



**Epsom
& Ewell**
High School

a specialist language college

Facebook – Information for Schools, Parents / Carers and Users

Introduction - What is Facebook?

www.facebook.com

Facebook is a popular social networking site which has been running for 6 years. It is a US-based company with over 450 million registered users - 20 million of whom are in the UK.

Facebook is only for users aged over 13; however, it is very easy for young people (or indeed adults) to enter an incorrect date of birth or false information to open an account. It is essential that if children aged under 13 are using Facebook that they are aware of how to protect their information, how to report abuse or inappropriate content and that their parents / carers know they are online.

Useful ideas:

- Keep all online profiles set to Private (friends only)
- Do not share any personal information online eg school, full name, contact details etc
- Think very carefully about photos and comments shared online – once it's been posted you can't remove it and remember that anyone could see it (would you say it in person or show it to your parents? If not then don't put it online)
- Use an internet nickname rather than your full name; why not use a cartoon picture for your profile picture?
- Never post pictures in school uniform
- Make sure you only use Facebook to speak to people you know in the real world
- Never arrange to meet someone you've met on Facebook without making it safe by taking a grown up with you
- If someone says something on Facebook that makes you feel scared, worried or uncomfortable then make sure you report it to Facebook and/or the Child Exploitation and Online Protection Centre (CEOP) at www.thinkuknow.co.uk
- Why not have a "family" Facebook to use safely together to role model positive online behaviour?
- Visit www.thinkuknow.co.uk for more information on how to keep safe online.

If children are using the site in an abusive way (eg to cyberbully etc) then it is essential that they are reported and removed from Facebook. Evidence of cyberbullying should be kept (eg messages, screen prints etc) to help ensure that the sanctions can be implemented. Advice on how to deal with cyberbullies is given below.

As Facebook is blocked in the school, the rest of the information in this document has been copied from Facebook to help inform schools, parents / carers and students about actions they can take about people on Facebook or incidents of cyberbullying.

Facebook Help: www.facebook.com/help/

Facebook privacy settings: www.facebook.com/privacy/explanation.php

<http://www.facebook.com/help/?page=843#!/help.php?page=937>

What happens if my child has set up an account and he / she is under 13?

Facebook requires its users to be at least 13 years old before they can create an account. Providing false information to create an account is a violation of our Statement of Rights and Responsibilities. Applicable laws may give parents the right to access personal information their child has provided before Facebook follows its policy of promptly deleting such accounts. If you are aware of your underage child having an account on Facebook, you can show them how to delete their account by having them log into their profile and following this link:

https://ssl.facebook.com/help/contact.php?show_form=delete_account

If you would like to report an underage user (under 13 years of age), please do so here:

http://www.facebook.com/help/?search=child%20on%20facebook#/help/contact.php?show_form=underage

We will promptly delete the account of any underage user that is reported to us through this form.

Alternatively, you can submit a request to Facebook here:

http://www.facebook.com/help/contact.php?show_form=coppa

Please be aware that you will be required to submit a notarised statement declaring your rights as a parent or guardian immediately upon using this form.

How can I help my child use Facebook safely?

The best thing to do is to talk to your children and teach them about Internet safety. Remind them to:

- Never share their password with anyone
- Understand their privacy settings
- Report people who violate our Statement of Rights and Responsibilities
- Block anyone who might be sending unwanted content.

Facebook and cyberbullying

www.facebook.com/help/?page=843#!/help/?faq=16390

We want Facebook to remain an environment where people can connect and share comfortably. Cyberbullying is defined as the use of any new technology to harass or intimidate someone and is considered to be abusive behaviour from minor to minor, while cyberharassment typically involves adults. There are steps you can take to prevent this kind of behaviour if it occurs:

Accept friend requests safely

In order to prevent harassment from strangers, be careful to accept friend requests only from people you know in real life. Also, remember to report any messages or profiles that look suspicious. Facebook is based on a real-name culture, and fake profiles are regularly disabled when they're reported to us. Please also keep in mind that only confirmed friends can post to your Wall or contact you via Facebook Chat, so if you're worried that someone will make inappropriate posts or send offensive messages, just ignore that person's friend request.

Use the "Block" feature to stop abusive behaviour

A block prevents specific people from viewing your profile. When you block people, any ties you currently have with them will be broken, and these people won't be able to contact you through Facebook. If you receive inappropriate or abusive communication, you can block the person by listing his or her name in the "Block People" box at the bottom of your Privacy Settings page. You can visit this page at any time by hovering your mouse over the "Settings" link at the top of any Facebook page and selecting the "Privacy Settings" option from the drop-down menu that appears.

Report abusive behaviour directly to Facebook

The most efficient way to report abuse is to do it in the same place it occurs on Facebook. For example, if you receive a harassing message in your Inbox, you can report the message by clicking on the "Report" link next to the sender's name as you are reading the message. If you receive a harassing message from a person who is a Facebook friend of yours, you should remove the person as a friend and report the message. Reporting the message as harassing will automatically add this person to your Block list. You can also use the "Report/Block person" link that appears at the bottom of the abusive user's profile. If you learn that someone is continuing to make abusive comments about you even after you've blocked them, you can ask a friend to report that person on your behalf. Reports are confidential and the user being reported does not know that they have been reported. After a report is submitted, we will investigate the issue and make a determination as to whether or not the content should remain based on our Terms of Use. A Facebook administrator looks into each report thoroughly in order to decide the appropriate course of action.

Restrict privacy settings

To restrict the amount of information that potential bullies may have access to, customise your privacy settings so that certain people can't access information like your Wall, photos, or profile. You can also change your privacy settings if you are uncomfortable being found in searches or having your profile viewed publicly. Privacy on Facebook is controlled primarily from the Privacy Settings page. You can visit this page at any time by hovering your mouse over the "Settings" link at the top of any page of Facebook and selecting the "Privacy Settings" option from the drop-down menu that appears.

Respond to abusers in the right way

Cyber bullies often seek a reaction from the people they harass. When they fail to get one, they often give up gradually. Rather than responding to a bully via Inbox, a Wall post, or

Facebook Chat, you can delete offensive posts from your Wall or messages from your Inbox and then use the "Block" or "Report" functions to resolve the issue safely. To delete an offensive Wall post, hover over the post in question, click the "Remove" button that appears, and select "Delete" in the dialogue box. To delete a message from Inbox, simply click the "Delete" button at the top of the message. Only confirmed friends can post to your Wall or send you a message through Chat. If you are receiving posts and Chat messages you don't like, you should consider removing the sender from your friends list.

If you don't have a Facebook account then you can report abusive content here:

http://www.facebook.com/help/contact.php?show_form=report_tos_violation

Reporting a fake or impostor profile

You can report a profile that violates Facebook's Statement of Rights and Responsibilities by clicking the "Report/Block this Person" link in the left column of the profile, selecting "Fake profile" as the reason, and adding the appropriate information. The following categories of profiles are prohibited on the site:

- Profiles that impersonate you or someone else
- Profiles that use your photos
- Profiles that list a fake name
- Profiles that do not represent a real person
- Profiles that have been hacked.

Be sure to choose the correct report type to help us verify the information. Facebook reviews every report we receive in order to determine whether or not the content violates our Statement of Rights and Responsibilities, and will take appropriate action. Rest assured that these reports will be kept confidential.

Facebook terms and conditions

www.facebook.com/terms.php?ref=pf

It is useful to refer to these terms when reporting abuse or underage users to Facebook, as if you can demonstrate that something breaches their terms and conditions then Facebook usually removes the content immediately.

Safety

We do our best to keep Facebook safe, but we cannot guarantee it. We need your help to do that, which includes the following commitments:

1. You will not send or otherwise post unauthorised commercial communications (such as spam) on Facebook
2. You will not collect users' content or information, or otherwise access Facebook, using automated means (such as harvesting bots, robots, spiders, or scrapers) without our permission
3. You will not engage in unlawful multi-level marketing, such as a pyramid scheme, on Facebook
4. You will not upload viruses or other malicious codes

5. You will not solicit login information or access an account belonging to someone else
6. You will not bully, intimidate, or harass any user
7. You will not post content that is hateful, threatening, pornographic, or that contains nudity or graphic or gratuitous violence
8. You will not develop or operate a third party application containing, or advertise or otherwise market, alcohol-related or other mature content without appropriate age-based restrictions
9. You will not offer any contest, giveaway, or sweepstakes ("promotion") on Facebook without our prior written consent. If we consent, you take full responsibility for the promotion, and will follow our Promotions Guidelines and all applicable laws
10. You will not use Facebook to do anything unlawful, misleading, malicious, or discriminatory
11. You will not do anything that could disable, overburden, or impair the proper working of Facebook, such as a denial of service attack
12. You will not facilitate or encourage any violations of this Statement.

Registration and account security

Facebook users provide their real names and information and we need your help to keep it that way. Here are some commitments you make to us relating to registering and maintaining the security of your account:

1. You will not provide any false personal information on Facebook, or create an account for anyone other than yourself without permission
2. You will not use your personal profile for your own commercial gain (such as selling your status update to an advertiser)
3. You will not use Facebook if you are under 13
4. You will not use Facebook if you are a convicted sex offender
5. You will keep your contact information accurate and up-to-date
6. You will not share your password, let anyone else access your account, or do anything else that might jeopardise the security of your account
7. You will not transfer your account to anyone without first getting our written permission
8. If you select a username for your account we reserve the right to remove or reclaim it if we believe it to be appropriate (such as when a trademark owner complains about a username that does not closely relate to a user's actual name).