

## Staying safe on Facebook

Facebook is the world's most popular social networking site, with more than 2 billion users worldwide. There are around 15 million Australian users, with around 3.1 million aged over 55 enjoying the benefits it has to offer, including:

- staying connected with friends and family, especially while they are travelling
- reconnecting with people you may have lost touch with.
- sharing photos and videos
- joining groups with a common interest.

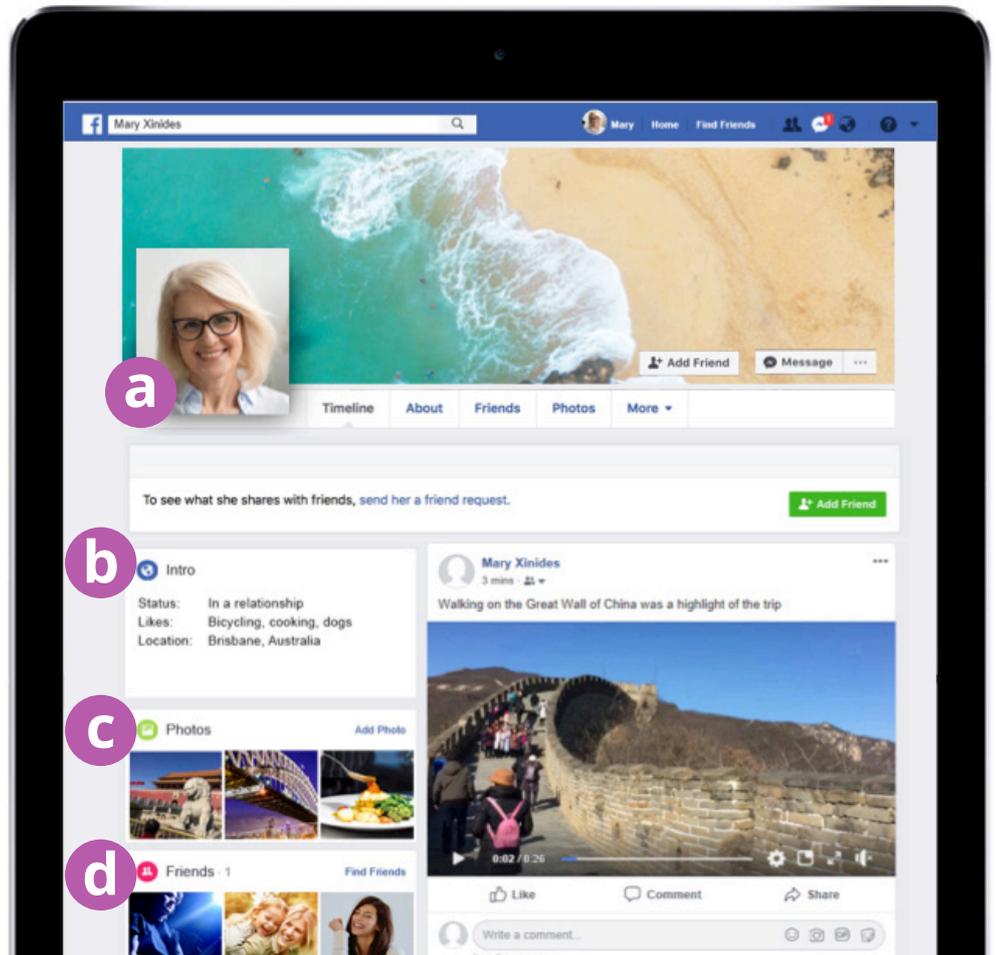
When used with proper care, Facebook can be an enjoyable source of entertainment and a great way to connect.



### What Facebook looks like

Your Facebook Timeline page is a collection of personal photos and experiences that tell your story.

It includes your Profile photo (a), Profile information (b), Photos (c) and Friends list (d).

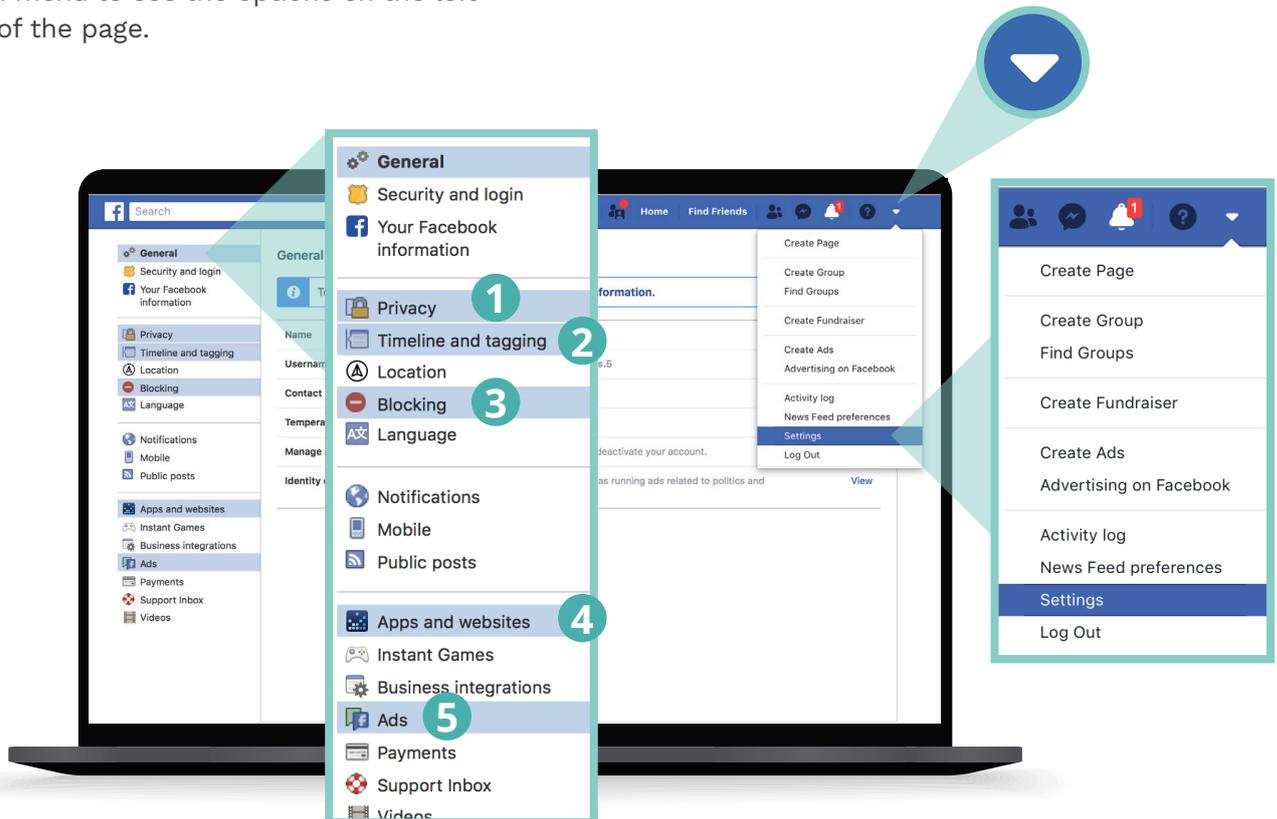


## Taking control of Facebook's privacy settings

You can control who can see the messages and photos posted on your Facebook page by adjusting your privacy settings. On a laptop computer, choose the upside-down arrow on the top right of any Facebook page (▼) and select Settings from the drop-down menu to see the options on the left-hand side of the page.

Look out for the green numbers in this ebooklet.

They will help you find the settings that manage your Facebook privacy.



### I want to decide who sees my posts

- 1 **Settings > Privacy > Who can see your future posts**

You should set this to Friends, rather than Public, or choose a setting that lets only selected friends see your post.

You can also decide who can see what you type or add as a photo or video when you create a post. Just choose Friends, then select an option from the menu.

### I want to control who contacts me

- 1 **Settings > Privacy > How people can find and contact you**

Choose who can send you friend requests (such as Everyone or just Friends of Friends) and who can see your Friends list. You can also limit who can search for you using your phone number or email address.

## I don't want my name to appear on photos and messages posted by others

### 2 Settings > Timeline and Tagging

Choose who can post on your Timeline, who can see what others post on your Timeline and who can see posts you are tagged in. You can also review posts that tag you before they appear on your Timeline.

## I want to control who contacts me

### 4 Settings > Apps and Websites

Stop Facebook from sharing your information with other websites, such as your age, gender and friends list. This will prevent other sites using the information to send you advertising.

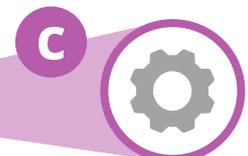
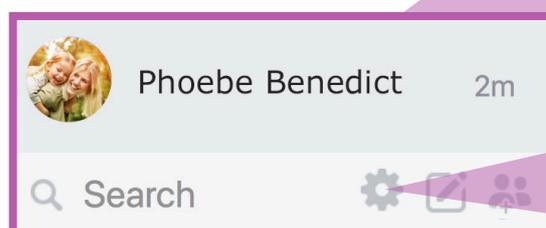
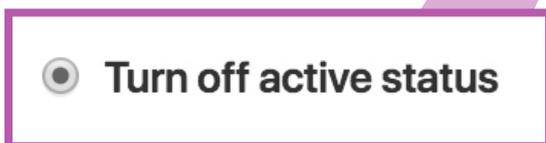
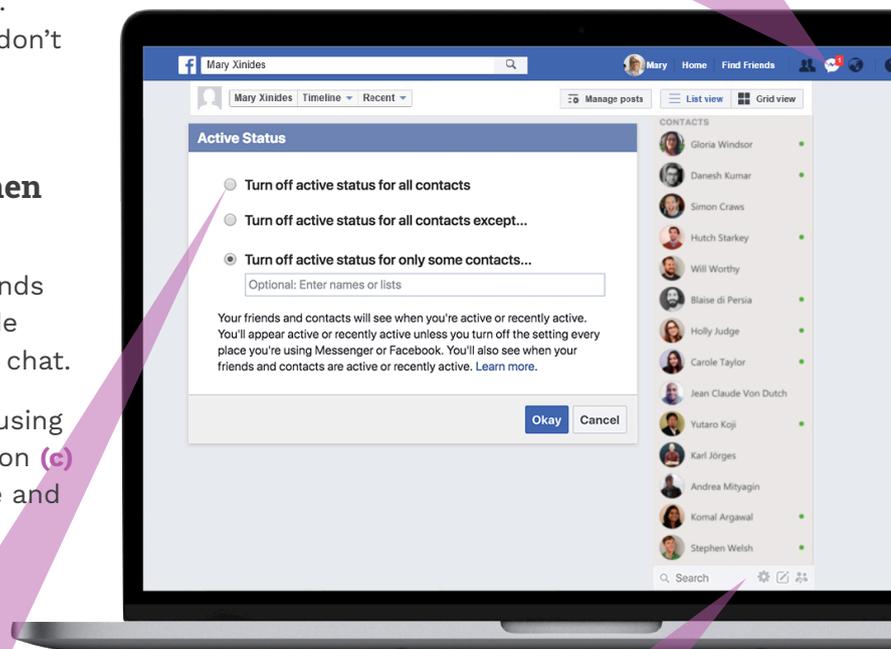
## I'd like to make my conversations private

Facebook Messenger (a) lets you send private messages to individual friends or small groups. Messenger works like email, so conversations don't appear in your Timeline for others to see.

## I don't always want people to 'see' me when I'm using Facebook

The Chat bar (b) lets you see a list of your friends currently using Facebook. A green dot alongside their name lets you know they are available to chat.

If you don't want people to see when you are using Facebook, click on the gear-shaped settings icon (c) in the Chat bar at the bottom right of the page and choose Turn Off Active Status (d).



## Look out for 'lonely hearts' scams on Facebook

Scammers create fake Facebook accounts with stolen pictures and may pose as lonely, widowed or divorced people looking for companionship. They normally make contact via a private Facebook message or through games you can access via Facebook, like Words with Friends. They will try to gain your trust over weeks or months before making up a story about their financial problems.



### What to look out for

Be suspicious of people who express their affections for you very quickly and then imply they need financial help, or people who say financial problems are stopping them from meeting you. Be alert to inconsistencies in their stories.

### Other Facebook scams

#### The lottery scam

Messages claiming you've won the lottery and to receive your winnings you need to pay a small fee. You may also be asked to provide personal information such as your bank account details and physical address.

Remember, legitimate sweepstakes will never ask you to pay an upfront fee in order to receive your winnings, and you can't win a lottery or prize unless you've entered the draw.

#### Fake emergency scam

Messages claiming to be from family or friends on Facebook saying they're stuck overseas or are in an emergency, and need you to transfer money. Do your research before you send any money.

### What you can do

- Be careful about trusting people who strike up a friendship or romance and then start mentioning money problems.
- Use Google Images ([images.google.com](https://images.google.com)) to check whether their photos have been stolen from elsewhere.
- Check their Facebook page for comments or likes on their posts. If they don't have many, their Friends list may be fake.
- Don't transfer money or give your bank or credit card details to somebody you have not met in person.

### I think I've been scammed. What do I do?

- If you have lost money, contact your bank immediately to see whether any payments can be stopped or reversed.
- Report to the Australian Competition and Consumer Commission at [scamwatch.gov.au/report-a-scam](https://scamwatch.gov.au/report-a-scam)
- Change your online passwords if you think your online accounts have been exposed to people who should not have access.

Support services are available if you would like to talk to somebody about being scammed.

**Lifeline:** 13 11 44

**Beyondblue:** 1300 22 4636

**MensLine:** 1300 78 99 78

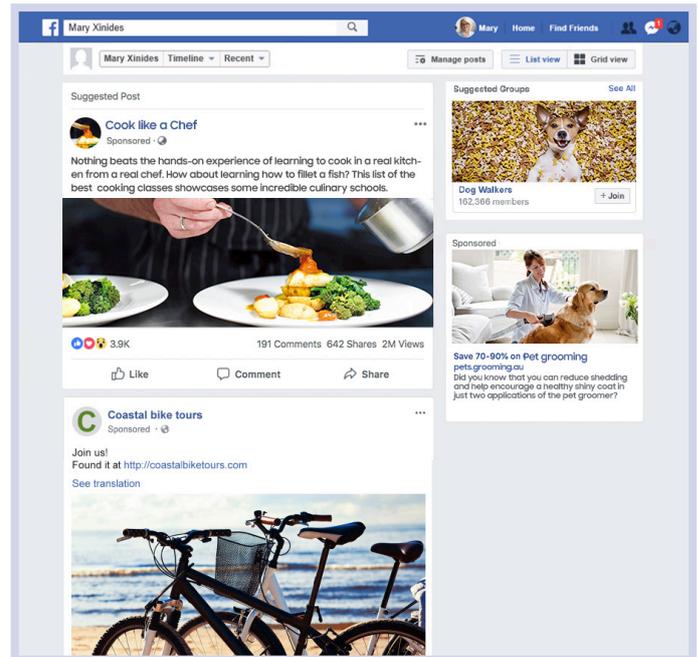
## Facebook advertising

Facebook shows you advertisements for things that your usage pattern shows you are interested in, and it's easy to mistake one of the ads for a post from someone you know. A Facebook ad will have Sponsored, Suggested or Advertisement in the top left corner.

### How does Facebook try to tailor ads?

The ads you see are based on information Facebook learns about you. It learns about what might interest you from:

- your profile, which includes your age, gender and location (including where you connect to the internet)
- things you have liked, shared or commented on in Facebook
- websites you have visited
- searches you have made using Google or another search engine - for example, if you have searched for health cover in Google, an ad from a health care provider may appear in Facebook.



### Taking control of the ads you see

#### 5 Settings > Ads > Your Ad Preferences

There is a range of options in the Ad preferences menu for controlling what you see. You can:

- delete topics of interest
- delete advertisers you have interacted with
- control which information advertisers can access about you
- stop advertisers from following your online activities when you are not on Facebook.

### Facebook safety tips

Don't publicly post personal details such as your home or work address, telephone number, email address and financial details.

Don't feel obliged to accept every friend request you receive. You can simply choose to ignore it.

#### 3 Settings > Blocking

You can use the Blocking setting to stop people from contacting you or to stop seeing their posts. They won't know that you have blocked them.