Cyber Crime & Staying Safe Online

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Our Purpose:
To keep people safe and protect our communities

www.wiltshire.police.uk

What is cyber crime?

What this presentation is about:

- An understanding of what cyber crime is
- Examples of cyber crimes
- What you can do to reduce the risk of becoming a cyber crime victim

What is cyber crime?

It is a crime that has some kind of computer or ‘on-line’ aspect to it.

Examples of cyber crimes

Phishing Emails
Containing links and attachments

- Phishing emails are attempts by scammers to trick you into giving over your **personal information** such as your bank account login details, passwords, credit card numbers.
- **Junk/Spam folder**
- Create a **separate email address**.

Examples of cyber crimes

Ransomware

Encrypting data requiring a ransom

- A form of malware that enables cyber criminals to remotely lock down files on a computer or other connected device.
- Means you cannot access the locked files on the computer making it unusable.
- Once files are locked the criminal will make contact with the victim and offer to unlock them for a fee, the ‘ransom’
- Payment is usually requested via a route which is difficult to trace such as Bitcoin.

Examples of cyber crimes

Computer Software Service Scams

Someone telling you there is a problem with your device

- Displayed via a pop up window or receiving a phone call. The window will display a message that your computer is infected with some type of virus and will give a helpline number to call.
- Once you call the number the scammer will ask for remote access to you computer and guide you through how to do this. Will then normally install some free software and then request a payment.
- Fraudsters often use the names of well-known companies to commit their crime, as it makes their communication with you seem more legitimate. This is why it's important to think twice before giving out any personal information
- The most common once at the moment is scammers pretending to be from Microsoft.

How can you protect yourself?

10 steps of cyber prevention

10 steps of cyber prevention

- Choose, use and protect your **passwords** carefully, and use a different one for every online account in case one or more get hacked.
- Look after your **mobile devices** . Don't leave them unattended in public places, and protect them with a PIN or passcode.
- Ensure you always have **internet security software** loaded on computers and a similar app on your mobile devices, and that this is kept updated and switched on. Remember that smartphones and tablets can get compromised as much as computers
- You mustn't assume that **Wi-Fi hotspots** in places like cafes, bars and hotel rooms are secure, so never use them when you're doing anything confidential online. Instead, use 3G or 4G or if it's for work, a VPN (virtual private network).
- Never reveal **too much personal or financial information** in emails, on social networking and dating sites and in person. You never know who might see it, or use it

10 steps of cyber prevention

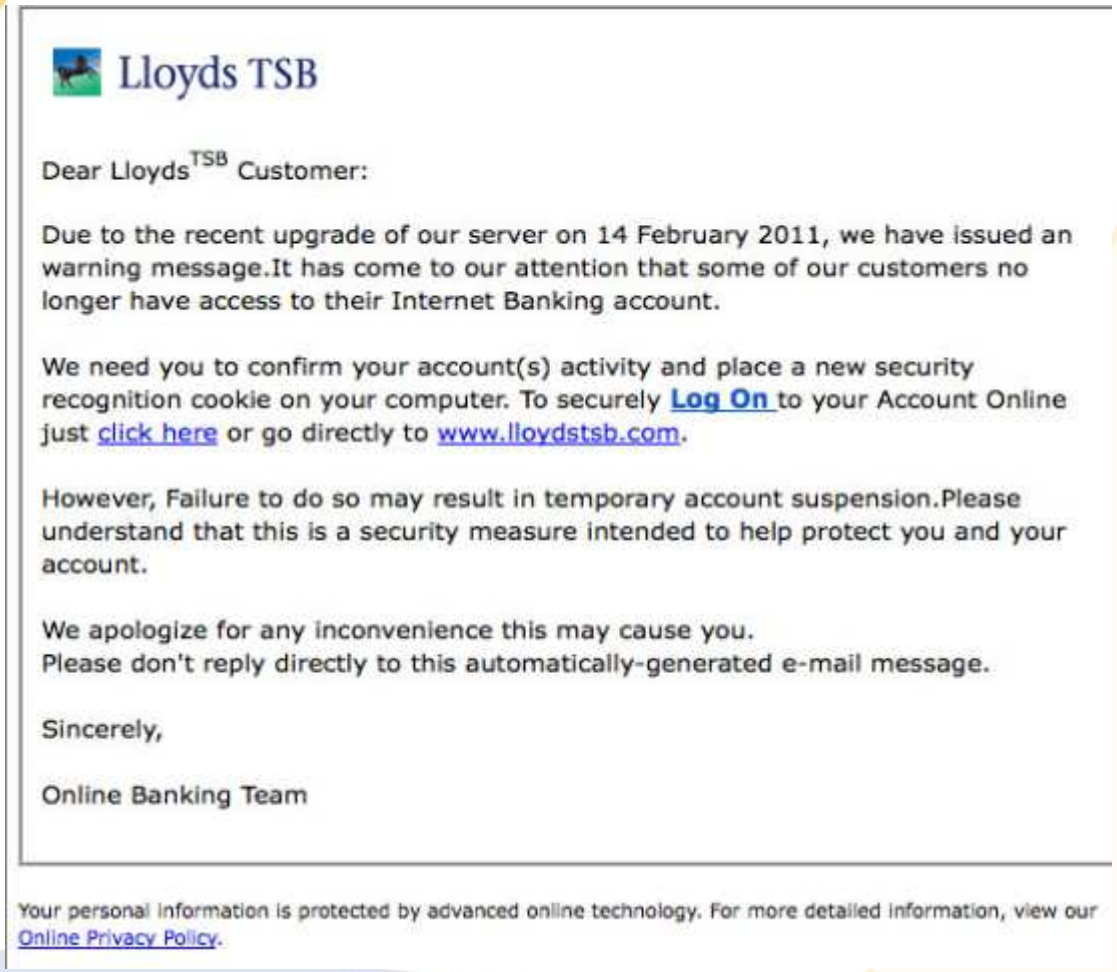
- Always consider that online or on the phone, **people aren't always who they claim to be**. Fake emails and phone calls are a favourite way for fraudsters to approach their victims

- **Don't click on links in emails** , posts, tweets of texts – and **don't open attachments** – if the source isn't 100% known and trustworthy, or it seems strange that you'd be receiving them.

- Never pay for anything by **direct bank transfer** – including goods, services, tickets, travel and holidays – unless it's to someone you know personally and is reputable

- Take your time and **think twice** , because everything may not be as it seems

- Remember that if something seems too good to be true, it probably is



Lloyds TSB

Dear Lloyds[TSB] Customer:

Due to the recent upgrade of our server on 14 February 2011, we have issued an warning message.It has come to our attention that some of our customers no longer have access to their Internet Banking account.

We need you to confirm your account(s) activity and place a new security recognition cookie on your computer. To securely **Log On** to your Account Online just click here or go directly to www.lloydstsb.com.

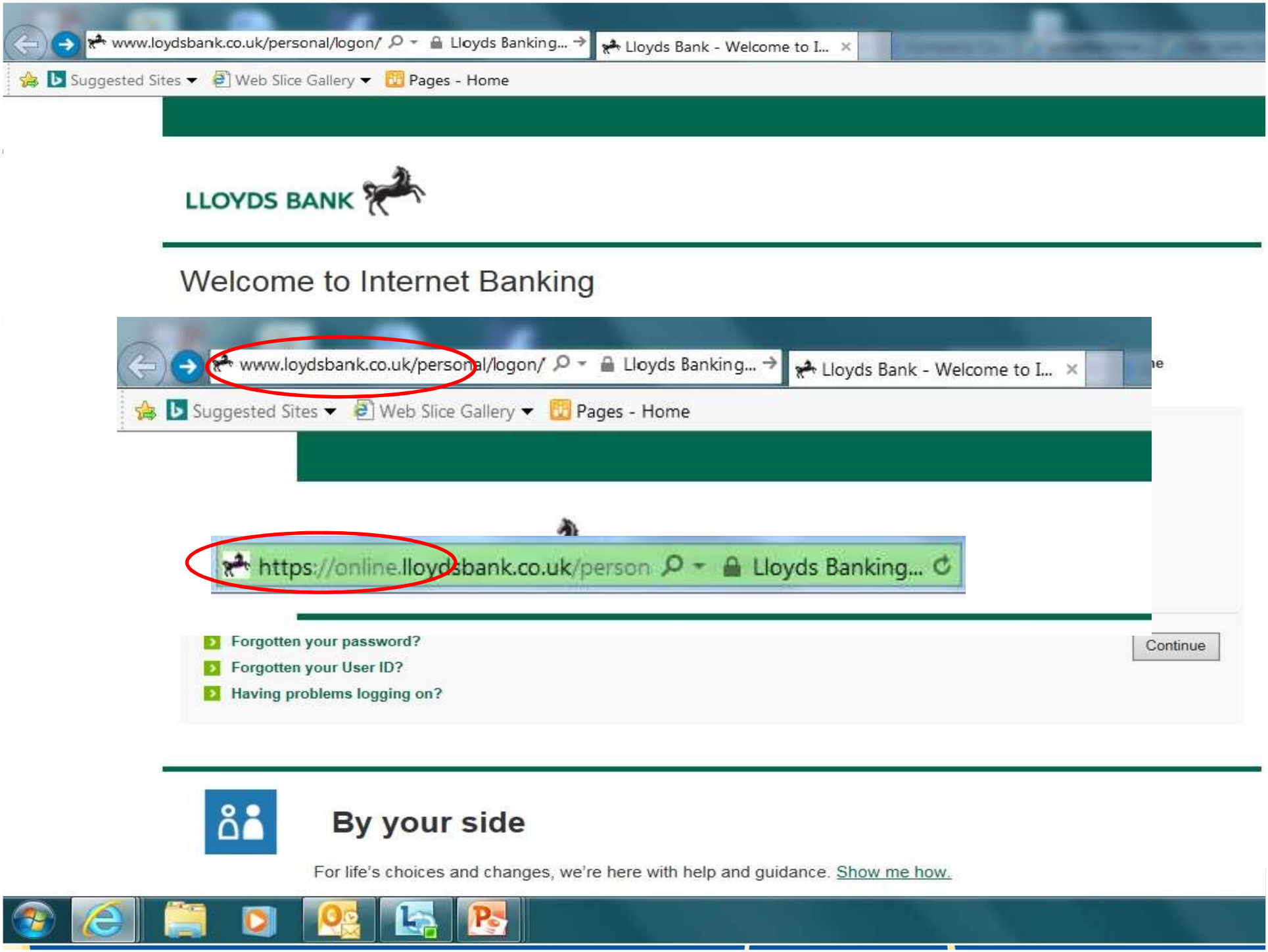
However, Failure to do so may result in temporary account suspension.Please understand that this is a security measure intended to help protect you and your account.

We apologize for any inconvenience this may cause you.
Please don't reply directly to this automatically-generated e-mail message.

Sincerely,

Online Banking Team

Your personal information is protected by advanced online technology. For more detailed information, view our Online Privacy Policy.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Lloyds Banking...
Forgotten your password?
Forgotten your User ID?
Having problems logging on?
Continue
By your side
For life's choices and changes, we're here with help and guidance. Show me how.

Protection against ransomware

- **Backups** – backup all your important data to a storage device that won't be left connected to your computer.

- **Updates** – Install the latest software and app updates on all your devices. These will often contain important security upgrades which protect your device.

- **Anti-Virus** – Install anti-virus software on all you devices and configure it to automatically update. Run complete scans of your system to check for any infections.

Protection against Computer Software Service Scams

- Don’t call numbers from pop up messages.
- Never allow remote access to your computer.
- Always be wary of unsolicited calls, if you’re unsure of the caller’s identity, hang up. Computer firms do not make unsolicited phone calls to help you fix your computer
- Never divulge passwords or pin numbers.

Passwords

Simple passwords are hackable in minutes!

- Think '**paraphrase**' rather than password – that are unrelated
- To create a strong password, simply choose 3 or more random words, numbers, symbols and combinations of upper and lower case letters
- Enable Two factor authentication

YellowchicKen18cookieS.

Passwords

- Don’t use the following as passwords:
  - Your username, actual name, business name
  - Family members or pets names
  - Your or family birthdays
  - Favourite football, F1 team or any sports team
  - The word ‘Password’
  - Numerical sequence

- Jimmy Kimmel password video

Internet Safety

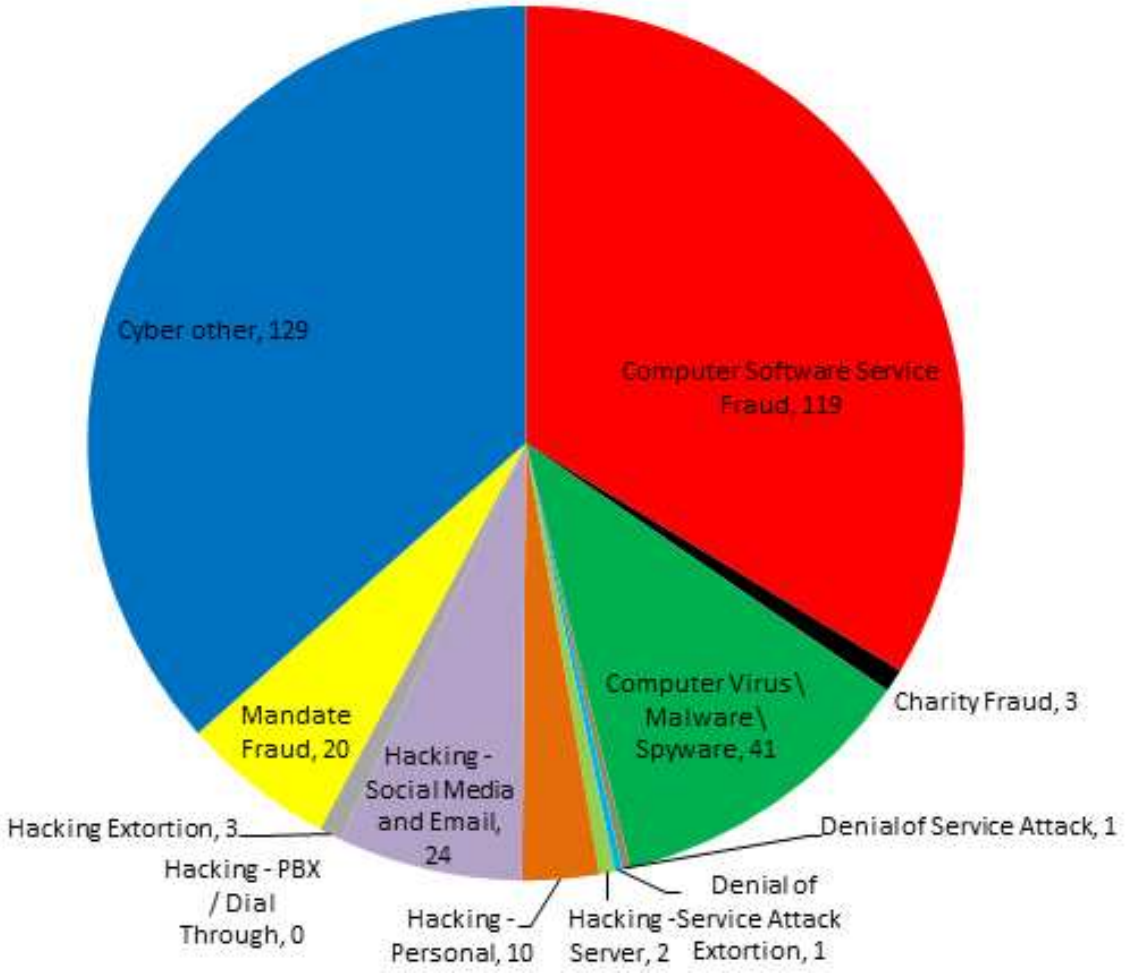
- Public WIFI – don't assume WIFI hotspots in places like cafes, bars, hotel rooms are secure, so never use them when you're doing anything confidential online. Use 3G/4G instead.

- Remote access – Never let anyone you don't know remote access your computer.

- Personal information on social media

Cyber Crime in Wiltshire

January – March 2017



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Cyber Crime in Wiltshire

January – March 2017

- A total of 354 reported cases of cyber crime across Wiltshire in the first 3 months of this year.
- These cyber crimes generated a total loss of….

£1,409,605

Cyber Crime in Wiltshire

Questions?