



TECHNOLOGY SAFETY SERIES:

Abuse Using Technology

BY FLORENCE VICIL

AS A COURTESY TO DOMESTIC VIOLENCE VICTIM ADVOCATES IN FLORIDA, U.S.A

LAST UPDATED 05/14/2020

FLORENCE'S BIO

- Former Orlando PD officer
- Guardian ad Litem, Osceola County
- Computer Programmer, B.S., M.S.
- Member, Code for Orlando, Code for America Brigade
 - <http://www.codefororlando.com/>
 - <http://staysafeorlando.com/>
- Member, STEADI [Sex Traffic/Exploitation/Abuse Dismantling Initiative]
 - <https://www.meetup.com/STEADI-Sex-Traffic-Exploit-Abuse-Dismantling-initiative/>

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ABUSE USING TECHNOLOGY

“TECHNOLOGY-ENABLED COERCIVE CONTROL” IN INTIMATE PARTNER VIOLENCE

“

Cybersecurity is the practice of protecting networks, systems, programs, and data from criminal or unauthorized use.

”

<https://niccs.us-cert.gov/>

TECHNOLOGY ABUSE – WHO?

- Abusers:
 - Current or former partners
 - Strangers
- Victims:
 - Any person and/or their children, family or friends



TECHNOLOGY ABUSE – CRIMES: DEFINITIONS

- **Credible threat** = a verbal or nonverbal threat, or a combination of the two, including threats delivered by electronic communication or implied by a pattern of conduct, which places the person who is the target of the threat in reasonable fear for his or her safety or the safety of his or her family members or individuals closely associated with the person, and which is made with the apparent ability to carry out the threat to cause such harm
- It is not necessary to prove that the person making the threat had the intent to actually carry out the threat.
- The present incarceration of the person making the threat is not a bar to prosecution under this section.

TECHNOLOGY ABUSE – CRIMES: DEFINITIONS

- **Harassment** = to engage in a course of conduct directed at a specific person which causes substantial emotional distress to that person and serves no legitimate purpose (§784.048(1)a)
- **Course of conduct** = means a pattern of conduct composed of a series of acts over a period of time, however short, which evidences a continuity of purpose (§784.048(1)b)
- **Cyberstalking** = to cause substantial emotional distress to a person and serving no legitimate purpose by:
 - Engaging in a course of conduct to communicate, or to cause to be communicated, words, images, or language by or through the use of electronic mail or electronic communication, directed at a specific person; or
 - Accessing, or attempting to access, the online accounts or Internet-connected home electronic systems of another person without that person's permission (§784.048(1)d)

§ = Florida Statutes section

TECHNOLOGY ABUSE – CRIMES: MISDEMEANORS

- **Stalking** = to willfully, maliciously, and repeatedly follows, harasses, or cyberstalks another person (§784.048(2))
- **Sexual cyberharassment** = to publish a sexually explicit image of another to Internet websites or to disseminate such an image through electronic means without the depicted person's consent, contrary to the depicted person's reasonable expectation of privacy, for no legitimate purpose, with the intent of causing substantial emotional distress to the depicted person (§784.049(2)(c))

TECHNOLOGY ABUSE – CRIMES: FELONIES

- **Sexual cyberharassment**
 - If prior conviction (§784.049(3)(b))
- **Aggravated stalking** = to willfully, maliciously, and repeatedly follows, harasses, or cyberstalks another person and makes a credible threat to that person (§784.048(3))
- **Aggravated stalking**
 - If victim is child under 16 yoa (§784.048(5))
 - If after injunction (§784.048(4)), credible threat not required
 - If after sentencing for certain sexual crimes (§784.048(7))

TECHNOLOGY ABUSE – FL COMPUTER CRIMES ACT (§815)

- Felonies

- Offenses against intellectual property
- Disclosure of trade secrets (§812.081)
- Unauthorized access, disruption of data/service/medical equipment, destruction of equipment, introduction of computer contaminant, audio or video surveillance, fraud, endangering human life

- Misdemeanors

- Modifying equipment



TECHNOLOGY ABUSE – OTHER CRIMES

- Tampering with or harassing a witness/victim/informant (§914.22)
 - Hinder communication with LEO
- Tampering with or fabricating physical evidence (§918.13)
- Written threats to kill or do bodily injury (§836.10)
- Obscene or harassing phone calls (§365.16)
 - Cause phone to ring repeatedly

TECHNOLOGY ABUSE – HOW?

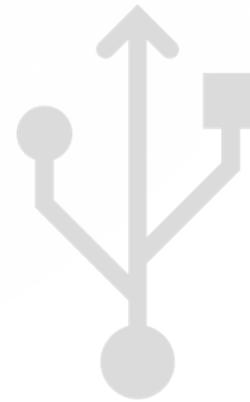
- Social media, text messages, email
- Computer activities, tablets
- Online accounts (phone, bank, etc.)
- Phone apps/features, phone land line
- Spoofing (caller ID, replyTo email)
- GPS tracking
- Gathering online data

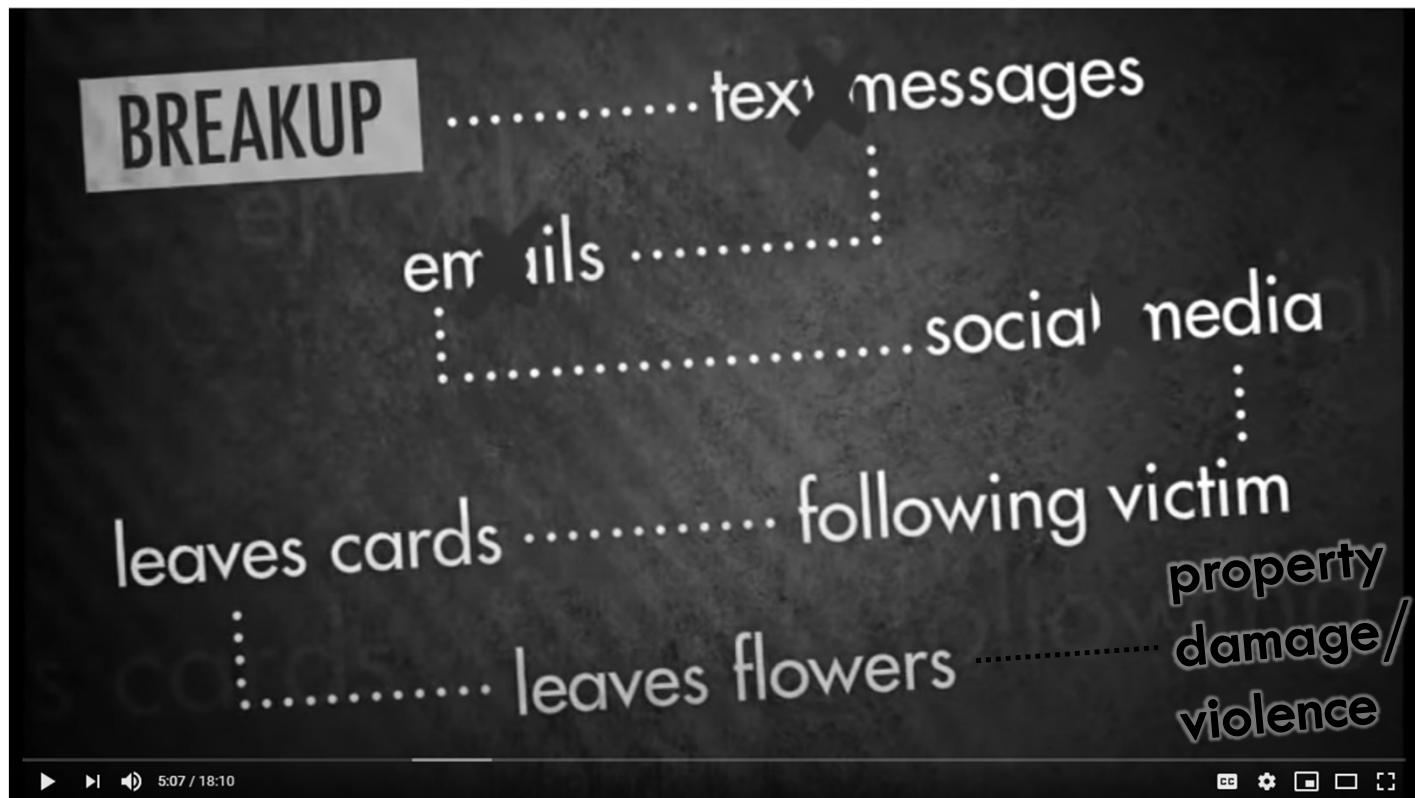


- Posting abusive content online
 - Nonconsensual pornography (Revenge Porn)
 - Sextortion
- Toys/gifts with hidden “spying” technology
 - Cameras, microphones, GPS
- Smart/connected/wearable devices, IoT
 - Roadside assistance/safe driver service

TECHNOLOGY ABUSE – HOW?

- Assistive technology/devices
 - Smart home assistants
 - Environmental control devices
 - Personal emergency response systems
 - Adaptive tools
 - Mobility aids
 - Communication aids



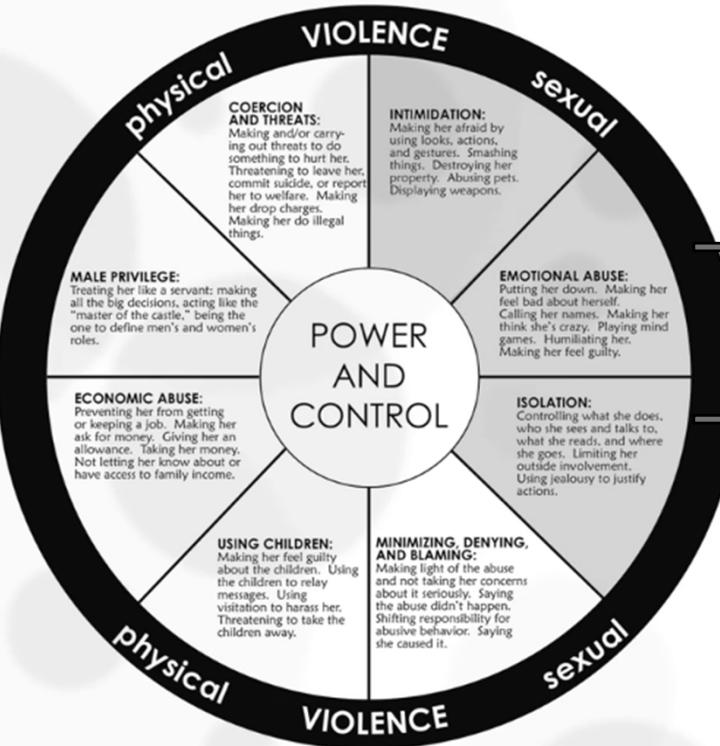


Connecting the Dots: Recognizing and Responding to Stalking
<http://www.evawintl.org/Library/Detail.aspx?ItemID=659>

ISOLATION

- Disabling internet or phone service
- Regulating internet or phone access
- Restricting visitors or deliveries
- Keeping victim from caring for family
- Canceling appointments
- Prohibiting errands
- Monitoring activity
- Limiting space
- Hiding keys

Justifying control as necessary
because of the pandemic



MALE PRIVILEGE

- Violating others' personal space
- Taking up all the work and study space at home
- Demanding absolute quiet during work hours
- Refusing to share computer
- Deciding who comes/goes
- Demanding attention
- Disrupting routines
- Keeping food or supplies to self

Coercive Control during COVID-19: New Tactics
<https://vimeo.com/411077713>

TECHNOLOGY ABUSE – WHY?

- Abusers disrupt the technologies that victims use.
- Technology provides access to the victim (or her/his information).
- It is easy for the abuser to use technology to control the victim.
- Taking action to block or limit the abuser's access to technology may drive the abuser to escalate the abusive behavior.
- Safety plan
- Technology safety plan

TECHNOLOGY ABUSE – ASSESS THE SITUATION

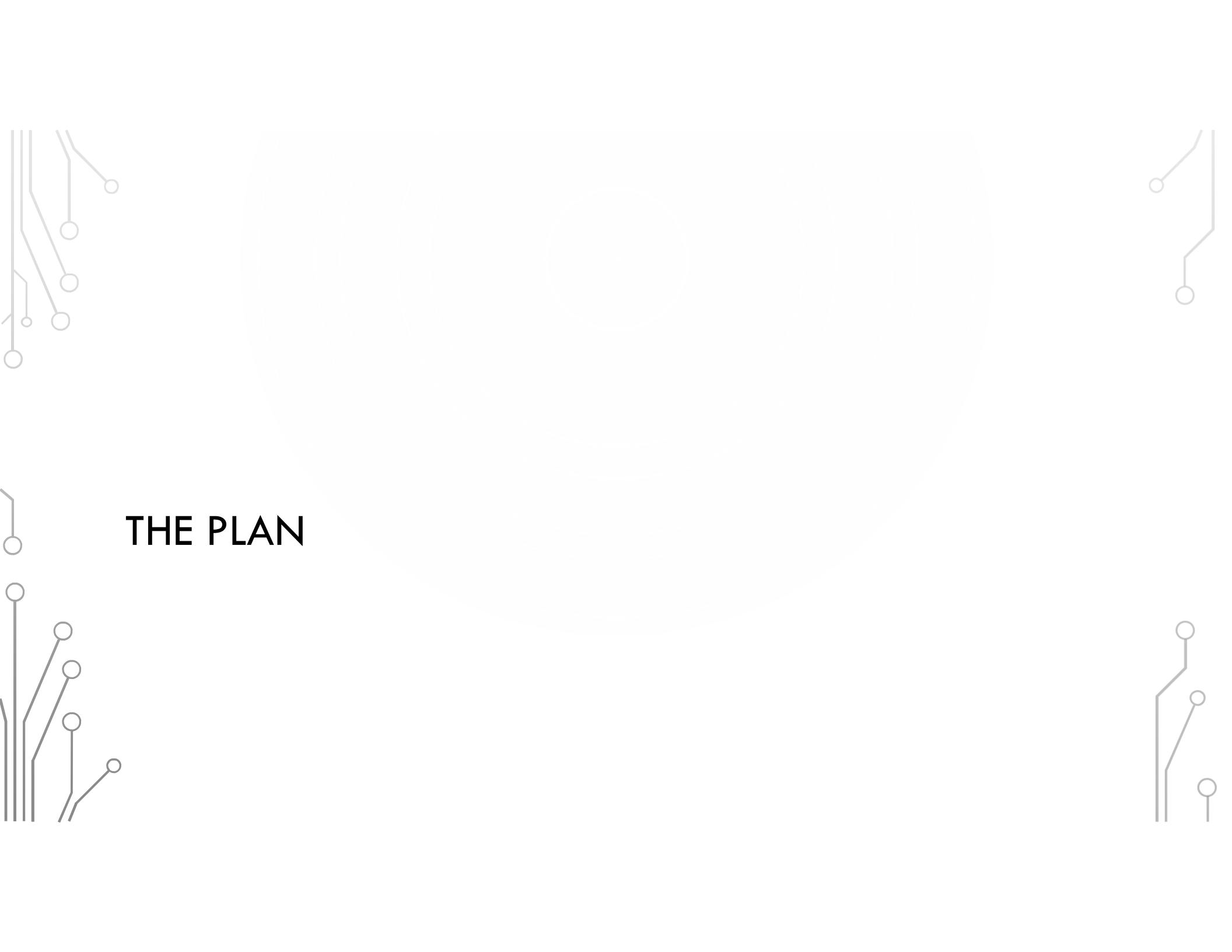
- **What's happening?**

- Does it seem like the abuser knows too much about the victim?
- What technologies are being affected?
- How is the abuser gaining access to the victim's technologies?

- **Can the victim mitigate the situation?**

- Does the victim have the resources necessary?
- Is the victim tech savvy enough?
- Is there a current safety plan?
- Can the safety plan be adapted?
- How can the victim avoid family and friends compromising the safety plan?





THE PLAN

TECHNOLOGY ABUSE – WHAT TO DO?

- **Preserve evidence**

- Screenshot/record video/audio
 - Messages/emails/voicemails (visual)
 - Documents/pictures/videos
 - Call logs/transient evidence
- Send evidence to secure repository
- Print evidence
- Backup everything in separate storage
- Google Alerts

- **Document the abuse with an incident log**

- Record details of every abuse incident
- Dates, places (tech), witnesses, evidence
- Note beginning and end of behaviors
- Change in frequency of behaviors
- Escalation of behaviors
- Actions victim has taken to mitigate the abuser's behaviors



TECHNOLOGY ABUSE – SAMPLE LOGS

| Information About the Abuser | | Description of the Abuse | |
|--|-------------------|---|-------|
| Name of the person abusing or stalking you. | | Date: | Time: |
| Relationship of that person to you (if relevant). | | Describe the event: | |
| Contact information of that person | | | |
| Home address | Work address | | |
| Phone number(s) | Email address(es) | Type of technology involved: | |
| Online account(s), including screen name & type of online account (facebook, etc.) | | Were there any witnesses? What are their names? | |
| Other information about the abuser (that might be relevant) | | Documentation If you were able to document the abuse, what type of documentation do you have? | |
| | | Other Information Did you report it to the police? If so, what is the report number and officer name? | |
| | | Did you go to the hospital/see a doctor? If so, what was the hospital/doctor name? | |

<https://www.techsafety.org/documentationtips>

STALKING INCIDENT LOG

https://www.stalkingawareness.org/wp-content/uploads/2018/07/SPARC_StalkingLogInstructions_2018_FINAL.pdf

DocuSAFE



Sign-In with Google

17:37 17:36 17:38 2:49

Increasing Privacy & Safety
Tips for device security and personal safety →

Recent Activity

- Secure shared from - New Messaging Document 03/05/2020
Unlock Code: 523452 Share
- Added documents to New Messaging Document folder 03/05/2020
- Created Stalking Incident folder 03/05/2020
- Created New Messaging Document folder 03/05/2020

Get Help

Home Documentation More

My Documentation

No Documentation has been added yet.

Tips for Documenting Abuse

Using My Documentation

Document Incident

Home Documentation More

Secure Share



Files Encrypted

If your files are taking longer than expected to encrypt,
please keep your screen active until encryption is complete.

Note: You are about to share your documentation with your
designated contact.

Unlock Code

229630

Upload & Share

Cancel

<https://www.techsafety.org/docusafe>

11:51 🔍 NAME NUMBER +1407

L DATE

Can I use your treadmill? 09:28

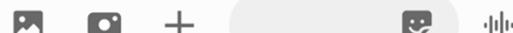
You can but you'll have to assemble it. I have the control panel here 09:28

I think I also have 4 screws you need 09:29

Ok 🖐 09:29

My classes end on Thursday so I can look for the screws on Friday 09:29

I was thinking of making glass beads and putting horse hair in them . Do you think I could do that with your machine ?



III O <

11:52 🔍 NAME NUMBER +1407

L DATE

Ok you are all done ? 09:30

Done with the semester.
Still 3 semesters to go

You need a torch and gas setup for bead making

L I'll utube it 09:32

I have a torch somewhere in there and gas tanks (one is oxygen and the other one is propane)

Horse hair through the whole? That's interesting.
Long enough to make a bracelet, necklace?

09:35 You can use the kiln to anneal the beads



III O <

11:52 🔍 NAME NUMBER +1407

L DATE

Put the bead on a leather necklace 09:35

L I saw on etsy 09:36

Leather cord is good too.
With a knot on either side of the bead to keep it in place

If you have more than 1 bead on the cord, then a knot in between each pair of beads. Same as with pearls

L Yes that would be nice 09:39

09:39 Bead, not bread

L Right 😊 09:41



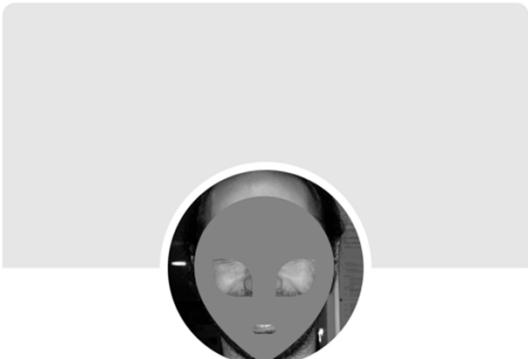
III O <

- 11:51 NAME NUMBER 11:52 NAME NUMBER 11:53 NAME NUMBER 11:52 NAME NUMBER
- L Can I use your treadmill? 09:28
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You need a torch and gas setup for bead making 09:31
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Put the bead on a leather necklace 09:35
I saw on etsy 09:36
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If you have more than 1 bread on the cord, then a knot in between each pair of beads. Same as with pearls 09:38
Yes that would be nice 09:39
Bead, not bread 09:39
Right 09:41
End of convo.
No go to bottom button

12:43

84%

← Search



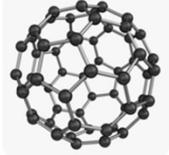
NAME

Message

...

... See NAME About Info

Friends
549 (1 mutual)



III O <

12:44

84%

← Profile Settings

See Friendship

Find Support or Report Profile

Block

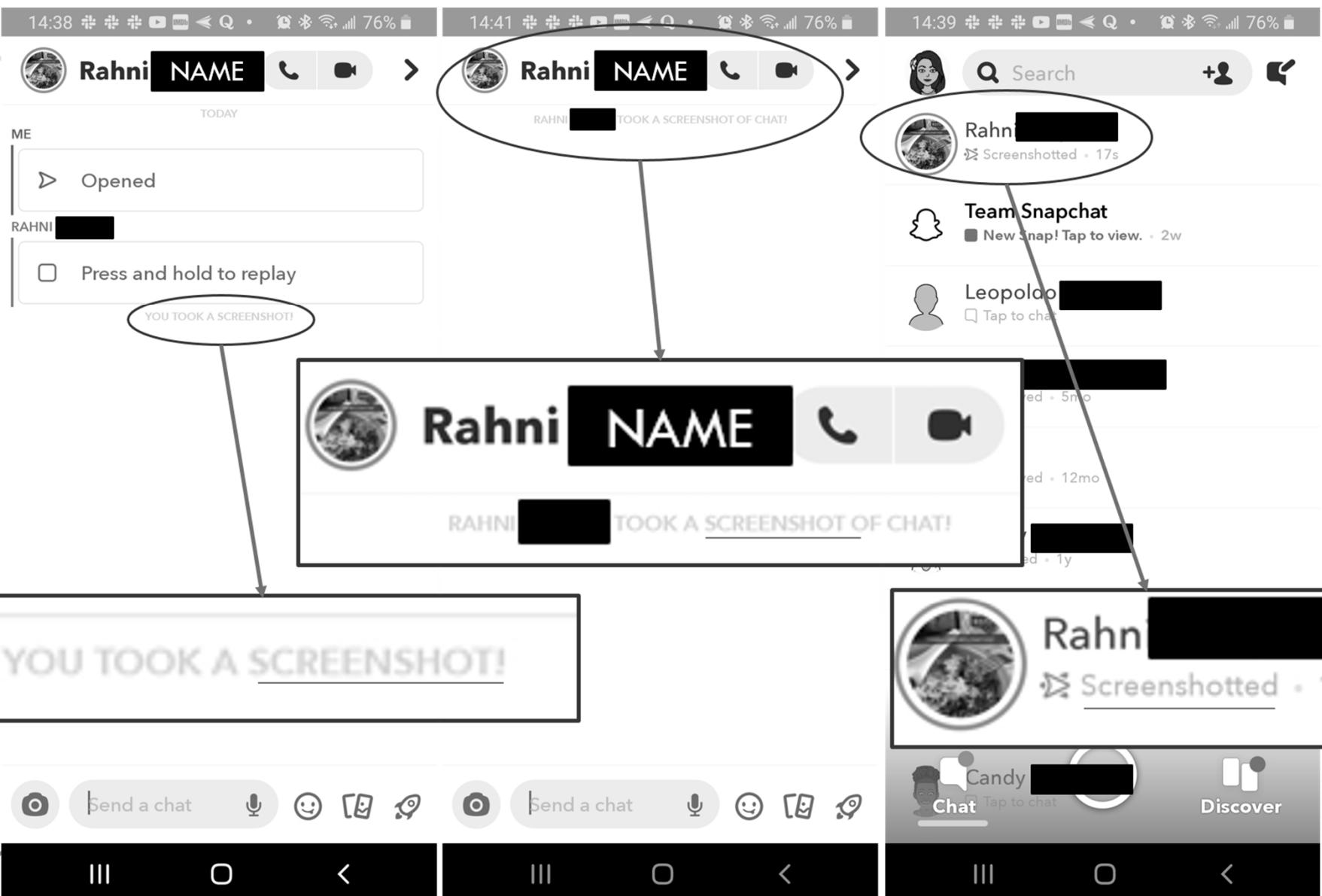
Search Profile

NAME Profile Link

NAME personalized link on Facebook.
<https://www.facebook.com/> HANDLE

COPY LINK

III O <



Florence, what are people watching in your area? Inbox

Netflix <info@mailer.netflix.com> [Unsubscribe](#)

to me

from: Netflix <info@mailer.netflix.com>
to: [REDACTED]@gmail.com
date: Apr 29, 2020, 2:39 PM
subject: Florence, what are people watching in your area?
mailed-by: mailer.netflix.com
signed-by: netflix.com
unsubscribe: [Unsubscribe from this sender](#)
security: Standard encryption (TLS) [Learn more](#)



Original Message

Message ID <01000171c73ca483-8c25c33e-3f3c-4b41-a056-424575eec54b-000000@email.amazones.com>

Created at: Wed, Apr 29, 2020 at 2:39 PM (Delivered after 1 second)

From: Netflix <info@mailer.netflix.com>

To: [REDACTED]@gmail.com

Subject: Florence, what are people watching in your area?

SPF: PASS with IP 54.240.14.145 [Learn more](#)

DKIM: 'PASS' with domain netflix.com [Learn more](#)

DMARC: 'PASS' [Learn more](#)

Get sender's
IP address
from email
header
information

Florence, what are people watching in your area? Inbox

Netflix <info@mailer.netflix.com> [Unsubscribe](#)

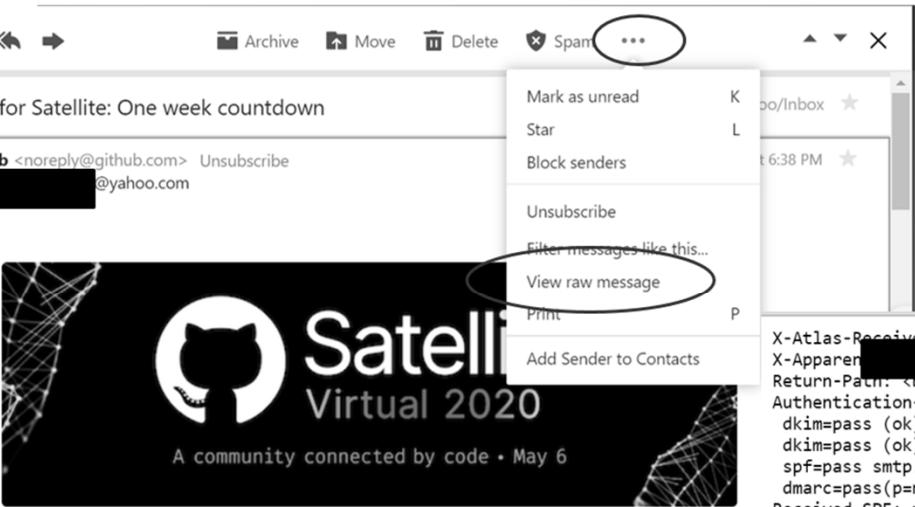
to me

N For Florence



Apr 29, 2

- [Reply](#)
- [Forward](#)
- [Filter messages like this](#)
- [Print](#)
- [Add Netflix to Contacts list](#)
- [Delete this message](#)
- [Block "Netflix"](#)
- [Report spam](#)
- [Report phishing](#)
- [Show original](#)
- [Translate message](#)
- [Download message](#)
- [Mark as unread](#)



GitHub Satellite will be here in less than a week, and you can watch all the sessions you're into from whatever spot in your house is coziest—or closest. It's all streaming for free on githubsatellite.com. Mark your calendar for May 6 at 9 AM ET / 6 pm CEST to hear the latest from CEO Nat Friedman. GitHub

- Mark as unread
- K
- Star
- L
- Block senders
- Unsubscribe
- Filter messages like this...
- View raw message
- P
- Print
- Add Sender to Contacts

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Return-Path: <bounce-mc.us1_46716125.907169-0800f7df0a@mcmail.github.com>
Authentication-Results: mta4270.mail.gq1.yahoo.com;
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Received: from 10.253.234.152 (EHL
X-Originating-IP: [198.2.131.14]
Received: from 10.253.234.152 (EHL0 mcmail.github.com) (198.2.131.14)
by mta4270.mail.gq1.yahoo.com with SMTPS; Thu, 30 Apr 2020 22:38:35 +0000
DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=fbl.mcsv.net; s=k1;

outlook.office365.com/mail/deeplink?version=2020042702.14&popoutv2=1&leanbootstrap=1

Reply | Delete | Junk | Block | ...

President's List: Spring 2020

Getting too much email? Unsubscribe

Seminole State College <no-reply@seminolestate.edu>
Wed 5/6/2020 2:35 PM
To: Florence Vicil anaya ✉

Mark as unread | Flag | Create rule | Print

SC SEMINOLE STATE COLLEGE

outlook.office365.com/mail/deeplink?version=2020042702.14&popoutv2=1&leanbootstrap=1

Reply | Delete | Junk | Block | ...

President's List: Spring 2020

Getting too much email? Unsubscribe

Seminole State College <no-reply@seminolestate.edu>
Wed 5/6/2020 2:35 PM
Florence Vicil anaya ✉

Message details

Received: from MWHPRO02MB2653.namprd02.prod.outlook.com (2603:10b6:408:80::41) by BN8PR02MB5842.namprd02.prod.outlook.com with HTTPS via BN8PR15CA0064.NAMPRD15.PROD.OUTLOOK.COM; Wed, 6 May 2020 18:35:31 +0000
Received: from DM6PR02CA0115.namprd02.prod.outlook.com (2603:10b6:5:1b4::17) by MWHPRO02MB2653.namprd02.prod.outlook.com (2603:10b6:300:42::16) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.2979.26; Wed, 6 May 2020 18:35:30 +0000
Received: from CY1NAM02FT007.eop-nam02.prod.protection.outlook.com (2603:10b6:5:1b4:cafe:2b) by DM6PR02CA0115.outlook.office365.com (2603:10b6:5:1b4::17) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.2979.26 via Frontend Transport; Wed, 6 May 2020 18:35:30 +0000
Authentication-Results: spf=pass (sender IP is 216.120.208.16)
smtp.mailfrom=seminolestate.edu; live.seminolestate.edu; dkim=none (message not signed) header.d=none;live.seminolestate.edu; dmarc=pass action=none header.from=seminolestate.edu; compauth=pass reason=100
Received-SPF: Pass (protection.outlook.com: domain of seminolestate.edu)
design=18:35:30 +0000
receive=18:35:30 +0000
hello=216.120.208.16
Received: from 216.120.208.16 (sender IP is 216.120.208.16)
by live.seminolestate.edu; dkim=none

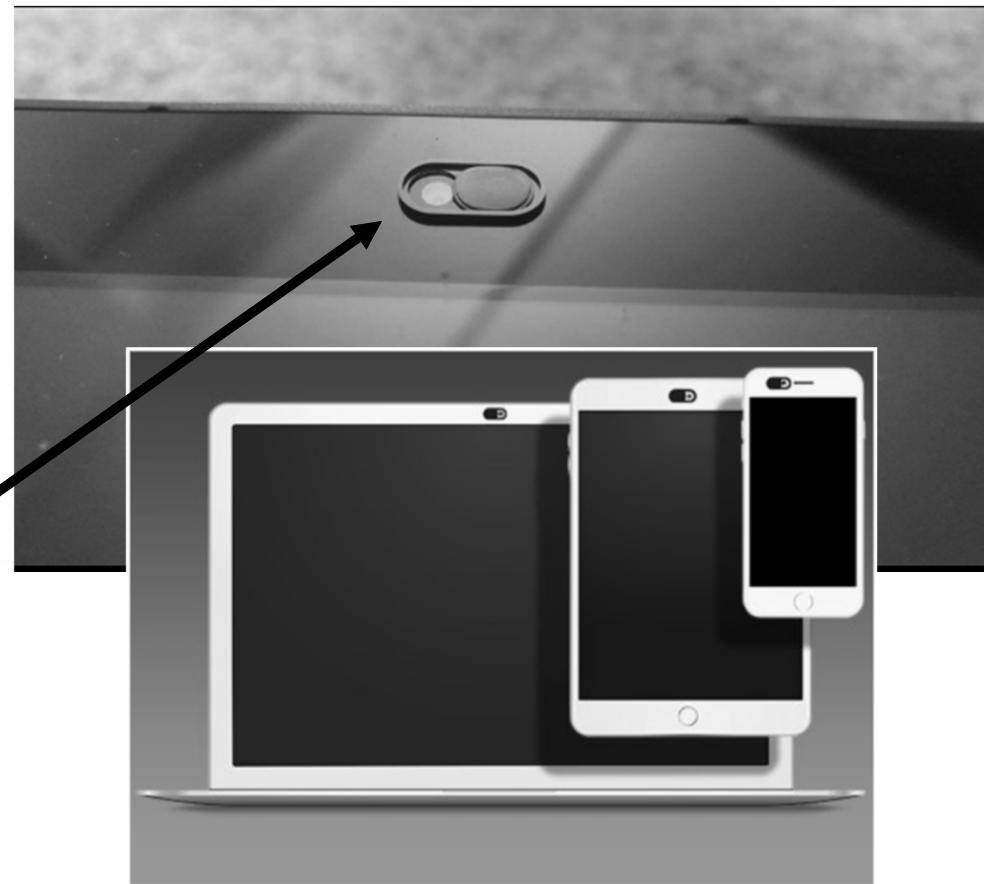
Close

Mark as unread | Flag | Reply by IM | Reply all by IM | Add to Safe senders | ...

Mark as junk | Mark as phishing | Block Seminole State College | Assign policy | Create rule | Print | Translate | Show in immersive reader | View message details | Open in new window | Like | OneNote | Get Add-ins

TECHNOLOGY ABUSE – WHAT TO DO?

- Practice digital hygiene
 - Decrease digital footprint
 - Use good password habits
 - Password manager
 - Keyloggers
 - Use multi-factor authentication
 - Use privacy settings
 - Always log out
 - Use webcam cover



TECHNOLOGY ABUSE – WHAT TO DO?

- Avoid malware
 - Keep software up to date
 - Use security software
- Limit device communication/location
 - Disable
 - WiFi/Bluetooth
 - Peripherals/microphone
 - GPS location/geo-tagging of media
 - Metadata = data about data
 - Notifications
- Some messages cannot be deleted
- Replace or duplicate devices/accounts/log in information
 - Devices you trust
 - Devices you don't trust
- Keep old devices/accounts
 - To not alert abuser of the changes
 - To collect evidence



Device disappears
and reappears

Increase in
data usage

Unusual phone
behavior

Clues that stalking apps might be on your phone:



Abuser has
physical access
to your phone



Abuser knows
specific info
about you



Phone's
battery
drains faster



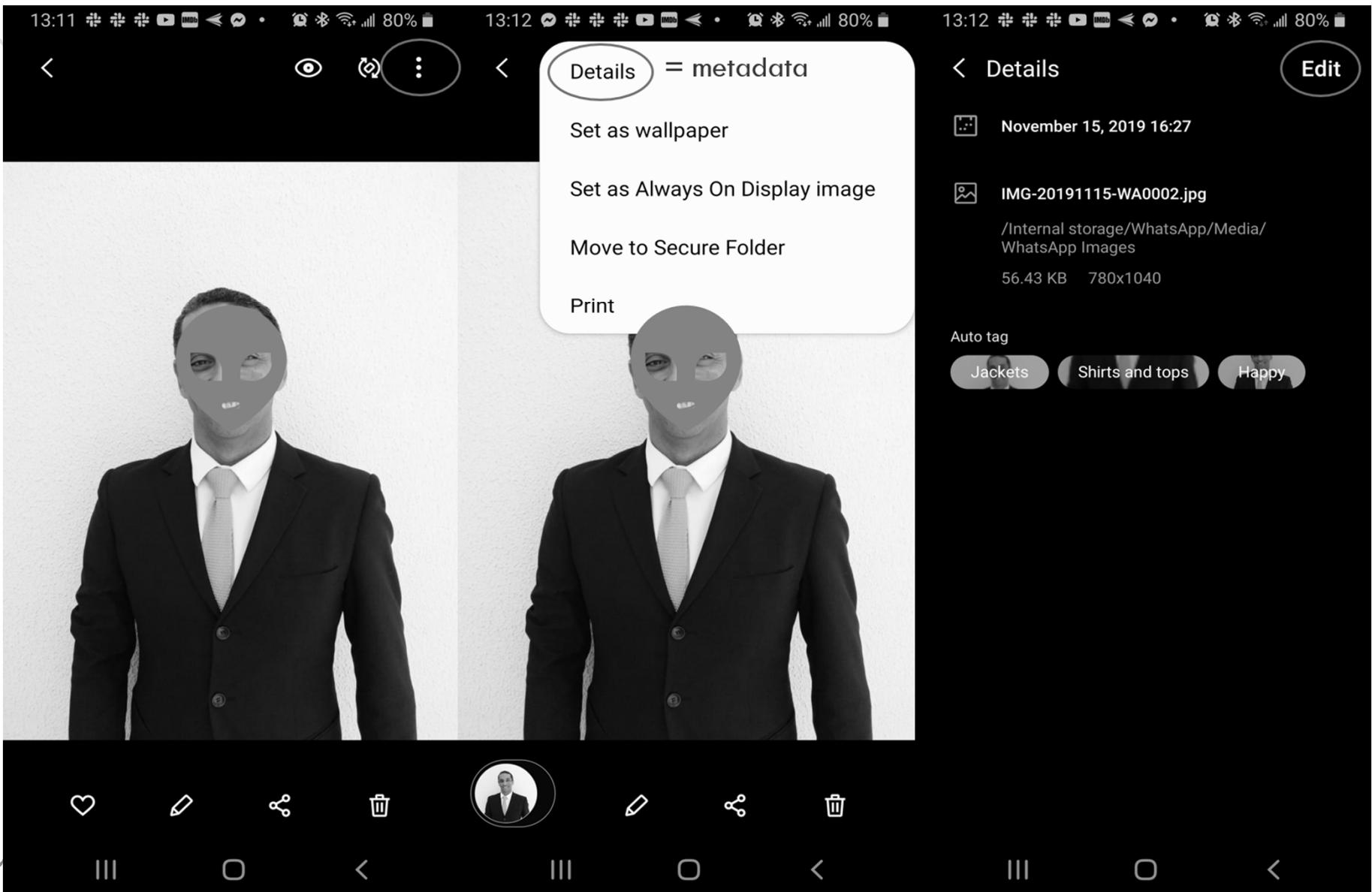
Unexplained
charges
on bill

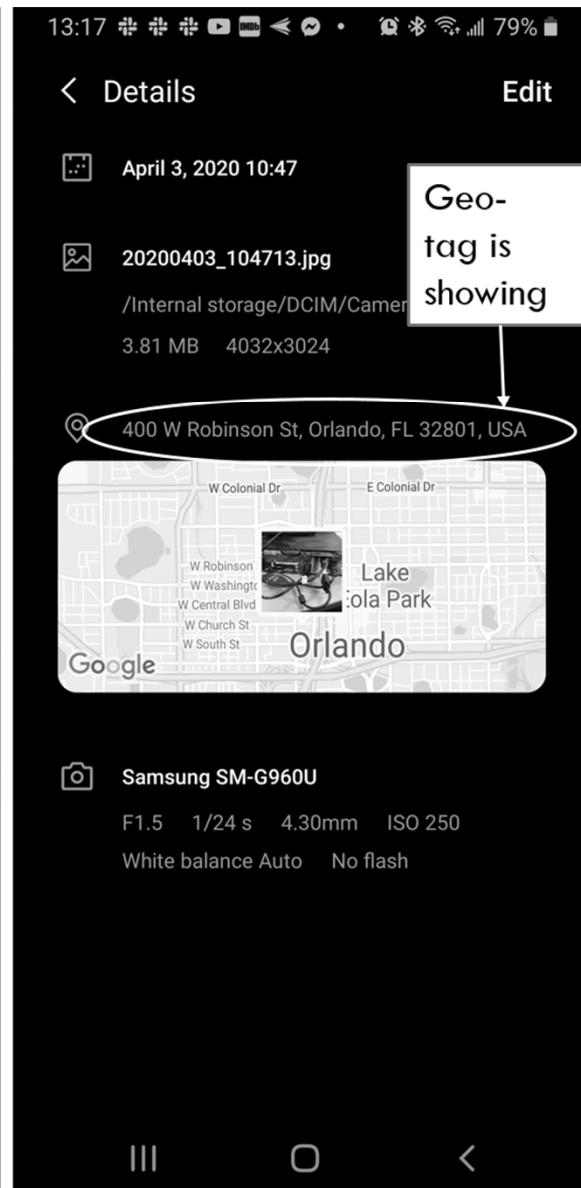
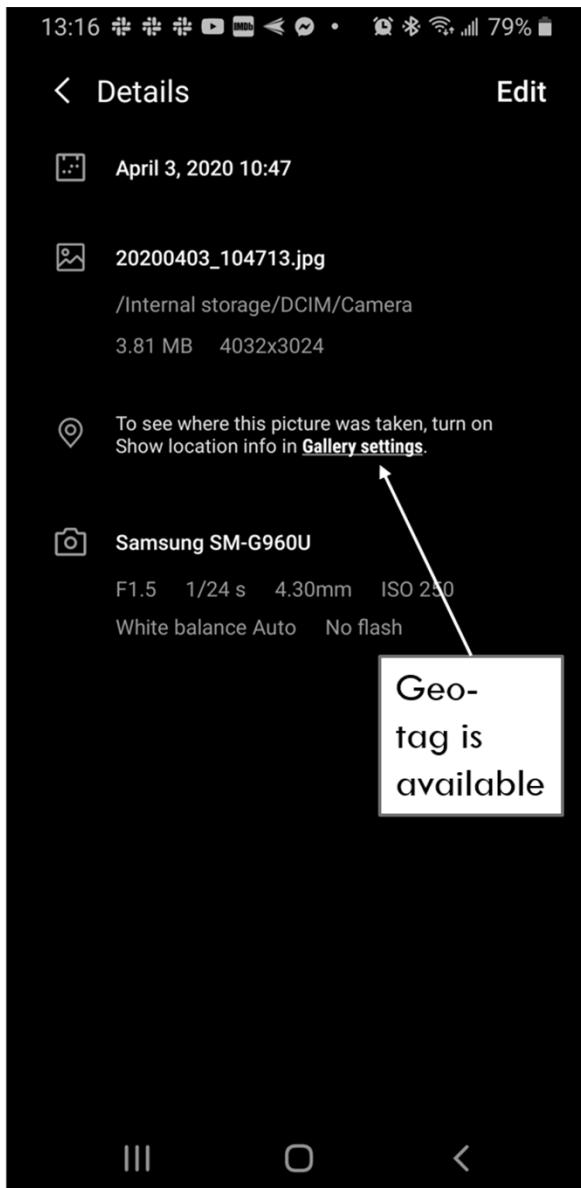
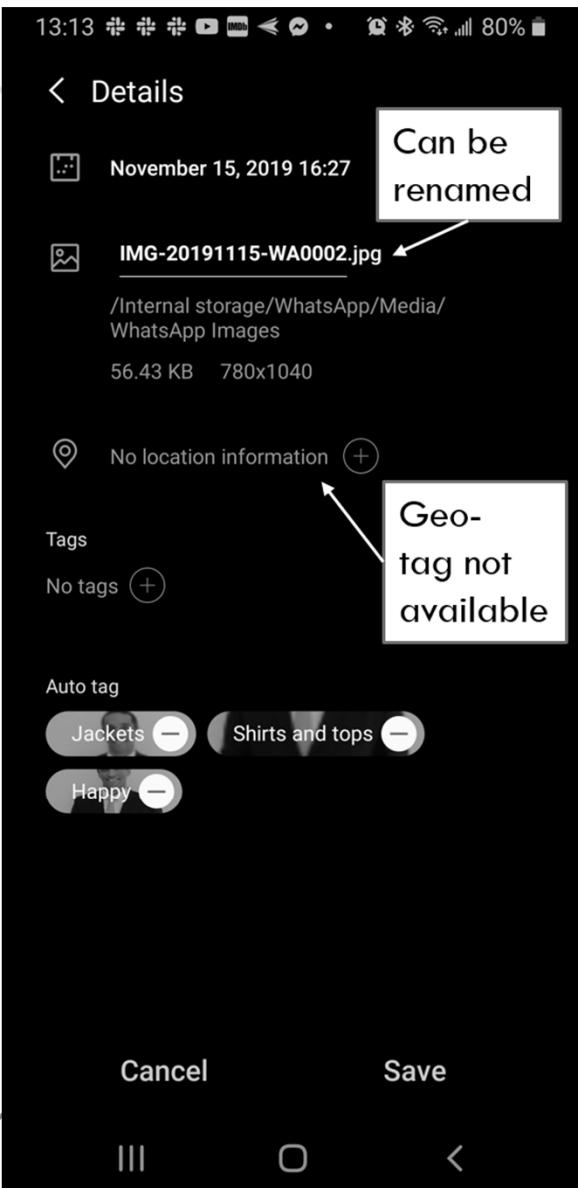


Trouble
turning off
phone



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





Location History: ON
Manage Settings

Location History: ON
Manage Settings

Your March visits

2 Cities 12 Places
4 new

Map data ©2020 Google

Highlights
Cities visited

St Cloud Winter Park

Highlights
Places visited

Café Linger

See all visited places

The Crosslands Shopping Center New Christo's Café

See all visited places

Your all time data

5 Countries/
Regions 91 Cities 1173 Places

Manage your Location History
Visit your private Timeline to view, edit and delete your Location History

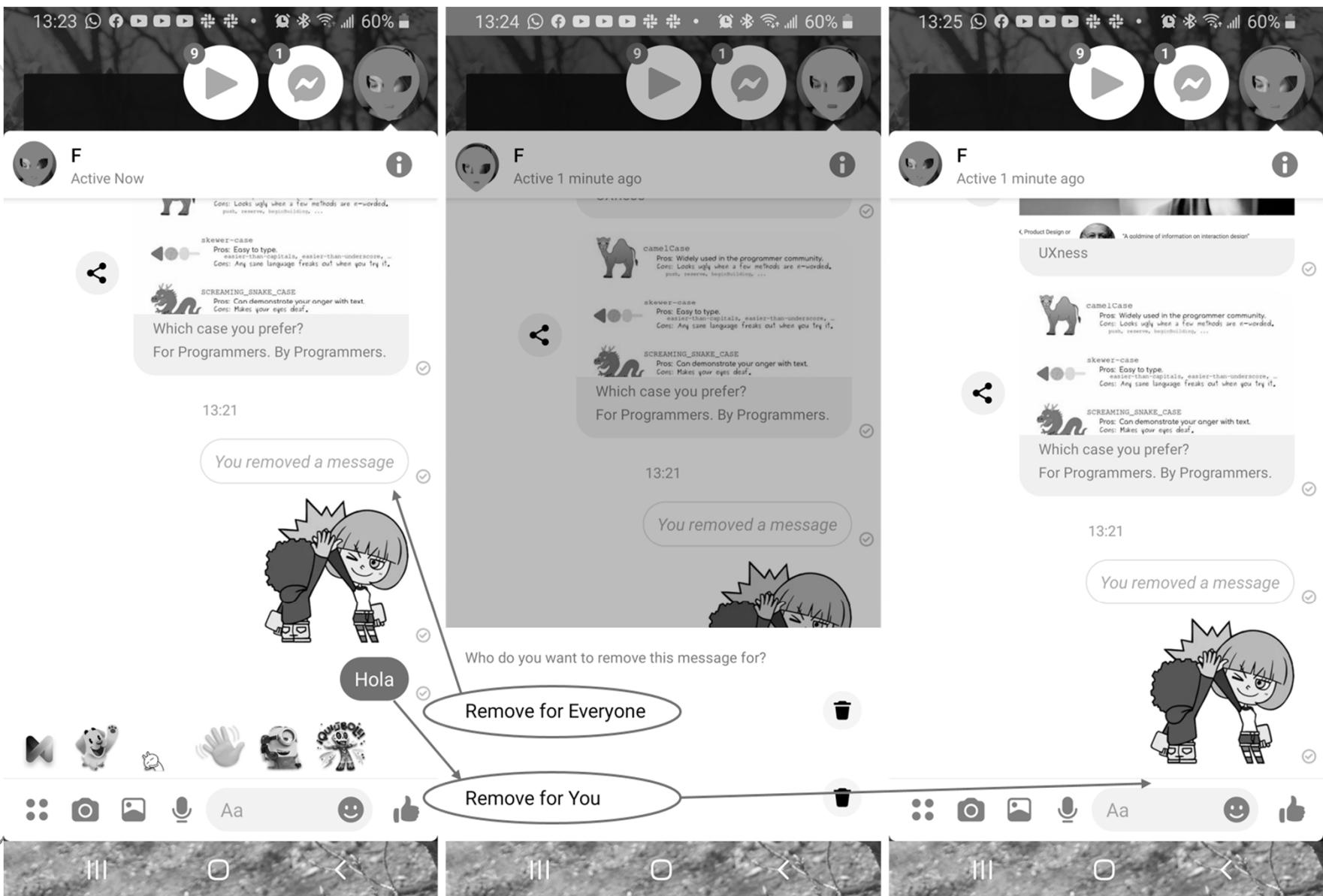
[Go to your Timeline](#)

Pause your Location History
Visit Activity controls anytime to pause your Location History

[Go to Activity controls](#)

Did you like this email?

😊 😐 😞



TECHNOLOGY ABUSE – WHAT TO DO?

- **Restrict access to your information**
 - Freeze credit/accounts
 - <https://www.annualcreditreport.com>
 - <http://www.nctue.com/>
 - <https://www.innovis.com/>
 - <https://www.chexsystems.com/>
 - Florida Attorney General's Address Confidentiality Program
 - <http://www.fcpti.com/fcpti.nsf/pages/AddressConfidentialityProgram>

- Request family violence indicators be placed on records to trigger nondisclosure
 - §61.1825(3)(a) State Case Registry
- Request exemption from public records
 - §119.071(2)(j)1 General exemptions from inspection or copying of public records

TECHNOLOGY ABUSE – WHAT TO DO?

- **Limit the information you share**

- Do not share accounts with the abuser
- Opt out of data collection (third-party tracking)
- Disable password saving in browsers/apps
- Do not share contact lists to see if your contacts are using the same service/network
- Make online profiles non-searchable

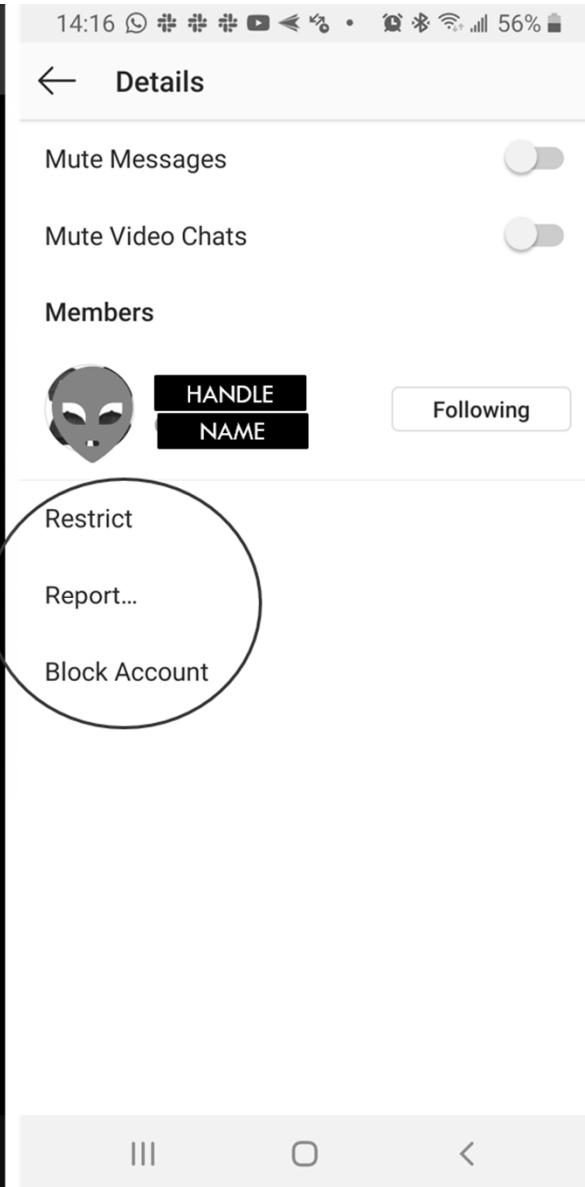
- **Report the abuse**

- Local law enforcement
- Florida Computer Crime Center
 - <https://www.fdle.state.fl.us/FCCC>
- FBI Internet Crime Complaint Center
 - <https://www.ic3.gov/>
- Website/platform flags

- Restricting the abuser's access to your content restricts your access to their content.

- Harassing message

- Creates electronic paper trail of incident



TECHNOLOGY ABUSE – WHAT TO DO?

- **Seek legal protection**

- No contact orders
- Injunctions
 - In person
 - <https://www.myorangeclerk.com/Divisions/Family/Restraining-Orders>
 - Florida Courts E-Filing Portal
 - <https://www.myflcourtaccess.com/>

- **Pressing charges**

- Legal Aid
 - <https://www.flcourts.org/Resources-Services/Court-Improvement/Family-Courts/Family-Law-Self-Help-Information/Legal-Aid>
- Evidence based prosecution

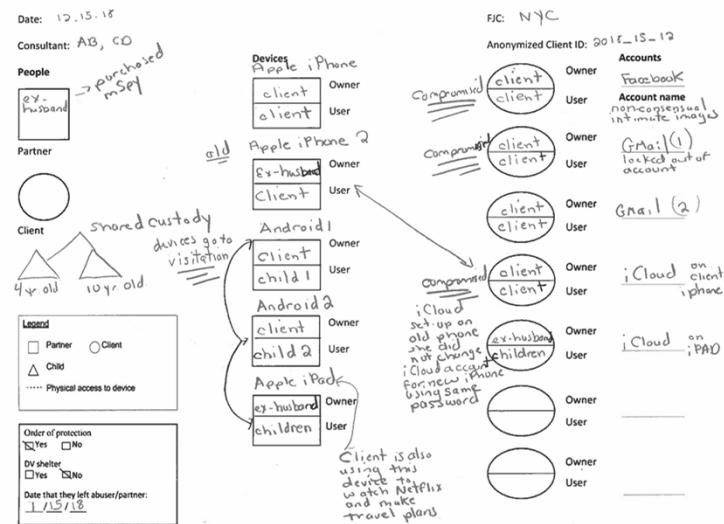
TECHNOLOGY ABUSE – WHAT TO DO?

- **Educate children, family, and friends**
 - I am Cyber Safe
 - <https://www.iamcybersafe.org/>
 - Family Online Safety Institute
 - <https://www.fosi.org/>
 - Online Safety for Kids & Families
 - <https://www.missingkids.org/NetSmartz>
- Facebook's Digital Literacy Library
 - <https://www.facebook.com/safety/educators>
- Safe Online Surfing (SOS) - FBI
 - <https://sos.fbi.gov/en/>
- STOP. THINK. CONNECT. Toolkit - CISA
 - <https://www.cisa.gov/stophinkconnect-toolkit>

RESOURCES

COMPUTER SECURITY AND PRIVACY FOR SURVIVORS OF INTIMATE PARTNER VIOLENCE

- <https://www.ipvtechresearch.org/reources>
 - Technology Assessment Questionnaire (TAQ)
 - Privacy Checkup Guides
 - IPV Spyware Discovery Tool (ISDi)
 - Technograph
 - App Classification Guide



NATIONAL NETWORK TO END DOMESTIC VIOLENCE

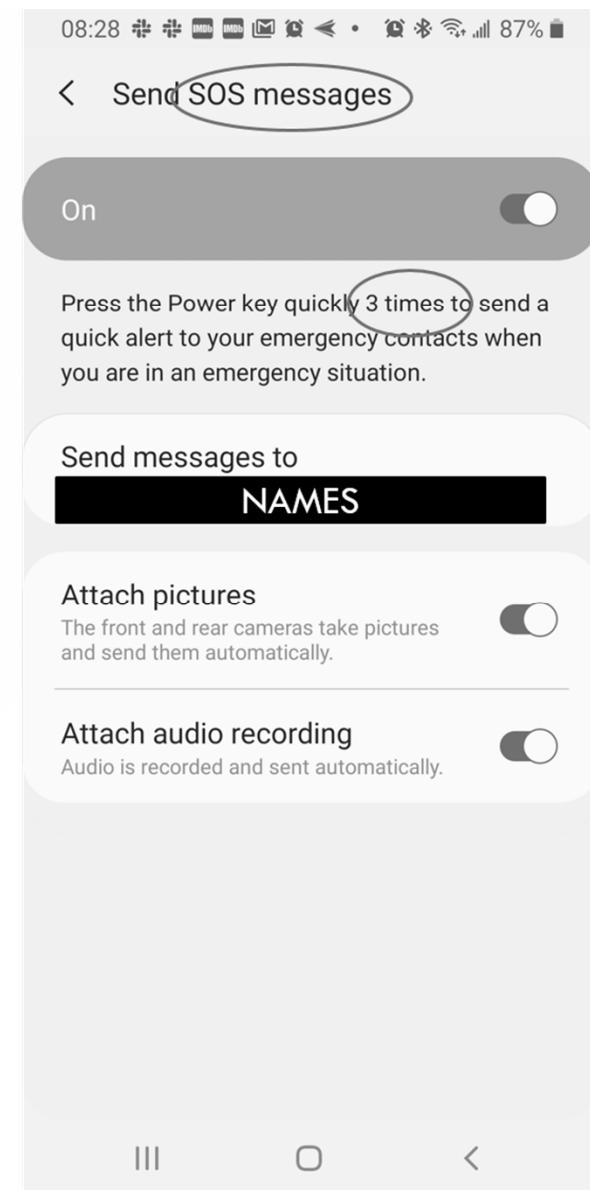
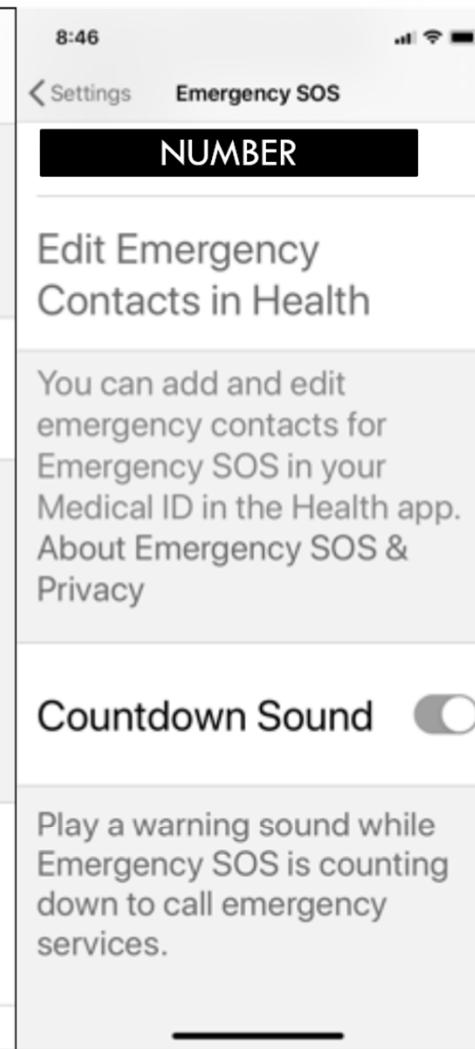
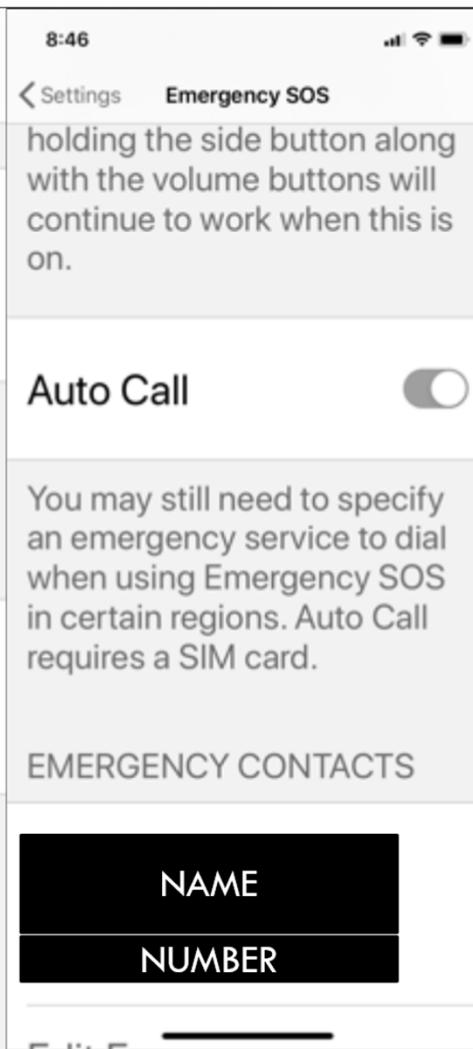
- <https://www.techsafety.org/>
 - Survivor Toolkit
 - App Safety Center
 - Agency Use toolkit
 - Digital Services Toolkit
 - Confidentiality Toolkit
 - Legal Systems Toolkit
 - Judicial Toolkit



PHONE APPS AND FEATURES

- <https://techsafetyapp.org/>
- <https://www.circleof6app.com/>
- <https://kineticglobal.com/>
- <https://getbsafe.com/>
- <https://www.myplanapp.org/>
- **SOS feature**
 - Android
 - iOS
- Any phone will call 911 regardless of service subscription status





OTHER RESOURCES

- How to Gather Technology Abuse Evidence for Court
 - <https://www.flcourts.org/content/download/425826/4589773/how-to-gather-technology-abuse-evidence-for-court.pdf>
- DIY Cybersecurity for Domestic Violence
 - <https://hackblossom.org/domestic-violence/>
- Stalking online training from the National Center for Victims of Crime
 - <http://www.tech2stalk.com/>
- Tech and safety online course from the Florida Coalition Against Domestic Violence
 - <https://domesticviolencetraining.fcadv.org/>

OTHER RESOURCES

- Cyber Civil Rights Initiative (End Revenge Porn)
 - <https://www.cybercivilrights.org/>
- Gender and IoT (G-IoT) Resource List
 - <https://www.ucl.ac.uk/steapp/sites/steapp/files/g-iot-resource-list.pdf>
- Electronic Privacy Information Center
 - <https://epic.org/>
- Facebook's Safety Center
 - <https://www.facebook.com/safety/resources>
- Connect Safely
 - <https://www.connectsafely.org/>
- Media Smart
 - <https://mediasmarts.ca/>

OTHER RESOURCES

- Digital abuse article series
 - <https://www.thehotline.org/category/behind-the-screens/>
- Social Media Security & Privacy Checklists – New York Times
 - <https://docs.google.com/document/d/1ud1ILFkIG0BeLX9jlzMxCPm8-cSeqPjU60nkhUPYA8/edit>



THANK YOU!

