**1.5 I can identify and respond to inappropriate content and behaviour**

I can identify inappropriate content and behaviour, other than in a clear sense from a third party, by checking for things such as where it has come from, or whether I was expecting it. If it appears genuine then I would still exercise caution before providing it with information or clicking a link in the case of a spam email message. In relation to responding spam emails, many organisations have processes in place for alerting them to spam issues. In the case of HMRC for example they have an email address to forward phishing attempts to and ask that you delete the email afterwards. Alternatively/ as well many if not all email applications have the option to block senders or types of emails.

If while using the internet one gets unwanted content such as pop ups and advertisements, one could respond by installing an ad-blocker to the internet browser. Also, services which show adverts often allow you to pay them more money to avoid seeing the adverts. It’s advisable to install some kind of anti-virus package if using the internet, many of which are free and some operating systems have them built in.

Depending on where the inappropriate content/ behaviour is, or how serious, varies the appropriate response. There are acceptable use policies attached to most computer-based collaborative applications, which provide clear guidelines and a reporting structure. If it occurs outside of technology then there may be a more senior person to inform, or a governmental department to notify. If it is in work then there may be people in particular positions to receive any concerns, such as a line manager or compliance officer.

I myself know not to talk online what I wouldn’t want to say in person, and think about what I say and what others say before responding. I feel confident that I would be able to identify any errors I have made and to reporting it promptly, or doing what I can to resolve the situation. I do what I can to encourage others to adopt good netiquette, and don’t make a habit of associating with people that do not.