SOFTWARE' with a price tag of '\$49.95 Regularly \$9.95'. The main body of the ad asks 'Are Criminals, Your Spouse or Boss Spying on Your PC? SpyCop Currently Scans for 250 Spy programs! FIND OUT NOW!'. It includes three 'Learn More' buttons and three images of the SpyCop software box. On the right, there is a section titled 'SPYware Safety' with text about learning more about spyware and a link to 'Learn More'. At the bottom, there are three more images of the SpyCop software box, each with a different label: 'SpyCop', 'Evidence', and 'SpyCop'.

## Keystroke Logging Hardware



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## Approx Cost

**KEYGHOST** the ultimate hardware  
keystroke recording tool


**KeyGhost External Stand-alone Models**

- KeyGhost Home Edition 128K Flash Memory - \$89
- KeyGhost Std 512K Flash Memory - \$99
- KeyGhost Pro 1 Megabyte Flash Memory - \$149

**KeyGhost Security Keyboards (all brand name)**

KeyGhost Hardware KeyLogger Keyboards - from \$129

### Keystroke logging keyboards



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## HACKOO!

Knowledge is power...

Hacking Guide CD

**\$3.99**



**What's inside of this CD?**

- Techniques on how to hack
- Learn how to Hack Hotmail and Yahoo!
- Mail Bombers for those you hate.
- Catch a Cheating Spouse!
- Learn how to protect your network or PC!
- Wireless Hacking Tools
- Hacking files and Viruses!
- Hacking Programs and Tools.
- Advance Hacking Techniques Tutorial.
- Unix Tutorials
- Hacking Tutorials
- Hacking Programs
- Serial Crack List
- And Much More...

**CD Specifications:**

Size on Disk: 408 MB (428,773,376 bytes)  
Contains: 3147 Files, 263 Folders  
Created on: May, 26 2001 Ver. 1.0  
Last Updated: Jan, 09 2006 Ver. 8.01

**All In Just ONE CD! Order Now!**

LOW PRICE

## Protections & Security:

1. Anti-Virus & Anti-Spyware software – keep updated definitions
2. Install Firewalls – to filter incoming data packets, ports, protocols, etc.
  - Software – ex: free Zone Alarm
  - Hardware – ex: Linksys Cable/DSL router <\$100
  - Network wide (LAN's, WAN's, VPN's) & home use
3. Promote use of encryption (scrambles data – need key) & authentication (passwords, passcards, etc) for sensitive data. Especially for wireless networks.

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## Some Anti-Adware & Anti-Spyware Programs (Sniffers)

For Adware, use (in order of effectiveness):

- ☐ Giant Anti-Spyware [giantcompany.com](http://giantcompany.com)
- ☐ Spy Sweeper [www.webroot.com](http://www.webroot.com)
- ☐ AdAware [www.lavasoftusa.com/software/adaware](http://www.lavasoftusa.com/software/adaware)
- ☐ SpyBot Search & Destroy [www.safer-networking.org/en/download](http://www.safer-networking.org/en/download)

For Spyware, use:


- ☐ XBlock (freeware version) <http://www.xblock.com/installer.shtml>

Note: NONE of these programs can guarantee detection & removal of adware & spyware. For that, you must reformat the hard drive

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## Safety Tips for Advocates


- ☐ Regularly ask survivors:
  - “Do you use a computer?” and
  - “Does the offender have onsite or remote access to it?”
- ☐ Encourage using a “safer” computer at the library or elsewhere
- ☐ Discuss risk from tech savvy stalkers
- ☐ SPYWARE trumps all



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## Safety Tips for Survivors

- ☐ Create a new email account on a safer computer
- ☐ Change passwords frequently, don't use obvious ones
- ☐ Don't open attachments from an unknown source
- ☐ Install a personal firewall & anti-virus protection



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## Password Safety

- ☐ Change your password often
- ☐ Don't use something obvious
- ☐ Incorporate numbers, letters, and characters
- ☐ Don't tape it underneath your keyboard
- ☐ Don't share it or let someone else use your computer when you're logged in
- ☐ Alphanumeric Password: N4XF6

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## Website Accessibility Safety & Spyware

- ☐ Does your organization have one?
- ☐ What sort of information does it provide?



## Why Don't We Publish this Info on the Web?!

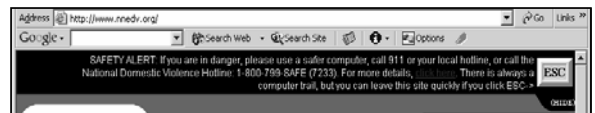
- ☐ It's vital to get tech safety information to victims! But we need to do it in ways that do not give ideas or explicit instructions to abusers and perpetrators.  
Example: "There are cell phone settings that can be used to monitor you... so it may be safer to turn cell phones off when not in use". We don't publish details about "silent mode + auto answer".
- ☐ **Please** do NOT post explicit tech information on the web, or publish in newsletters that will be posted on websites.
- ☐ See NNEDV website ([www.nnedv.org](http://www.nnedv.org)) and/or contact Safety Net Team ([safetynet@nnedv.org](mailto:safetynet@nnedv.org)) to discuss further.

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## Make Your Website Safer

- ✓ Minimize info. that educates abusers
  - ✓ Encourage use of safer computers
- ✓ Don't post personal info. without consent
  - ✓ No email addresses
- ✓ Support informed choices: on every page have an **alert** to survivors about online tracking & safety risks



## Web Forms vs. Email Addresses

The safest way to reply to me is by:

### Enable Informed Choices

Web forms don't place a copy of the sent message in the sender's email application

Safety alert: computer use can be monitored & is impossible to completely clear. If you are in danger, please use a safer computer, call your local hotline, &/or call the National Domestic Violence Hotline at 1-800-799-SAFE. If you are at a safer computer, click [here](#) to read more.

### Website Safety Alerts (see handout)

- There are hundreds of ways that computers record everything you do on the computer and on the Internet.
- If you are in danger, please try to use a safer computer that someone abusive does not have direct access, or even remote (hacking) access to.
- It might be safer to use a computer in a public library, at a community technology center (CTC) [www.ctcnet.org](http://www.ctcnet.org) (national directory), a trusted friend's house, or an Internet Café.

If you are in danger please:

- ✓ Call 911
- ✓ Call your local hotline, or
- ✓ Call the National Domestic Violence Hotline: 800-799-SAFE
- ✓ Call Rape, Abuse and Incest National Network (RAINN) Hotline: 800-656-HOPE

Email is not a safe or confidential way to talk to someone about the danger or abuse in your life, please call instead.

Traditional "corded" phones are more private than cell phones or cordless phones.

## What is Web Accessibility:

➤ "The power of the Web is in its universality. Access by everyone regardless of disability is an essential aspect."

- Tim Berners-Lee Inventor of the World Wide Web

➤ Web Accessibility on the Web is about Universal design.

- The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

Universal Design

right handed only



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## Make Your Website Accessible



Screen readers can speak the content of Web pages aloud to a survivor who is blind or has dyslexia.

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## Your Website - Accessible to all?

➤ When the screen reader gets to a picture:



If you put an "alt" code text description of the image, a screen reader will say: "Click here for help"

➤ 

Without that text description, the screen reader will only say aloud "image".

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## Safety Issues in Online Communication:



- Email
- IM & multimedia
- Counseling

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## Online Advocacy: Benefits & Risks?

### Potential Benefits:

- ☐ Accessibility
- ☐ No child care/transportation
- ☐ No worry about being recognized walking into a building
- ☐ Online translators or language specific support
- ☐ Geographically remote locations, rural folks
- ☐ Virtual support group option across communities, towns: decrease isolation, increase support for minority groups in homogenous communities

### Significant Risks:

- ☐ Privacy Breaches
- ☐ Interception (Spyware)
- ☐ Impersonation
- ☐ Harassment
- ☐ Helpfulness (untested)
- ☐ Assessment Difficult
- ☐ Organizational Liability
- ☐ Legal Jurisdiction
- ☐ Duty to be Available – Technology Breaches

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## Email Privacy Tips for Survivors

- ✓ Have more than one email address - work, home, anonymous, online ordering, etc.
- ✓ Create new email accounts the abuser doesn't know about. Use new secret passwords - no birth dates.
- ✓ Ask friends/family to not share new email
- ✓ Consider having a separate account for abuser emails regarding custody & visitation
- ✓ Use safer computers when accessing new email

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## Advocate Email Use

- ✓ Remember, anyone who emails might be surviving abuse...even if the person does not disclose they are a victim.
- ✓ Never send client names or identifying information in email
- ✓ Use web forms instead of "mailto" email addresses on Organizational websites. Include features that promote "informed consent" in your web form.

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## Advocate Email Use



- ❑ Include email and other forms of communication in organization policies

**Have organizational policies about how to most safely respond to email from victims.**

- ❑ Discuss appropriate use of work email
- ❑ Learn about security for emailing to coworkers within your internal network vs to external consultants

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## Tracing Emails - It Can Be Done

- ✓ Internet Service Providers (ISP) assign a user an IP when they log-in (Dynamic or Static IP address)
- ✓ ISP keeps subscriber info (name billing): connection logs of who used an IP address & when
- ✓ Emails Header info. crucial to tracing: delivery path info...mail server info, IP addresses, dates & times
- ✓ Computer Investigation/forensics & threat management units can trace all of this
- ✓ OR you can go to WHOIS info: [www.samspace.org](http://www.samspace.org)

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## Example: Email Roadblocks

- ✓ Forged headers
- ✓ Anonymous Remailers – remailer strips header from original email and inserts a different header and resends the email – sometimes routed through 3 remailers
- ✓ ISP's that don't retain records for long
- ✓ What else??

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## (IM) Security Threats



- ❑ IM can transfer text as well as files such as worms or spyware.
- ❑ IM can open you up to backdoor Trojan horses & viruses by opening a listening port on your computer, bypassing your firewall.
- ❑ Once your firewall has allowed IM in, the connection stays open – hackers can get in.
- ❑ Messages are not private. Your messages can be viewed by others.

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## Multimedia Instant Messaging

**Instant text messaging** with people on your buddy list. Access to a universal address book. Send/receive IMs from your mobile device

**Audio connect and phone:** Use Voice Chat talk to up to 20 buddies at a time. Activate a free phone line to get a local phone number with unlimited incoming calls, caller ID and voicemail delivered to your mailbox.

**Video chat** - its like a high-quality video conference. Plug in your webcam and look at each other while you chat.

**Can increase accessibility** Might be used for signing between two people who are deaf

**Use IM via a web browser interface.** \*to protect against trojans, this is safer IMing



## Encryption Tools

### Email

(PGP) Pretty Good Privacy

<http://www.pgpi.org/>



### Instant Messaging

1. After download IM programs
2. **Download Gaim:** multi-protocol IM client
3. Add Off-the-Record Messaging (OTR) – then have private conversations with: Encryption, Authentication and additional security

## Example: Crisis Center of NE Texas

1. Create user ID & password
2. Leave request
3. Sign back into website to get response

**NATIONAL SEXUAL ASSAULT ONLINE HOTLINE**  
FREE. CONFIDENTIAL. 24/7.

You are now connected to your trained specialist.  
MELANIE: Hi, how can I help you?  
ANONYMOUS: Something happened to me, but I don't know what to do.  
MELANIE: Are you in a safe place?

Yes, and I really need to talk.

**RESOURCES**  
Greetings  
Welcome to RAINN  
How are you today?  
Alternate welcome  
Goodbye  
Local RCC Assistance

**QUEUES**  
General: 0  
Spanish: 0

**WHO'S ONLINE**  
Which vols and supes are online

**DEMOGRAPHICS**  
Age:  
Gender: Gender  
Reported to Police  
Sought Additional Assistance

**TOOLS**  
RCC Search  
Research Library  
Scheduler

**Buttons:** END SHIFT, LOG OUT, COPY RESOURCE TO CHAT, TAKE CALL, SAVE, CONTACT SUPERVISOR, SEND, END CHAT.

**E-Client Safety Assessment**

Each time you log into E-Services, you will be asked to do a self-assessment of your level of safety. Please think through each of the questions that follow to help you determine if participating in E-Services is a safe option for you, right now.

If your abuser is in the same location as you right now  
OR  
If your abuser is likely to interrupt you,  
OR  
If your abuser or someone known to your abuser can track your Internet activities from this location,  
E-Services may not be a safe option for you right now.

Q. Based on your situation right now, is it safe for you to use THIS computer for THIS E-session right now?

**Buttons:** Yes, NO

**E-Client Safety Assessment**

Please complete the following additional questions to the best of your ability:

1. Does your abuser use THIS computer?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Don't Know
2. Has there been an escalation in your abuser's behaviour?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Don't Know
3. Has there been any change in your situation since your last E-session that suggests your risk may have increased (i.e. police involvement, increased drug/alcohol use by your partner)?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Don't Know
4. Does your abuser know you are using E-services?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Don't Know
5. Do you have any safety concerns about participating in E-services right now? (i.e. that your abuser would harm you if he knew of your participation in E-services)	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Don't Know

Thank you for completing this safety self-assessment. A copy of your responses is being sent to your E-counselor right now for the two of you to review during your chat.

**Buttons:** Proceed

## Online Advocacy



- Many risks re: "protected conversations", organizational liability, etc.
- Have a policy
- discuss safety & confidentiality risks and alternative options before considering
- Weigh different risks per method (email, discussion software) for one-on-one contact vs group, closed vs. open.

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## Virtual “Speak Out” Safety

- ❑ Talk to survivors about the ways that they use blogs for empowerment and healing
- ❑ Safety plan around identity and online searches
- ❑ Discuss ways that blogs are used to harass or abuse – comments, monitoring without survivors knowledge, etc.
- ❑ Who has access to your story?
- ❑ Online name linked to real identity?
- ❑ Archived by search engines?
- ❑ Who moderates? SafetyNet@nnedv.org

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## Online Forums

“Victims reaching out to other victims”



## Example of Blog Posting

***“It does happen to people like you & me. Trust me, I know. I’m Hanne. I’m a survivor of sexual violence. No Pity. No Shame. No Silence.”***

\*\*\*\*\*

After a dear friend of mine was raped a few weeks ago, I’ve been thinking a lot about sexual violence and how you’re not supposed to talk about it.

This friend of mine who was raped recently isn’t the only person I know who has endured being raped and lived through the aftermath, just the most recent. She isn’t the only person I know who has had to try to figure out how to glue the broken bowl of her life back together after having it shattered by sexual violence, praying that it’ll still hold water when she’s done.

As I have altogether too many times in the past when other friends have become victims of rape or other sex crimes, I have wondered what I can possibly do to make it better. But I also know I can’t take it back or prevent it or even really make it easier. The best thing I can do is come out and let her know that she’s not alone, that there are others of us out there, that she can make it through, because I’m a rape survivor, and we do make it through.

I was thinking in the shower this morning about how many people I know – women, men, transfolks, others – have some sort of sexual violence somewhere in their pasts, wondering how many more people I know have some sort of sexual violence lurking in their future.

I wondered for a moment what it would look like if just for one day, everyone who had survived sexual violence were visible as a survivor, if we could actually see the extent of it, if we could all know just how very not-alone we are. I wondered how angry and sad it would make me to know. I wondered how much power there might be in the truth.

I’m not sure what to do with this, yet. But I do feel like asking myself, and encouraging other people to do to themselves if they feel okay about doing so. This isn’t about telling the story of what happened – just for the record, I don’t generally like to talk about it much and I get uncomfortable with other people’s voyeuristic curiosity about what happened to me, although other people feel differently about telling their stories or being asked questions, and I think people should be free to place their own limits on how and with whom they want to talk details.

This is about being public in regard to something that is normally kept a very big, very dark secret, thus ensuring that we can all pretend that This Sort Of Thing doesn’t happen To People Like You And Me.

It does happen to people like you and me. Trust me, I know.

I’m Hanne. I’m a survivor of sexual violence.  
No Pity. No Shame. No Silence.

## Online Social Networking

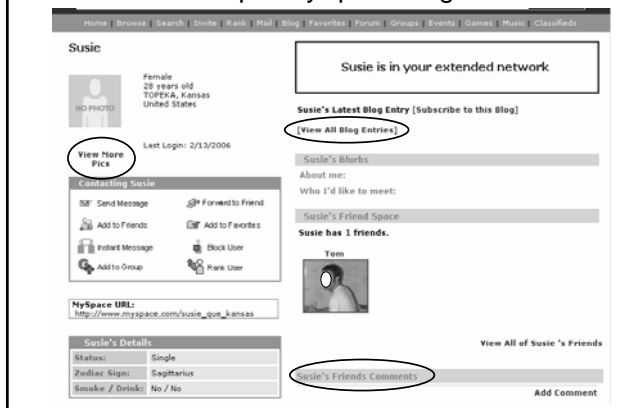
- ❑ Since 2001, online social networking has expanded to over 300 websites, including:
  - Friendster, MySpace, Facebook, LiveJournal
  - Tagged, Tribe.net, Xanga.com, Meetup.com
- ❑ Very popular, huge growth in use.



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## A Sample MySpace Page



## Don't talk to invisible strangers

By Anna Bahney

[http://www.news.com/Content+in+visible+strangers/2105-1047\\_34547933.html](http://www.news.com/Content+in+visible+strangers/2105-1047_34547933.html)

Story last modified Thu Mar 09 06:56:08 PST 2006

Sandi Lester went to a safety meeting last week after daughter's disappearance.

The presentation, given by a police officer, was not about drug use or

Although parents have been cautioned about Internet safety for years, a

MySpace.com for potential victims has sparked a sharp rise in the

Last week alone there were

Florida, Alaska, Kansas, Texas

In such forums, which make it

to examine their children's

social networking sites—MyS

blog entries, music clips and o

And last week, in what prosecutors described as the first federal sex

case involving MySpace, two men—one from New York and one from

Pennsylvania—were charged with assaulting girls of 11 and 14 in

Connecticut. Police say the men met the girls on MySpace.

Chris DeVolve, the chief executive officer of MySpace, said his

company is working to protect users. It has posted safety tips and

has established a hot line for law enforcement.

MySpace, he said, has a staff of 90 dedicated to policing the site for

inappropriate content like nude pictures and users who are under

the minimum membership age of 14.

DeVolve said that members can restrict access to their pages to a

select list of friends, a strategy often recommended in meetings of

parents about Internet safety.

The Justice Department has 45 Internet Crimes Against Children task

forces nationwide. Agents posing as under-age Internet users

produced 600 arrests in 2005, a Justice Department spokeswoman

said.



## What are the Risks?

- ❑ Your friends' friends' friends will be able to see your info and become part of your social circle
- ❑ Personal info posted online is not private—like a billboard on a highway
- ❑ Predators troll online communities to find victims
- ❑ Family, teachers, coworkers, coaches, employers can all access your info

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## SAFETY TIPS



From  
**MySpace & Tagged**



## Be a Savvy User

- ❑ Use code phrases
- ❑ Think 2x before posting personal info
- ❑ If you use your dog's name as a password (which you shouldn't) – don't post your dog's name online!
- ❑ Think before accepting new "friends"
- ❑ Think before posting photos - Adults need to model

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## Data All Over The Web: Abuser Access & Survivor Safety



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## Data All Over the Web

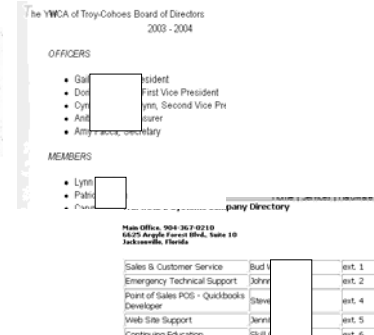
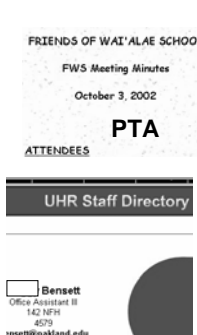
- ❑ Directories & Search Engines
- ❑ Maps & Hybrid data (GIS)
- ❑ Court & Government Sites
- ❑ Individual and Organization Web Pages
- ❑ Information Brokers

Combining networked databases, tracking devices and increasing commerce/services on the web = **CHALLENGES** for survivors

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## Individual & Organization Sites



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## ZabaSearch ~ Free Databases

Births  
Adoptions  
**Courts**  
Marriages  
**Sex offenders**  
Military  
Schools  
**Property**  
Vehicles  
Licenses  
Campaign \$

# ZABASEARCH

**The #1 Free People Search and Public Information Search Engine**

**Free People Search. Enter a Full Name and Click Submit:**

<input type="text" value="All States"/>	<input type="button" value="Submit"/>
---	---------------------------------------

### Free State/County Databases

Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware Florida Georgia	Hawaii Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland	Massachusetts Michigan Minnesota Mississippi Missouri Montana Nebraska Nevada New Hampshire New Jersey	New Mexico New York North Carolina North Dakota Ohio Oklahoma Oregon Pennsylvania Rhode Island South Carolina	South Dakota Tennessee Texas Utah Vermont Virginia Washington West Virginia Wisconsin Wyoming
---	---	---	--	--


### Free National Databases

Additions Associations / Directories Attorneys Auction Birth / Death / Marriage Campaign Contributions Census Cities / Counties	Coast Guard Corporations / Corporations Copyright / Trademark / Patents County Criminal Records Directors Environmental Export Control FCC	FBI Foreclosures / Properties General / Miscellaneous Health / Medical IRS Local Military Missing Most Wanted	GSIS Phone Directories Photographs Postal Previews / List Recalls Schools / Colleges Securities Vehicles
--	--	---	--

### Free Databases by Type

Births Corporations Criminal Records	Deaths Immigration Property	Recorded Documents Sex Offenders Unclaimed Property	Uniform Commercial Code
--	-----------------------------------	---	-------------------------

## Court & Government Sites



# Dallas Central Appraisal District

## Navigation Links

- [About DCAD](#)
- [Search Appraisals](#)
- [By Owner](#)
- [By Account](#)
- [By Address](#)
- [Find Property on Map](#)
- [Personal Property Valuation](#)

## Find Property By Owner

Search By: Owner Name    Account Number    Street Address

Enter at least the first three letters of the last name in the format  
 Last Name (Space) First Name.

Owner Name     Account Type

Search this site for keyword

[Home](#)    [Directions](#)    [Contact Us](#)    [Full Screen](#)

### Choose the court of jurisdiction to perform a search within:

- Common Pleas Civil Name Search**
  - o The Common Pleas Civil name search only displays results from Common Pleas Civil cases.
- ALL Criminal and Traffic Name Search**
  - o The Criminal and Traffic name search includes results from Common Pleas Criminal, Municipal Criminal and Municipal Traffic cases.
- Municipal Civil Name Search**
  - o The Municipal Civil name search only displays results from Municipal Civil cases.
- Comprehensive Name Search**
  - o The Comprehensive Name search displays results from all courts of jurisdiction but DOES NOT display parking tickets.

## Private Sex Offender Registry Websites

# NATIONAL ALERT Registry

Be Aware • Be Alert • Be Safe

ABOUT US    CONTACT US    [HELP](#)



## Does a sexual offender live in your neighborhood?

Free search for sex offenders in your area:

**Registered Sex Offender Search**

Enter Zipcode:

Enter Email:

**Perform Sex Offender Search**

(average search takes less than 5 seconds)



NATIONAL ALERT Registry

You have the right to know.

**PREDATOR REPORT NUMBER LOGIC**

Username:

Password:

**LOGIN NOW**

**SAMPLE REPORT**



**Sample Report Received At:**

Report #	Name	Address	Phone
000001	John J. Smith	1234 Main St Springfield, IL 62761	(217) 555-1234
000002	John J. Smith	1234 Main St Springfield, IL 62761	(217) 555-1234
000003	John J. Smith	1234 Main St Springfield, IL 62761	(217) 555-1234
000004	John J. Smith	1234 Main St Springfield, IL 62761	(217) 555-1234
000005	John J. Smith	1234 Main St Springfield, IL 62761	(217) 555-1234
000006	John J. Smith	1234 Main St Springfield, IL 62761	(217) 555-1234
000007	John J. Smith	1234 Main St Springfield, IL 62761	(217) 555-1234
000008	John J. Smith	1234 Main St Springfield, IL 62761	(217) 555-1234
000009	John J. Smith	1234 Main St Springfield, IL 62761	(217) 555-1234
000010	John J. Smith	1234 Main St Springfield, IL 62761	(217) 555-1234

## Pima AZ Tax Assessor Records

Address <http://www.doi.es/pima-az/az/pdm/pdm/farid/az/Detail.cfm?parcel=102110230>

Read the **Disclaimer** information is **unofficial**. See the **Pima County Assessor's Office** for official assessment information. **Assessor's data on this page is for tax year 2003.**

Mail name and address	Development Services property (pink) address
SMITH J ALLEN JR & SANDRA J TERIS 1535 W CALLE DE MEDA TUCSON AZ 85704-0000	1535 W CALLE DEL MEDA, PC

**Legal description**

ORACLE FOOTHILLS ESTATES NO 6 LOT 39  
(JUDGMENT: 95201530)

**Additional information for this parcel**

- Assessor's Information: See [Taxes for Pima County Assessor's Web Pages](#)
  - Tax Information: Year 2001 | Year 2002 | Year 2003 | Year 2004 | Year 2005
  - Presidential Model Characteristics: Year 2001 | Year 2002 | Year 2003 | Year 2004 | Year 2005
  - Assessor's Record Map
- Research information from the **Pima County Recorder's Office** on **Document Research** for access information **Subdivision FIRM Map**
- Section maps for this parcel in Township 13R, Range 13E, Section 10. See [Township 13R-13E-10](#) **CAQ COWF images**
- Zoom to maps of the parcel's areas:
  - Zoom to this parcel on the main MapGuide map using **AutoLink MapGuide**
  - Zoom to this parcel on the **Orthophoto Map** using **AutoLink MapGuide**
  - MapLink On
  - Yahoo Maps (Owner's mailing zip must match the parcel's zip)

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Pima Tax Records -- Map Links  
to house -- has floor plan

# Geographic Information Systems



your Internet guide to

Geographic Information Systems

About GIS.com

GIS Day

Geography Network

GIS Jump Station

Map Gallery

WHAT IS GIS?

What Is GIS?

How To Use GIS

How To Get GIS Analysis

Why Use GIS?

GIS Touches our Everyday Lives

Related Web Links

TRY GIS FOR YOURSELF

GIS SOFTWARE

DATA FOR YOUR GIS

EDUCATION & TRAINING

ADDITIONAL RESOURCES

Simply put, a GIS combines layers of information about a place to give you a better understanding of that place.

What layers of information you combine depends on your purpose—finding the best location for a new store, analyzing environmental damage, viewing similar crimes in a city to detect a pattern, and so on.



What is GIS?, PDF slide show, (1.89 MB)

Geocaching Matters, PDF white paper from SEER/24x7.net

## Maps: Satellite & Hybrid Data



## Latitude & Longitude of NNEDV



## SE DC ~ Towards NNEDV



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## NNEDV closer



## NNEDV office block



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## Directories & Search Engines

White Pages Reverse Lookup Toll-Free International  
id Telephone number to do your search.

Find a Person or Business by Phone Number

Area Code Required Telephone Number Required  
202 5435566 Find It

Your search is based on: 202 5435566

Results 1 - 1 of 1

Reverse Telephone Listings

National Network To End Domestic Violence The

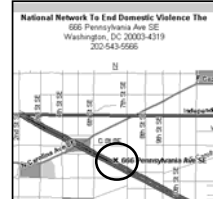
866 Pennsylvania Ave SE

WASHINGTON, DC 20003

Maps & Directions

202-543-5566

people, place  
phone



## *Shrinking Anonymity Access to Databases:*

directories, courts,  
taxes, voter, Jiffy Lube,  
car repair, grocery store,  
video rental, etc.

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## **Social Engineering**

- ❑ Clever manipulation of the natural human tendency to trust
- ❑ Weakest link in security for any system is our willingness to accept someone at his/her word
- ❑ Most common method of gaining access to passwords
- ❑ Limit who has access and knowledge of passwords

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## Pretexting & Data

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## Pretexting

- ❑ A police officer seeking revenge against a former girlfriend hacked into the woman's e-mail account, assumed her identity at an online dating service and contacted 70 men, inviting some of them for rendezvous at the woman's home.
- ❑ The woman discovered the scheme when male strangers began appearing at her house, claiming she had solicited their visits via Match.com.

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## **Information Brokers** *...Beware of Pretexting*

The screenshot shows a website with a header for 'PeopleData' and 'Instant Background Check \$25'. Below this is a search form with fields for 'First Name', 'Last Name', 'Street Address', 'City', and 'State'. A note below the form says 'Check this person: Use current or previous address. Don't know the Address? Click here'. The website also features a 'People Searches...' section with a table of search options:

Current Selection: All Searches	People Searches
Quick Locate Search	Searches Public Records, Telephone Files, Postal Records, Archived Credit Headers
Witness/Victim Locate Search*	Restricted search to locate a witness or victim in a civil or criminal proceeding
Search For Social Security Number*	Locate your Subject's Social Security Number by their name and address
Name Database	This search should be ordered if subject's SSN or previous address is not known. Search with as little as a first name and date of birth
Search For Date of Birth	This search is effective in returning a person's date of birth
Neighbor Identification	Returns current occupant and up to 20 residential neighbors
Current Address From Telephone #	Returns the physical service address of any valid residential telephone number

At the bottom left, there is a logo for 'COURT RECORD RESEARCH, INC.' with the text 'For over 20 years public' and 'Licensed Private Investigators Specializing in Document Retrieval'.

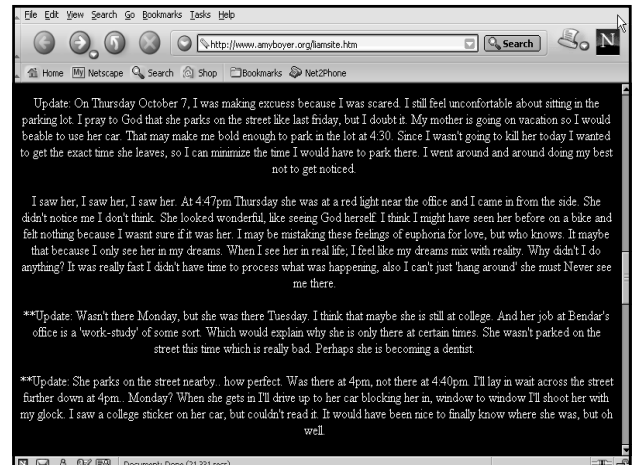
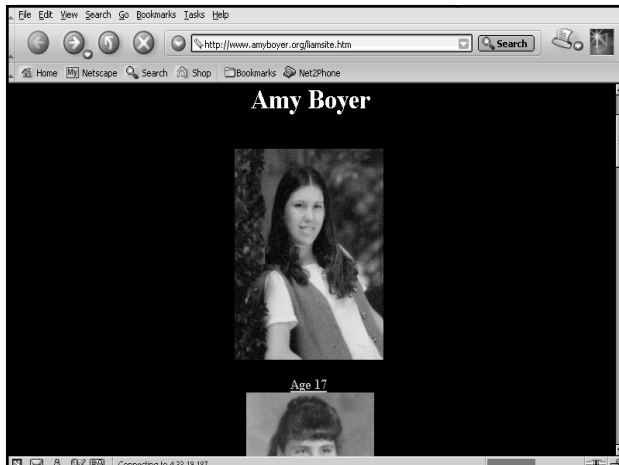
Greetings Infidels, I am Liam Youens



Who am I? Well if i had 20 people buried in my backyard my neighbors would have described me as "Quiet, basically kept to himself".

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## Amy Boyer Case

1. Online broker Docusearch, obtained information @ Amy Boyer with a pretext calls. Sold Amy's SSN & place of employment to stalker.
2. Stalker then found and killed Amy
3. Family sued online broker. NH case established:
  - Gathering personal info. by pretext violates consumer protection laws
  - Investigators/brokers must exercise reasonable care in disclosing 3<sup>rd</sup> party personal info to a client

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## Take Reported High-Tech Stalking Incidents Seriously

- ❑ 54% of **femicide victims** reported stalking to police in the year before they were killed by their stalkers.
- ❑ 46% of **attempted femicide victims** reported stalking to police in the year prior to the attempted murder.
- ❑ Recidivism rates in stalking cases are around 60% -- Even after a criminal or civil justice intervention!

(Stalking and Intimate Partner Femicide, McFarlane et al., 1999) 172

## If Survivor wants to Report Crimes

- time may be limited for some evidence
- Safety Plan (Technology Safety Plan)
- Document & Save (Tips for Victims of High Tech Stalking – Log Sheets)
- Survivor can check cars, test situation, but do not remove or delete evidence

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## Investigation Issues

- Believe the victim even though seems “sci-fi” ☺
- Identify & Work with Technology Crime Unit
- Preserve evidence asap (letter to ISP, digital voice mail, etc)
- Work with victim to document & make sure her/his logs contain appropriate information for investigation
- Explore training resources for High Tech Investigations
- Will the investigation of a tech crime impact other important parts of her/his life? (taking computer)

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## Preserving Evidence - Subpoenas, Search Warrants, Court Orders

- ☐ Seize computer
  - Internet history
  - Bookmarks
- ☐ Credit Card Purchases
  - Pornographic web sites
  - Dating web sites
  - Software purchases
- ☐ Look for unknown accounts
  - Hotmail
  - Yahoo
  - Geocities
- ☐ What else?

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## DOJ/NIJ Recommended Resources:



- ☐ Digital Evidence in the Courtroom: A Guide For Law Enforcement and Prosecutors (Jan. 2007)
- ☐ Investigations Involving the Internet and Computer Networks (Jan. 2007)
- ☐ Forensic Examination of Digital Evidence: A Guide for Law Enforcement (April 2004)
- ☐ Electronic Crime Scene Investigation: A Guide for First Responders (July 2001)

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## Victim-centered processes Survivor-led safety planning

- If reported, is victim ready for media coverage? Will it impact a survivor's safety and ability to assist in a prosecution or perpetrator accountability steps?
- Will investigating a cybercrime impact important parts of her life? (e.g. taking survivor's computer)
- Work with the survivor to identify what will best hold perpetrator accountable without further victimizing, endangering, or negatively impacting her/him
- SAFETY SAFETY SAFETY

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## Data Safety Concepts



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## Challenges of Digital Data

- ☐ Note: Internal paper use is almost equal to **SECURE** internal computer use of data
- ☐ Combined Data – too much info in 1 place
- ☐ Exported or Shared Data – lose control
- ☐ The more data that is collected, shared, & combined, the higher the risk for victims

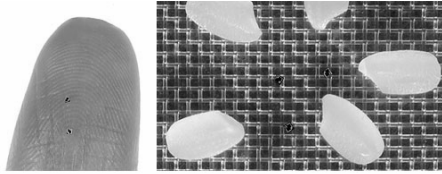
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Between Feb 2005 and June 2006, over 84 million Americans have had their personal info compromised

<b>Medicare Beneficiary Data Left in Hotel</b> <small>By KEVIN FREKING The Associated Press Friday, June 2, 2006, 11:28 PM</small> WASHINGTON -- Social Security numbers and other personal information for nearly 17,000 Medicare beneficiaries could have been compromised when an insurance company employee called up the data through a hotel computer and then failed to delete the file.	<b>Internet security takes a hit</b> <small>Report says computer-code experts concerned after flaw discovered in popular encryption technique. March 15, 2006, 7:13 am EST</small> <b>LexisNexis data breach far worse than reported</b> <small>By Thomas C. Greene in Washington Published Wednesday, 15th April 2006 10:37</small>
<b>Hackers Breach LexisNexis, Snatch Consumer Data</b> <small>News Story by Paul Roberts MARCH 14, 2006</small> Sensitive information on nearly a quarter million people was exposed	<b>Business</b> June 6, 2006 <b>Veterans Seek Billions in Data Breach Suit</b>
<b>Stolen laptops contain medical info on 185,000 patients</b> <small>By Paul Roberts ABC News Service, 060605</small> POSTED: 9:34 am PST February 25, 2005 UPDATED: 9:13 am PST February 26, 2005	<b>Outrage Growing Over ChoicePoint Security Failure</b> <b>Boston College reveals alumni data breach</b> <small>National Security Concerns Raised</small>
<b>Confidential HIV List Of Names Sent To 800 People</b> <small>Feb 21, 2005</small> A list containing the names and addresses of 6,500 people has been emailed to 800 people in West Palm Beach, Florida. The highly confidential list was accidentally attached to an e-mail sent to department statisticians John W. Nolan, the Palm Beach Post.	<b>Data Theft Affected Most in Military</b> <small>Washington Post Staff Writers Wednesday, June 7, 2006, Page A01</small> <b>IRS Laptop Lost With Data on 291 People</b> <small>By Christopher Lee Washington Post Staff Writer Thursday, June 8, 2006, A04</small>
<b>IM Security Threats Jump Dramatically</b> <small>By Ed Oswald, DataNews April 5, 2005, 1:42 PM</small>	<b>Data Losses May Spur Lawsuits</b> <small>June 8, 2006</small>

## RFID Credit Cards & Toll Passes Radio Frequency Identification



A New RFID with Embedded Antenna  $\mu$ -Chip

**RFID** is an automatic data capture technology that uses tiny tracking chips affixed to products

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## Why Confidentiality, Privacy, Data Safety?

- ☐ Victims won't come to our doors
- ☐ Info could get to Perpetrators, Community, etc
- ☐ Inappropriate info could end up in wrong place
- ☐ Info in records could get into hands of abuser's attorney...
- ☐ FOIA, Discovery, Liability, etc

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## Information is Power: Theory & Practice

- ☐ Core Value of Confidentiality
- ☐ We all choose who we're willing to tell what – it's normal & important
- ☐ We don't need to know everything to do good work and help victims
- ☐ As a survivor, it's my personal information, I hold the power of my own info

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## Information is Power: Theory & Practice

- ☐ We want to increase her/his access to advocacy, justice, & services
- ☐ We want to save ourselves work ☺
- ☐ Sharing data has some benefits, but MANY risks
- ☐ Sensitive & privileged info must be protected

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## Things to Ponder

- ☐ Victims can also be defendants – protecting their location information can save lives
- ☐ Perpetrators can work in the system
- ☐ Hackers are adept at getting into systems
- ☐ 70% to 90% of security breaches are Internal
  - 1 study: 81% of security breaches originated internally, another 13% percent came from ex-employees, 6% from external hackers

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## *Data Terms*

Personally Identifying  
Client Level  
Aggregate  
Informed Consent

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Informed Consent: Just some elements required	
 <div> <div>Office for Human Research Protections</div> <div>U.S. Department of Health and Human Services</div> </div>	
The expected duration of the subject's participation	
An explanation of whom to contact for answers to pertinent questions about the research and research subjects' rights, and whom to contact in the event of a research-related injury to the subject	
A statement that participation is voluntary, refusal to participate will involve no penalty or loss of benefits to which the subject is otherwise entitled, and the subject may discontinue participation at any time without penalty or loss of benefits, to which the subject is otherwise entitled	
A description of any reasonably foreseeable risks or discomforts to subject	
A statement describing the extent, if any, to which confidentiality of records identifying the subject will be maintained	

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## Victim Data Analysis

1. Why: Purpose of Collection/Sharing
2. Who has Authorized Access
3. What is the Content of the Record
4. Where is the location of the Data
5. How Long will the info be stored?
6. How Secure is the Data
7. Who else wants the info (Function Creep)

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## Data, Stats & Security



- ☐ NO confidential client names on any computer connected to the internet
- ☐ Store any confidential info on a separate computer in a locked space, or use a removable hard drive to lock away data
- ☐ Install a software Firewall (even a free one)
- ☐ Keep your Antivirus software up to date
- ☐ NEVER open attachments from unknown sources

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## PRIVACY

**Includes a survivor's right to own her/his stories...**

- ✓ impacts safety & healing
- ✓ influences quality of life
- ✓ chances of revictimization

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## Data Collection

### PRIVACY POLICIES

- ☐ Have them!
- ☐ Develop privacy & technology policies  
OR add tech issues to existing policies
- ☐ Include who has access to what, when purged/deleted, security, etc



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Use Technology  
& Data  
Practices that  
Support & Create  
Safety

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## **Incorporating Your New Tech Awareness Next Steps: Key Questions to Consider**

1. How can you share this information within your organization?
2. Who else do you need to bring into the conversation?
3. What will be easier to implement?
4. What will be more difficult to implement?
5. How does FJC co-location make it easier to implement, or harder?

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This contact information is intended for advocates and allies.  
The project does not have staffing and coverage to take  
calls directing from victims/survivors. Advocates are  
encouraged to contact the Safety Net Tech Team about  
individual victims by phone or email for assistance  
(identifying details about the victim are not needed)

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