TECHNOLOGY SAFETY SERIES:
Abuse Using Technology

BY FLORENCE VICIL

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

LAST UPDATED 08/19/2020

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FLORENCE'S BIO

- Former Orlando PD officer
- Guardian ad Litem, Osceola County
- Software Developer, A.S.; B.S., M.S.
- Member, Code for Orlando, Code for America Brigade
  - http://www.codefororlando.com/
  - http://www.staysafeorlando.com/

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https://www.linkedin.com/in/vicilanaya/ vicilanaya@gmail.com

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ABUSE USING TECHNOLOGY

"TECHNOLOGY-ENABLED COERCIVE CONTROL" IN INTIMATE PARTNER VIOLENCE

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

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

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TECHNOLOGY ABUSE – **WHO?**

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

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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.

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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)

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§ = Florida Statutes section

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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))

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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))

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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

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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

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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)
  - Sextorsion
- Toys/gifts with hidden "spying" technology
  - Cameras, microphones, GPS
- Smart/connected/wearable devices, IoT
  - Roadside assistance/safe driver service

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TECHNOLOGY ABUSE – **HOW**?

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

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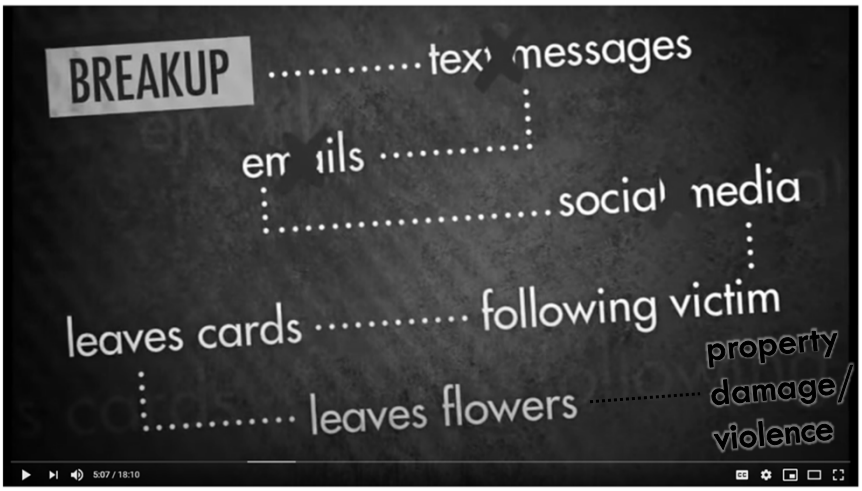

Connecting the Dots: Recognizing and Responding to Stalking
http://www.evawintl.org/Library/Detail.aspx?ItemID=659

14

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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

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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

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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?

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THE PLAN

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TECHNOLOGY ABUSE – **WHAT TO DO?**

- **Preserve evidence**
  - Screenshot/record video/audio
    - Messages/emails/voicemails (visual)
    - Documents/pictures/videos
    - Call logs/transient evidence
  - Store 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

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TECHNOLOGY ABUSE – **SAMPLE LOGS**

Information About the Abuser	
Name of the person abusing or stalking you.	
Relationship of that person to you (if relevant).	
Contact information of that person	
Home address	Work address
Phone number(s)	Email address(es)
Online account(s), including screen name & type of online account (facebook, etc.)	
Other information about the abuser (that might be relevant)	

Description of the Abuse	
Date:	Time:
Describe the event:	
Type of technology involved:	
Were there any witnesses? What are their names?	
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

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STALKING INCIDENT LOG

Date	Time	Description of Incident	Location of Incident (or device/ account, etc.)	Witness Name(s) (Attach Address and Phone #)	Police Called (Report #)	Officer Name (Badge #)

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

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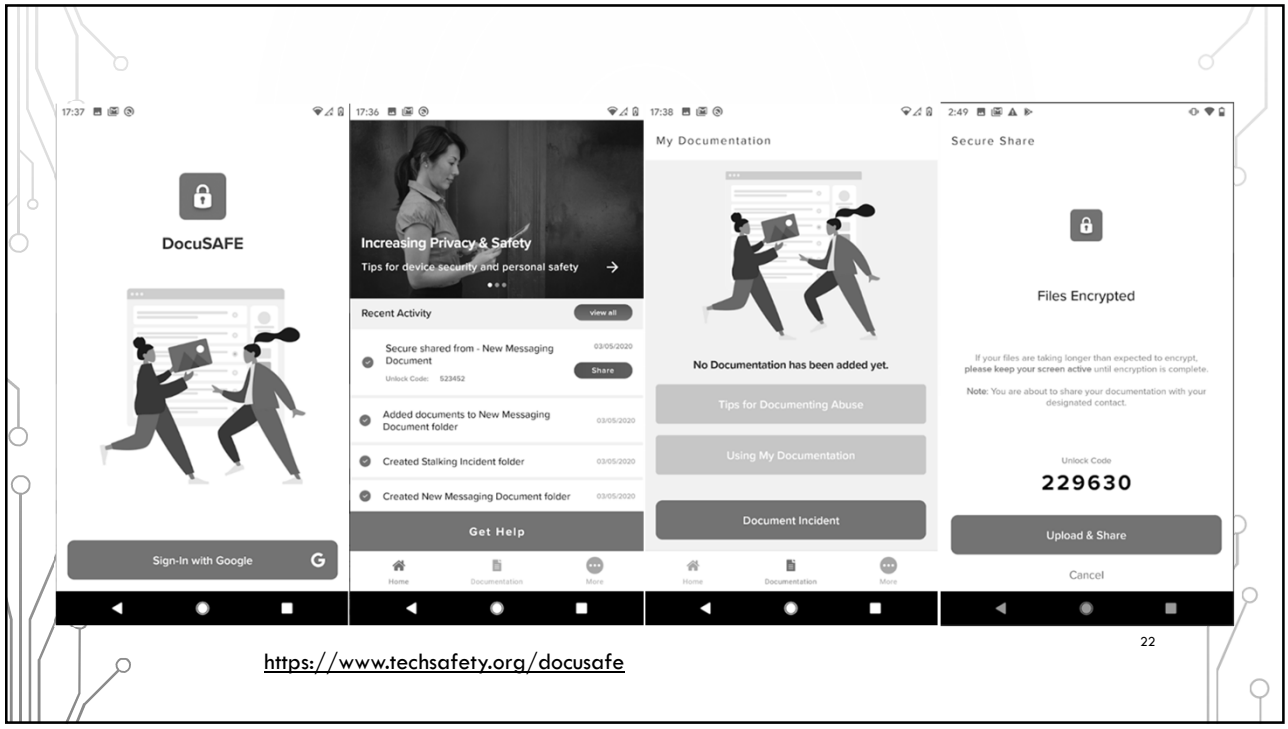

https://www.techsafety.org/docusafe

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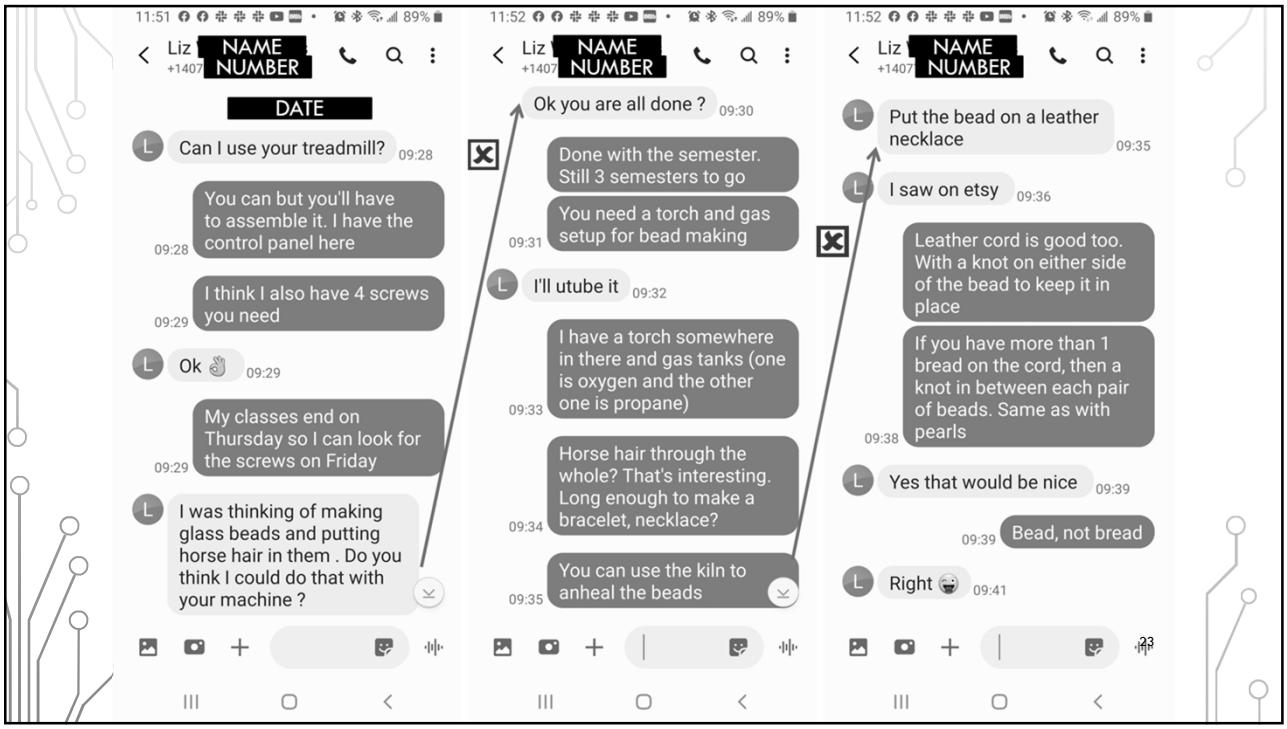
Liz
+1407
NAME
NUMBER
DATE
Can I use your treadmill? 09:28
You can but you'll have to assemble it. I have the control panel here 09:28
I think I also have 4 screws you need 09:29
Ok 09:29
My classes end on Thursday so I can look for the screws on Friday 09:29
I was thinking of making glass beads and putting horse hair in them . Do you think I could do that with your machine ?
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 09:31
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) 09:33
Horse hair through the whole? That's interesting. Long enough to make a bracelet, necklace? 09:34
You can use the kiln to anheal the beads 09:35
Put the bead on a leather necklace 09:35
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 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
23

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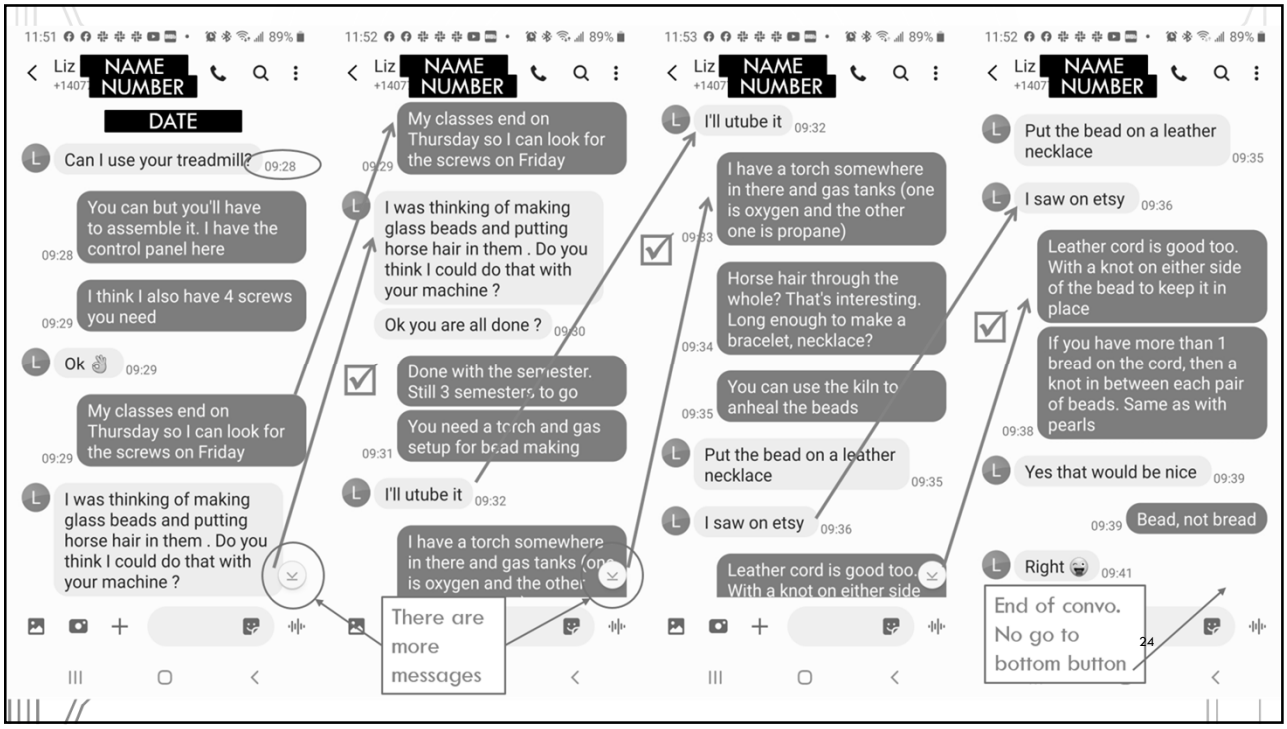
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Ok you are all done ? 09:30
Done with the semester. Still 3 semesters to go
You need a torch and gas setup for bead making 09:31
I'll utube it 09:32
I have a torch somewhere in there and gas tanks (one is oxygen and the other
There are more messages
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) 09:33
Horse hair through the whole? That's interesting. Long enough to make a bracelet, necklace? 09:34
You can use the kiln to anheal the beads 09:35
Put the bead on a leather necklace 09:35
I saw on etsy 09:36
Leather cord is good too. With a knot on either side
Put the bead on a leather necklace 09:35
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 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
24

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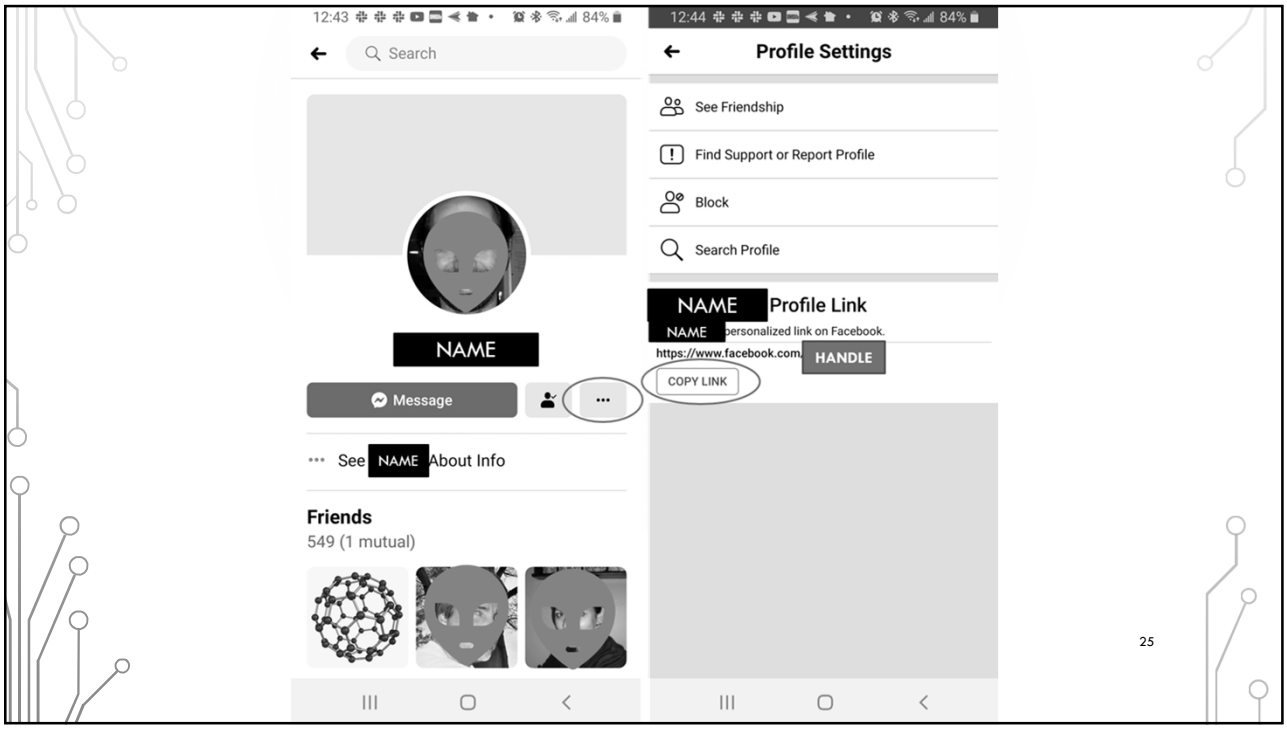
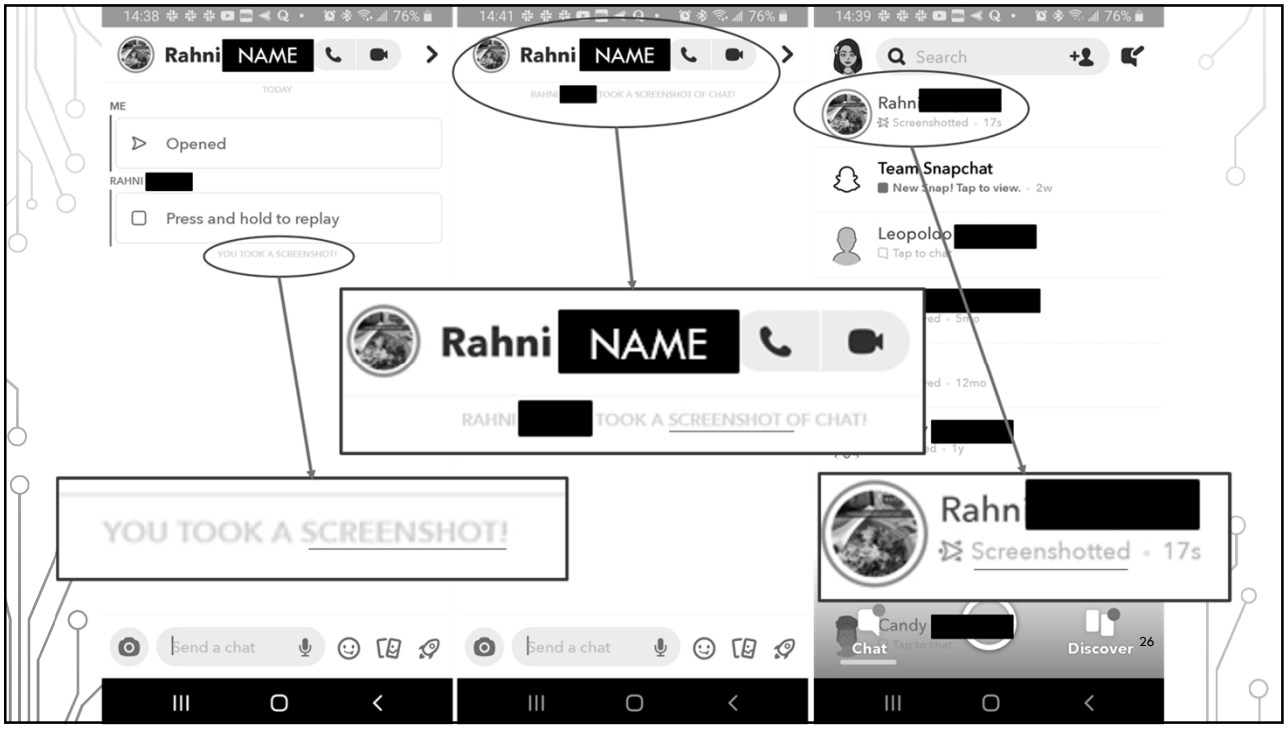

12:43
Search
NAME
Message
See NAME About Info
Friends
549 (1 mutual)
12:44
Profile Settings
See Friendship
Find Support or Report Profile
Block
Search Profile
NAME Profile Link
NAME personalized link on Facebook.
https://www.facebook.com/ HANDLE
COPY LINK
25

25


14:38
Rahni NAME
TODAY
ME
Opened
RAHNI
Press and hold to replay
YOU TOOK A SCREENSHOT!
14:41
Rahni NAME
RAHNI TOOK A SCREENSHOT OF CHAT!
14:39
Search
Rahn
Screenshotted · 17s
Team Snapchat
New Snap! Tap to view. · 2w
Leopoldo
Rahni NAME
RAHNI TOOK A SCREENSHOT OF CHAT!
YOU TOOK A SCREENSHOT!
Rahn
Screenshotted · 17s
Send a chat
Candy
Chat
Discover
26

26


Florence, what are people watching in your area?
Inbox
Netflix <info@mailer.netflix.com> Unsubscribe
Apr 29, 2020, 2:39 PM (5 days ago)
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
For Florence
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
Original Message
Message ID <01000171c73ca483-8c25c33e-3f3c-4b41-a056-424575eec54b-000000@email.amazonses.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

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Back
Archive
Move
Delete
Spam
Get ready for Satellite: One week countdown
GitHub <noreply@github.com> Unsubscribe
[redacted]@yahoo.com
Mark as unread K
Star L
Block senders
Unsubscribe
View raw message
Print P
Add Sender to Contacts
Satelli
Virtual 2020
A community connected by code • May 6
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
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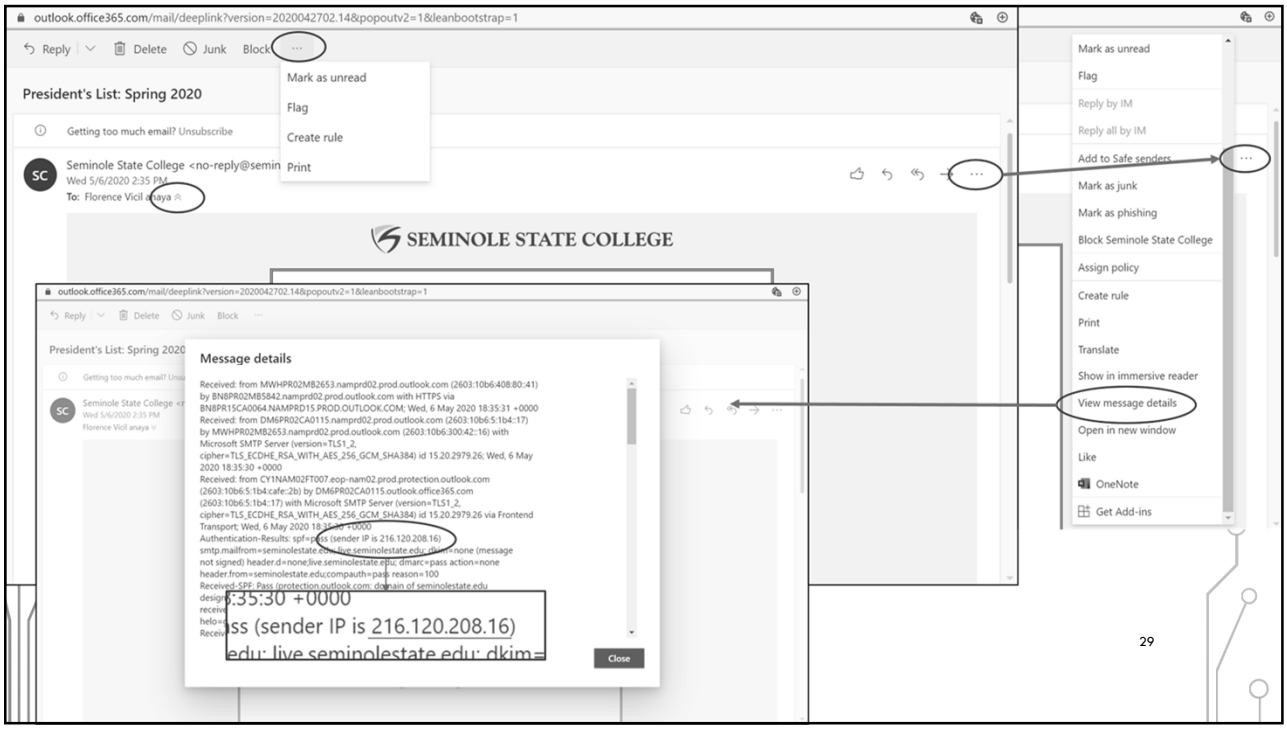

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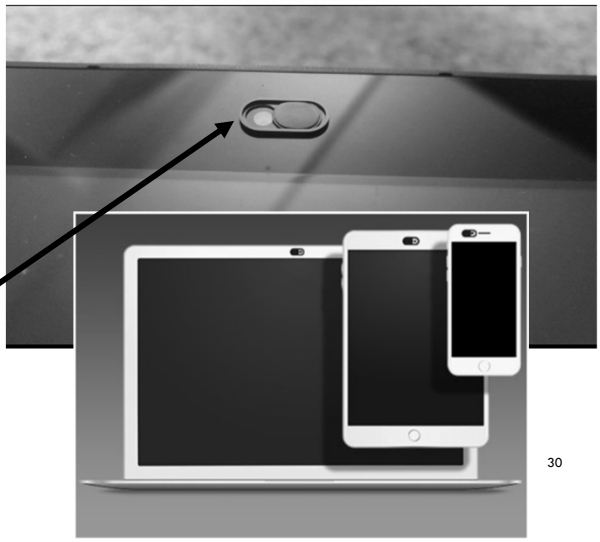
TECHNOLOGY ABUSE – **WHAT TO DO**?

- **Practice digital hygiene**
  - Decrease digital footprint
  - Use good password habits
    - https://howsecureismypassword.net/
    - Password manager
    - Keyloggers
  - Use multi-factor authentication
  - Use privacy settings
  - Always log out
  - Use webcam cover



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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

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http://www.stopstalkerware.org/

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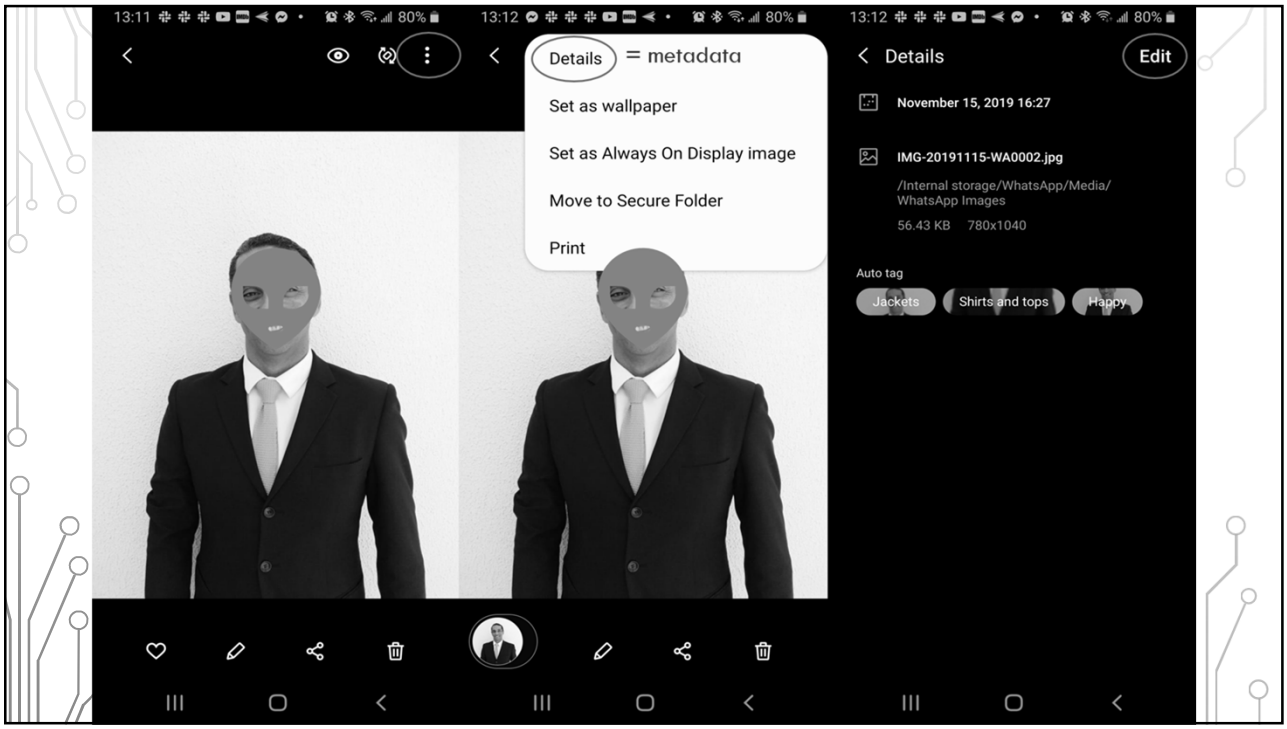
13:11
80%
13:12
80%
Details
= metadata
Set as wallpaper
Set as Always On Display image
Move to Secure Folder
Print
13:12
80%
Details
Edit
November 15, 2019 16:27
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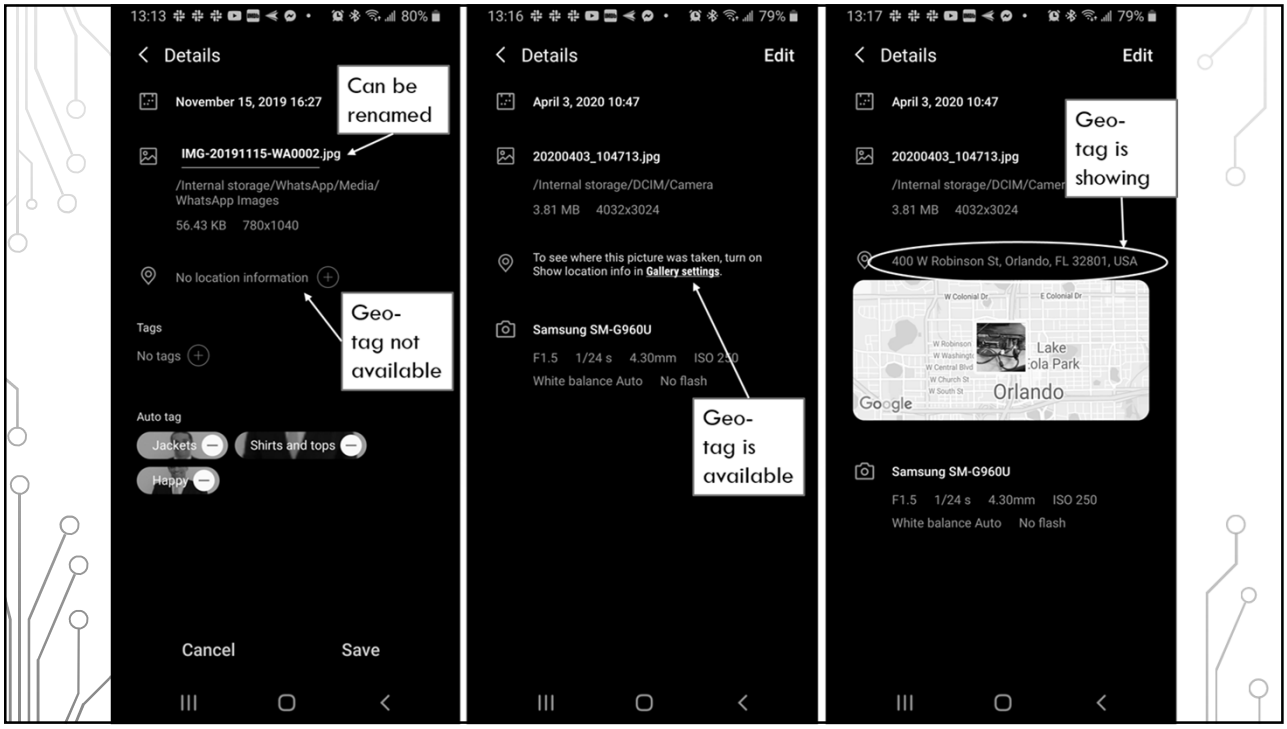
Auto tag
Jackets
Shirts and tops
Happy

33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80%
Details
November 15, 2019 16:27
Can be renamed
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WhatsApp Images
56.43 KB 780x1040
No location information
Tags
No tags
Geo-tag not available
Auto tag
Jackets
Shirts and tops
Happy
Cancel
Save
13:16
79%
Details
Edit
April 3, 2020 10:47
20200403_104713.jpg
/Internal storage/DCIM/Camera
3.81 MB 4032x3024
To see where this picture was taken, turn on
Show location info in Gallery settings.
Samsung SM-G960U
F1.5 1/24 s 4.30mm ISO 250
White balance Auto No flash
Geo-tag is available
13:17
79%
Details
Edit
April 3, 2020 10:47
20200403_104713.jpg
Geo-tag is showing
3.81 MB 4032x3024
400 W Robinson St, Orlando, FL 32801, USA
Orlando
Google
Samsung SM-G960U
F1.5 1/24 s 4.30mm ISO 250
White balance Auto No flash

34


Location History: ON
Manage Settings
Location History: ON
Manage Settings
Your March visits
2
Cities
12
Places
4 new
Your March activity
12 mi
4 hr
992 mi
38 hr
Highlights
Cities visited
St Cloud
Winter Park
Highlights
Places visited
Café Linger
See all visited places
The Crosslands Shopping Center
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?
35

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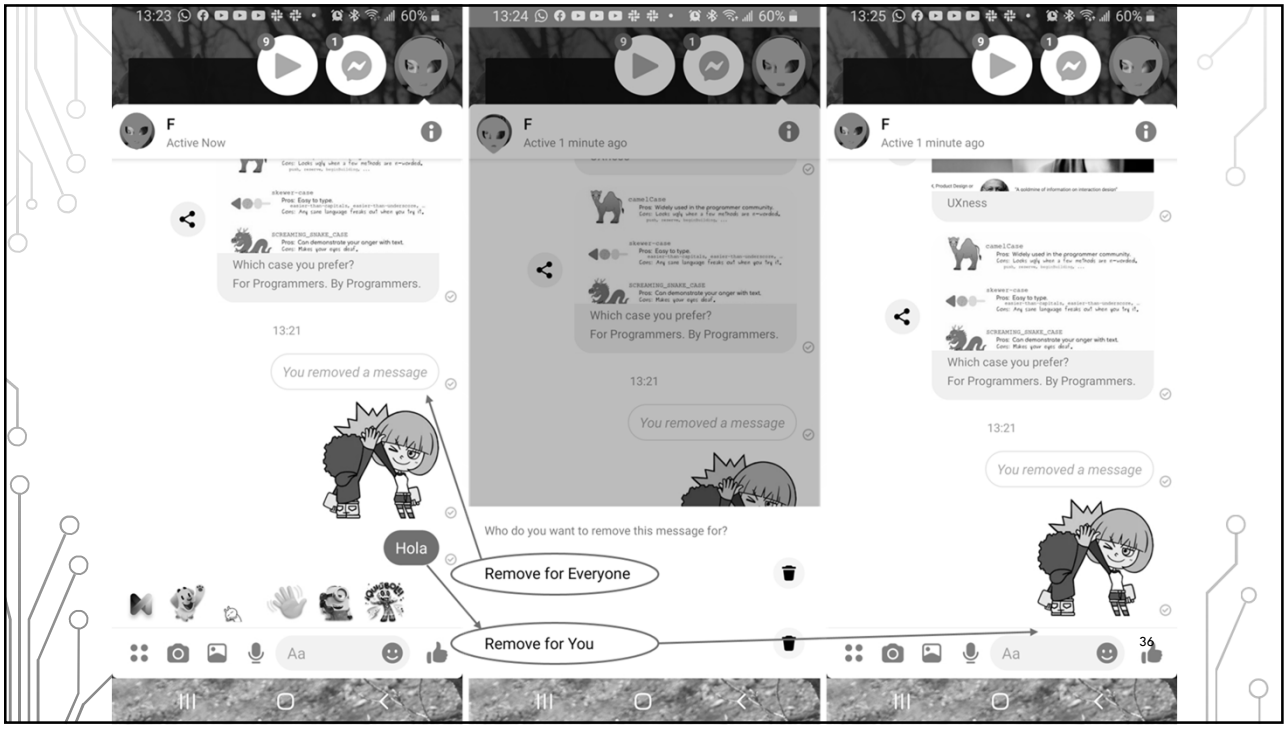
F
Active Now
F
Active 1 minute ago
F
Active 1 minute ago
Which case you prefer?
For Programmers. By Programmers.
13:21
You removed a message
Who do you want to remove this message for?
Hola
Remove for Everyone
Remove for You
UXness
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TECHNOLOGY ABUSE – **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

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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

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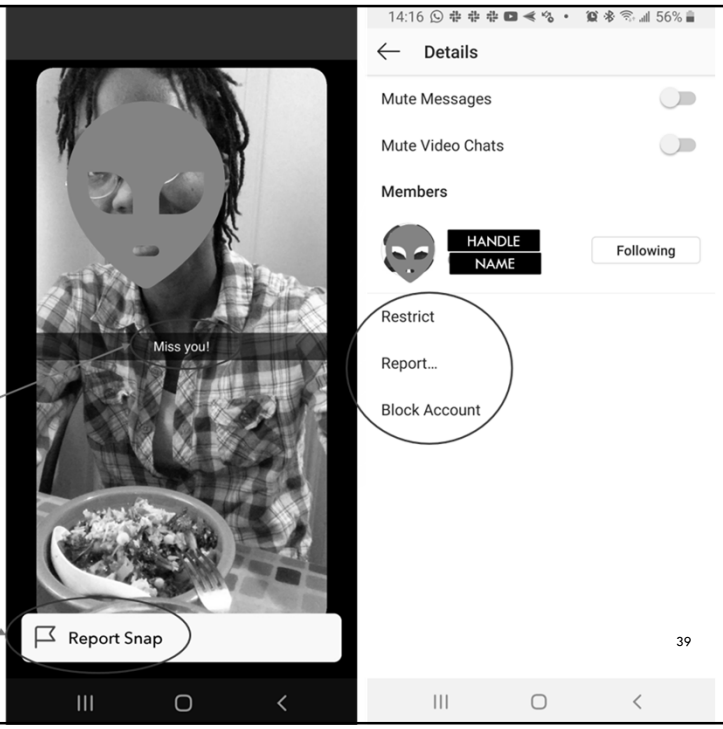
- Restricting the abuser's access to your content restricts your access to their content, too.
- Harassing message
- Creates electronic paper trail of incident



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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

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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/stopthinkconnect-toolkit

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RESOURCES

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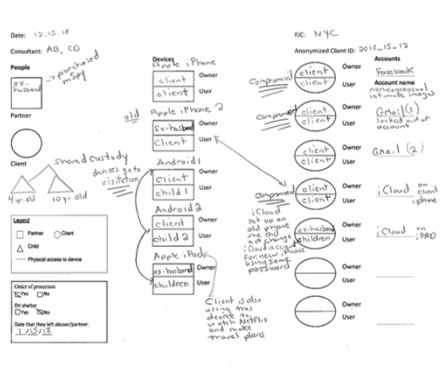
COMPUTER SECURITY AND PRIVACY FOR SURVIVORS OF INTIMATE PARTNER VIOLENCE

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



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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

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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

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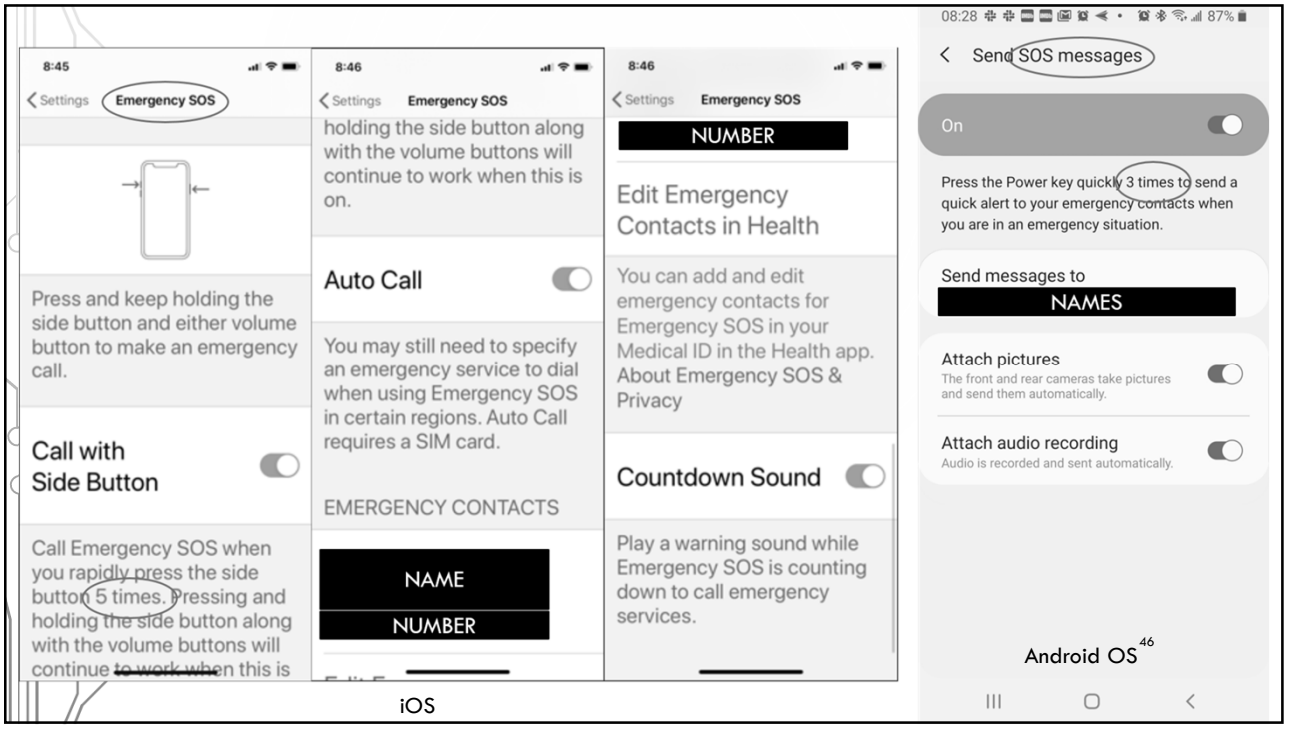

iOS

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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/

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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 Smarts
  - https://mediasmarts.ca/

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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/1ud1lLFklG0BeLX9jlzJMxCPm8-cSeqPjU60nkhUPYA8/edit

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THANK YOU!

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