



# **TECHNOLOGY SAFETY SERIES:**

## **Abuse Using Technology**

BY FLORENCE VICIL

AS A COURTESY TO DOMESTIC VIOLENCE VICTIM ADVOCATES IN FLORIDA

# 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?

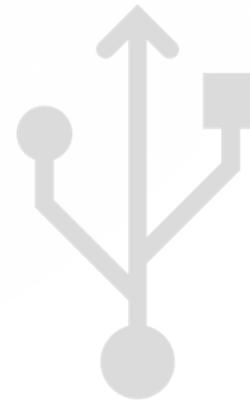
- Social media, text messages, email
- Computer activities, tablets
- Online accounts (phone, bank, etc.)
- Phone apps/features, phone land line
- Spoofing (caller ID, replyTo email)
- GPS tracking
- Gathering online data

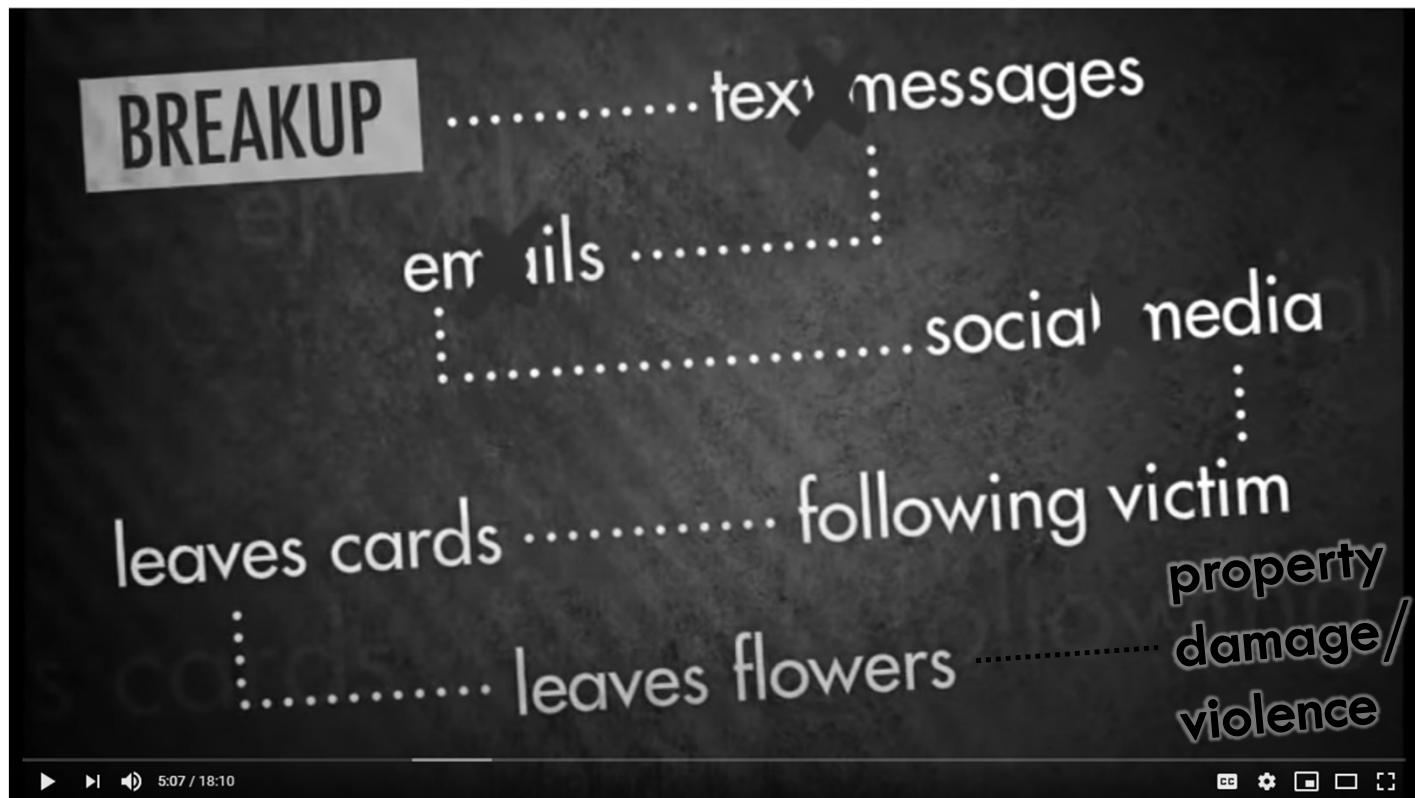


- Posting abusive content online
  - Nonconsensual pornography (Revenge Porn)
  - Sextortion
- Toys/gifts with hidden “spying” technology
  - Cameras, microphones, GPS
- Smart/connected/wearable devices, IoT
  - Roadside assistance/safe driver service

# TECHNOLOGY ABUSE – HOW?

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



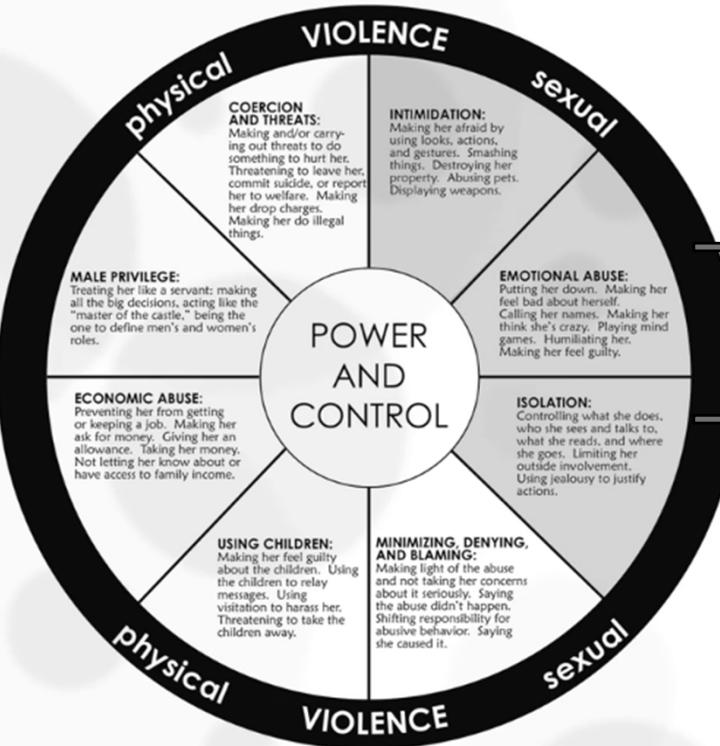


Connecting the Dots: Recognizing and Responding to Stalking  
<http://www.evawintl.org/Library/Detail.aspx?ItemID=659>

## 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

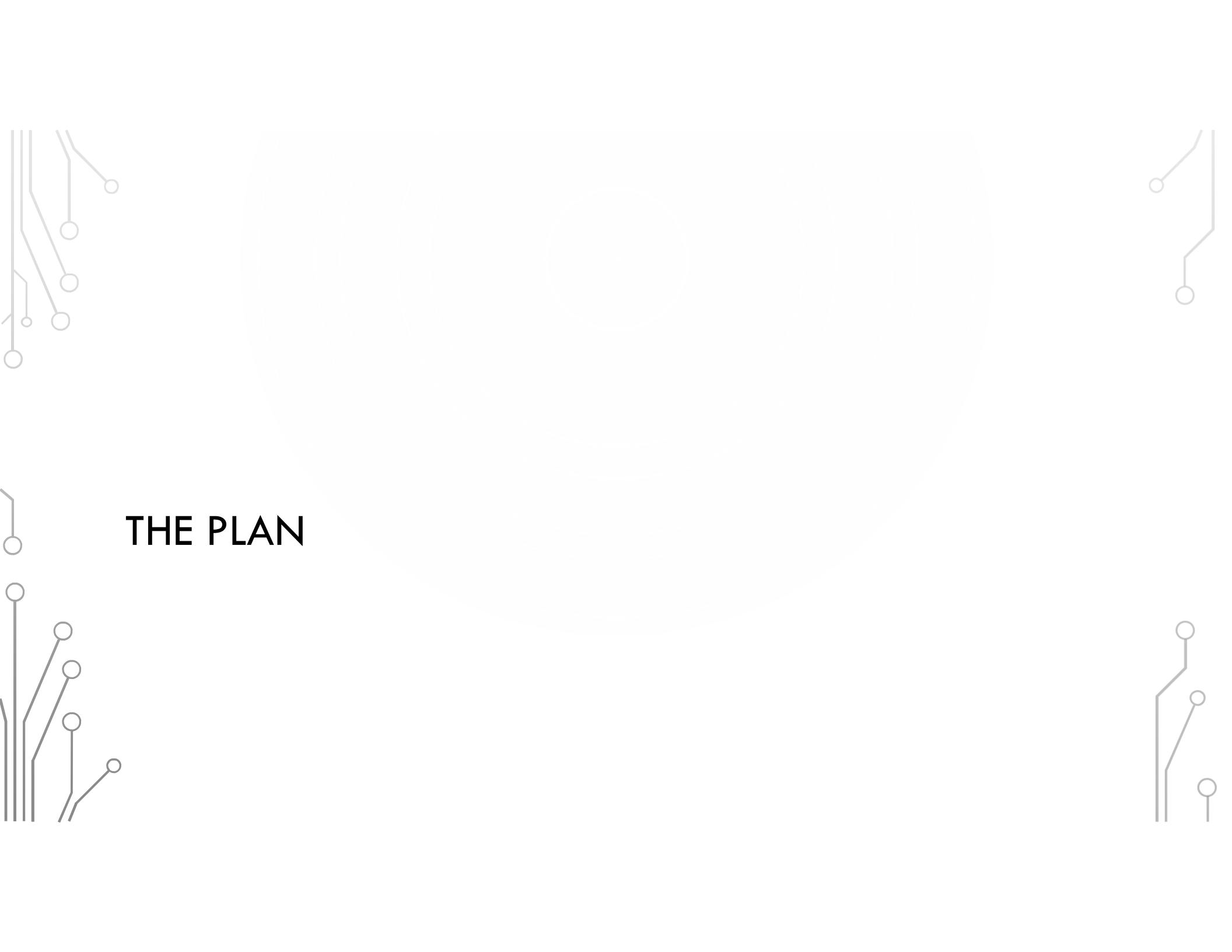
- **What's happening?**

- 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)		<b>Documentation</b> If you were able to document the abuse, what type of documentation do you have?	
		<b>Other Information</b> 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](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

A screenshot of the DocuSAFE mobile application interface. It shows a header with the time (17:37, 17:36, 17:38, 2:49) and battery level. Below the header is a banner titled "Increasing Privacy & Safety" with a link to "Tips for device security and personal safety". The main section is titled "Recent Activity" and lists four items: "Secure shared from - New Messaging Document" (with an unlock code of 523452), "Added documents to New Messaging Document folder", "Created Stalking Incident folder", and "Created New Messaging Document folder". At the bottom are navigation tabs for "Home", "Documentation", and "More".

My Documentation

No Documentation has been added yet.

Tips for Documenting Abuse

Using My Documentation

Document Incident

Home Documentation More

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

A screenshot of the "My Documentation" screen in the DocuSAFE app. It displays a message stating "No Documentation has been added yet." Below this are three buttons: "Tips for Documenting Abuse", "Using My Documentation", and "Document Incident". At the bottom, there are navigation tabs for "Home", "Documentation", and "More". A note at the bottom says, "If your files are taking longer than expected to encrypt, please keep your screen active until encryption is complete." Another note says, "Note: You are about to share your documentation with your designated contact." At the very bottom, it shows an "Unlock Code" field containing "229630" and buttons for "Upload & Share" and "Cancel".

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

11:51 • 89%

Liz NAME  
NUMBER +1407

DATE

L Can I use your treadmill? 09:28

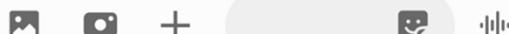
You can but you'll have to assemble it. I have the control panel here 09:28

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

L Ok 09:29

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

L 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 • 89%

Liz NAME  
NUMBER +1407

Ok you are all done ? 09:30

Done with the semester. Still 3 semesters to go 09:31

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) 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 anneal the beads 09:35



III O <

11:52 • 89%

Liz NAME  
NUMBER +1407

L 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 09:38

L Yes that would be nice 09:39

Bead, not bread 09:39

L Right 09:41

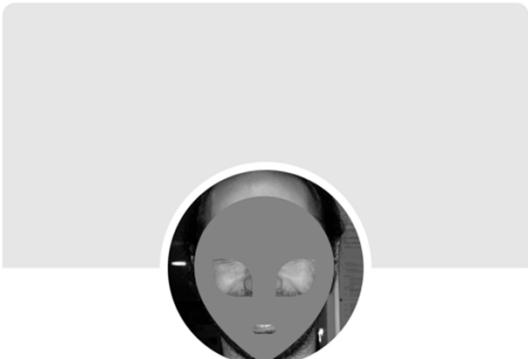


III O <

- 11:51 NAME NUMBER 11:52 NAME NUMBER 11:53 NAME NUMBER 11:52 NAME NUMBER
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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

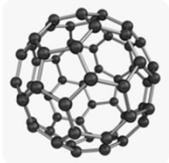


NAME

Message ...

... See NAME About Info

Friends  
549 (1 mutual)



III O <

12:44 84%

← Profile Settings

See Friendship

Find Support or Report Profile

Block

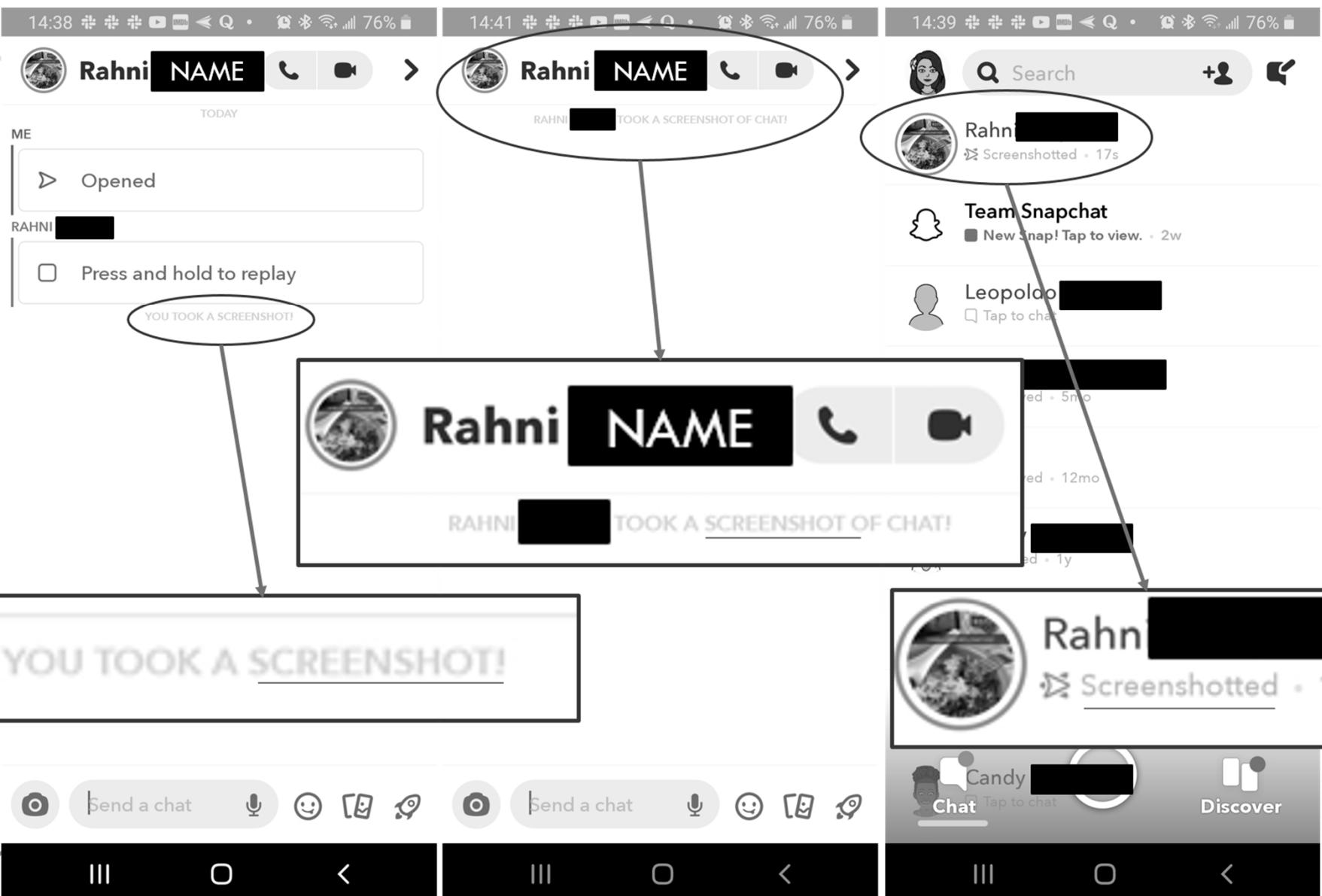
Search Profile

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](#)

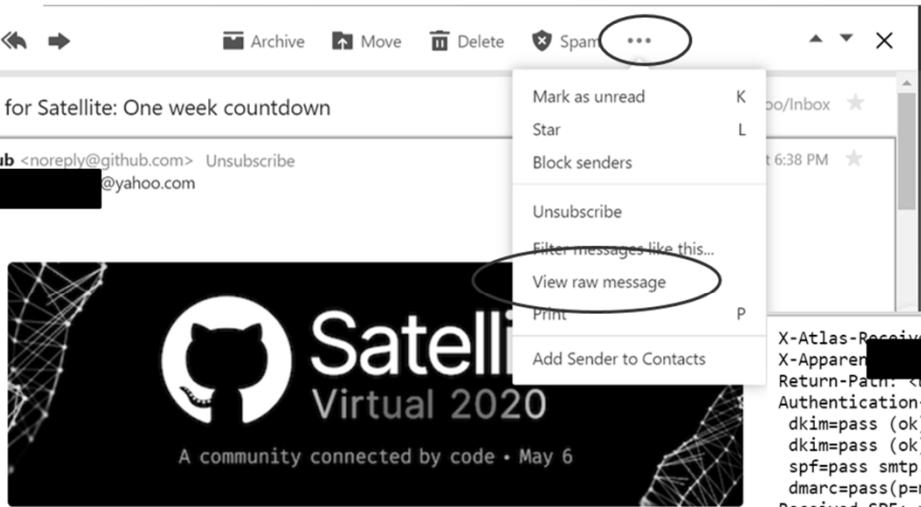
to me

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](https://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

X-Atlas-Received: from 10.248.233.82 by atlas108.free.mail.gq1.yahoo.com with http; Thu, 30 Apr 2020 22:38:36 +0000  
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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 | ...

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Seminole State College <no-reply@seminolestate.edu>  
Wed 5/6/2020 2:35 PM  
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Message details

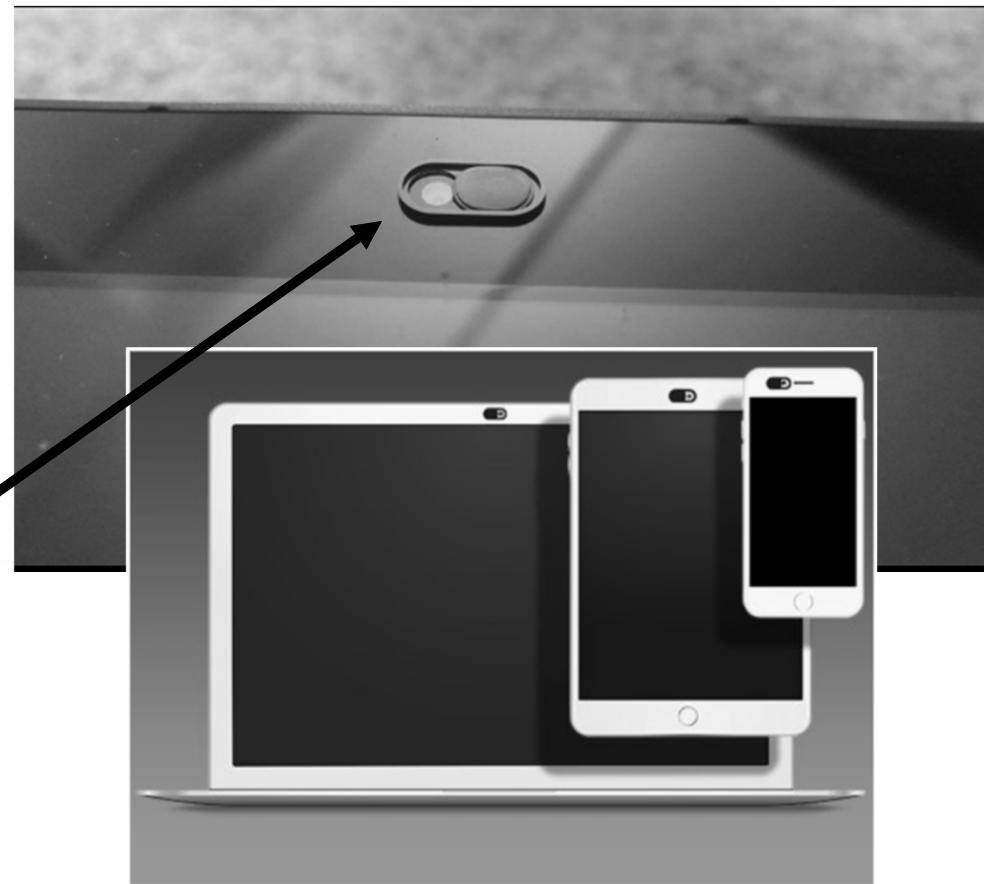
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Received: from CY1NAM02FT007.eop-nam02.prod.protection.outlook.com (2603:10b6:5:1b4:cafe:2b) by DM6PR02CA0115.outlook.office365.com (2603:10b6:5:1b4::17) with Microsoft SMTP Server (version=TLS1\_2, cipher=TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384) 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)  
designer=18:35:30 +0000  
received=18:35:30 +0000  
header=18:35:30 +0000  
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Ass (sender IP is 216.120.208.16)  
edu·live.seminolestate.edu·dkim=

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



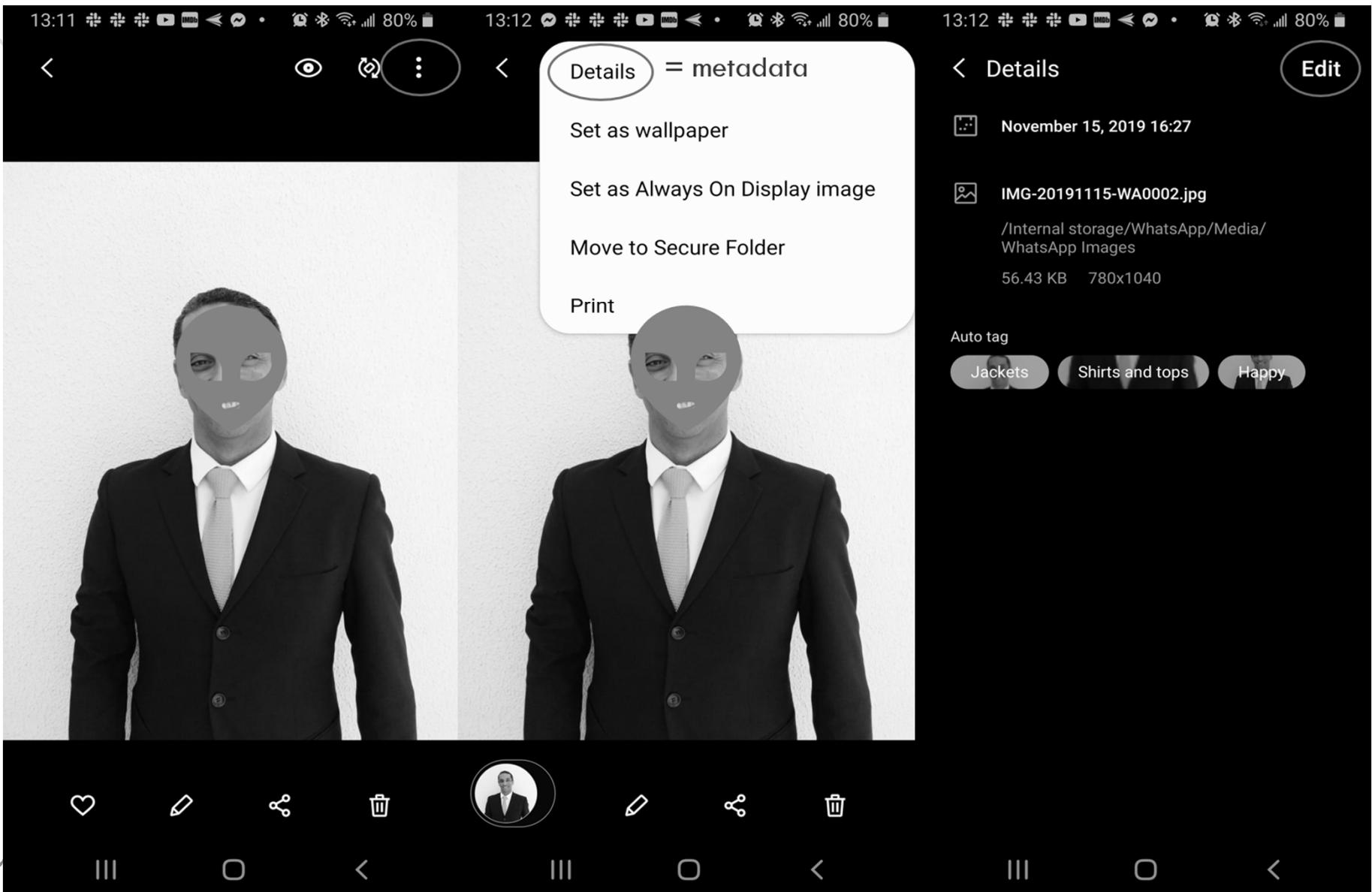
Unexplained  
charges  
on bill

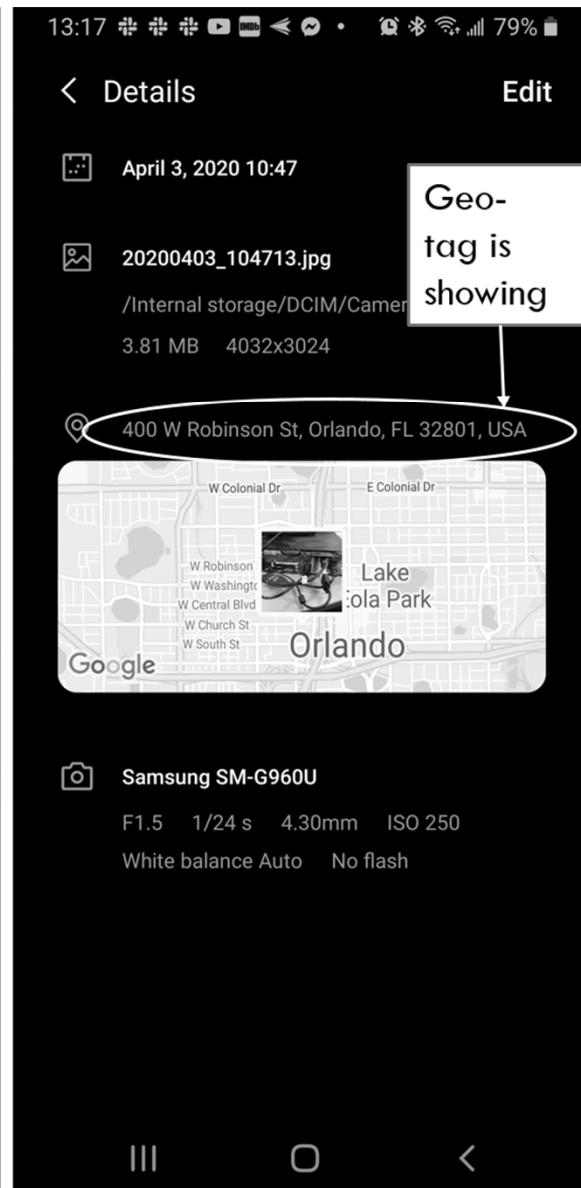
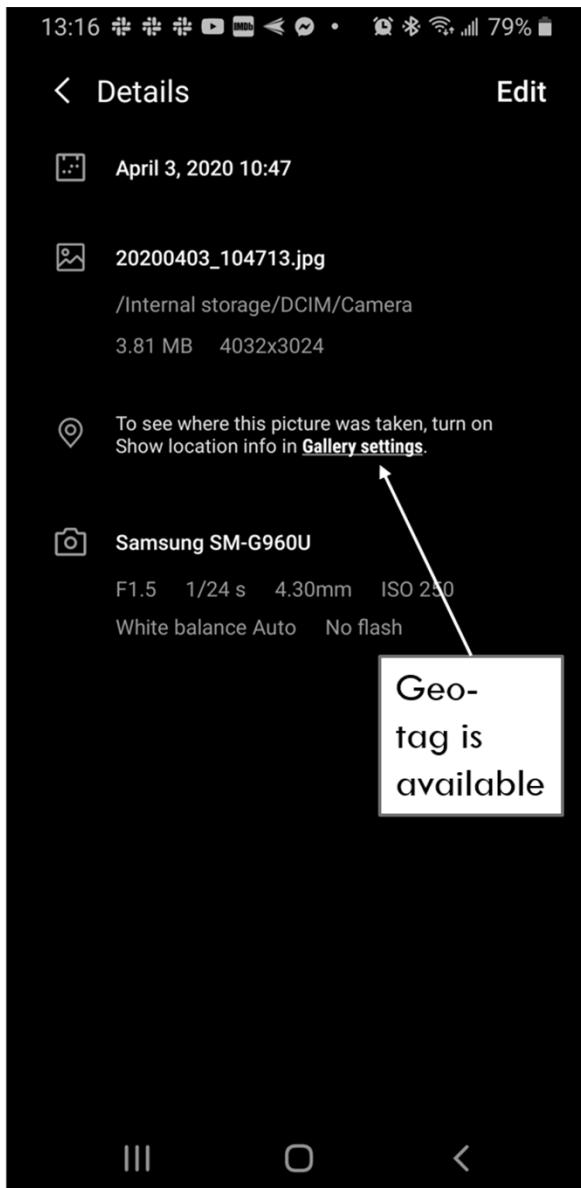
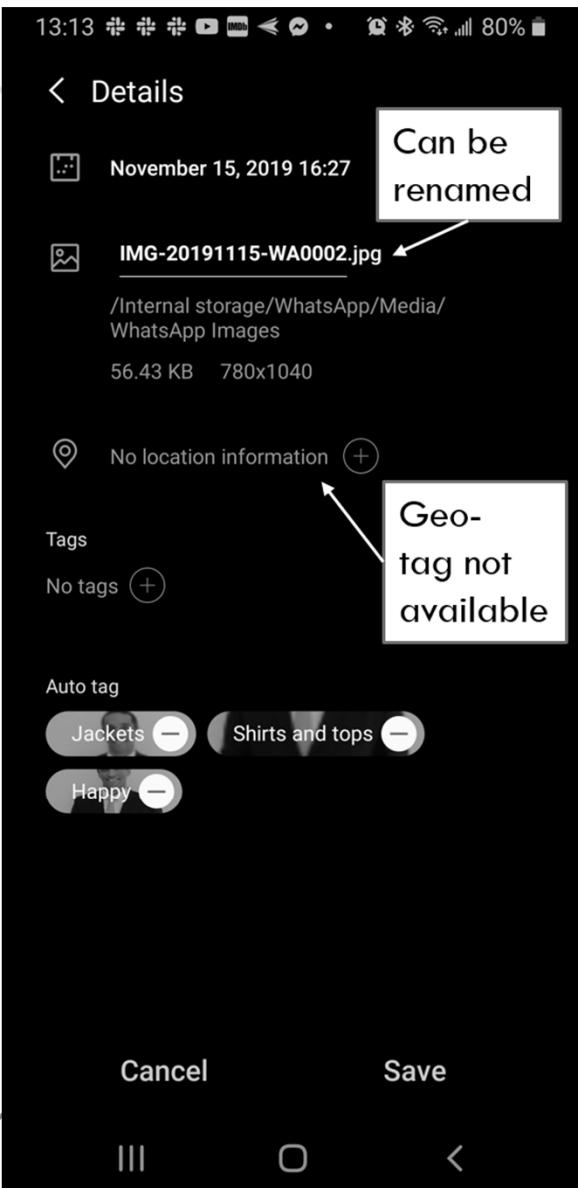


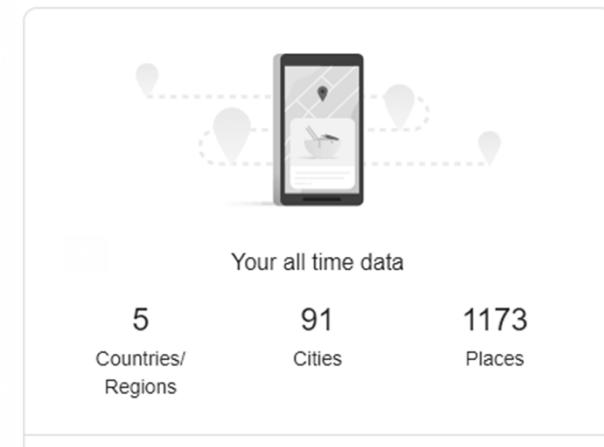
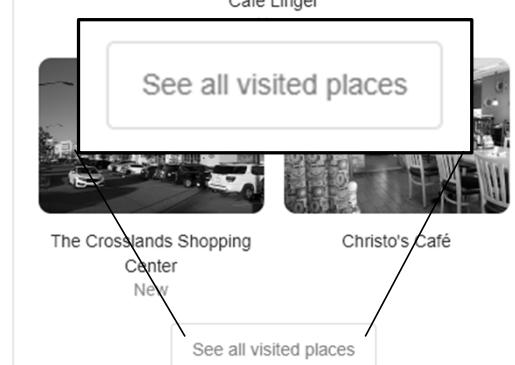
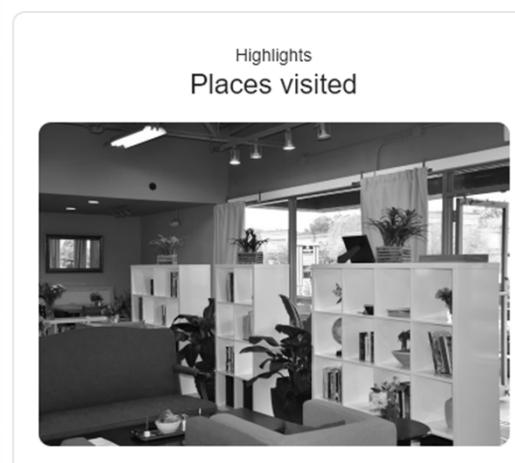
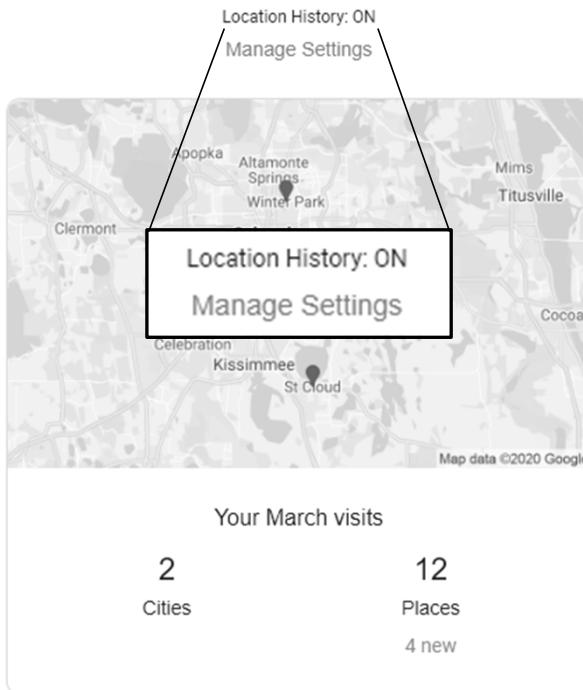
Trouble  
turning off  
phone



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





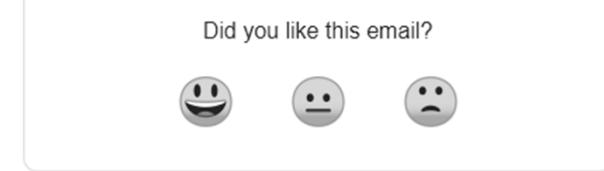


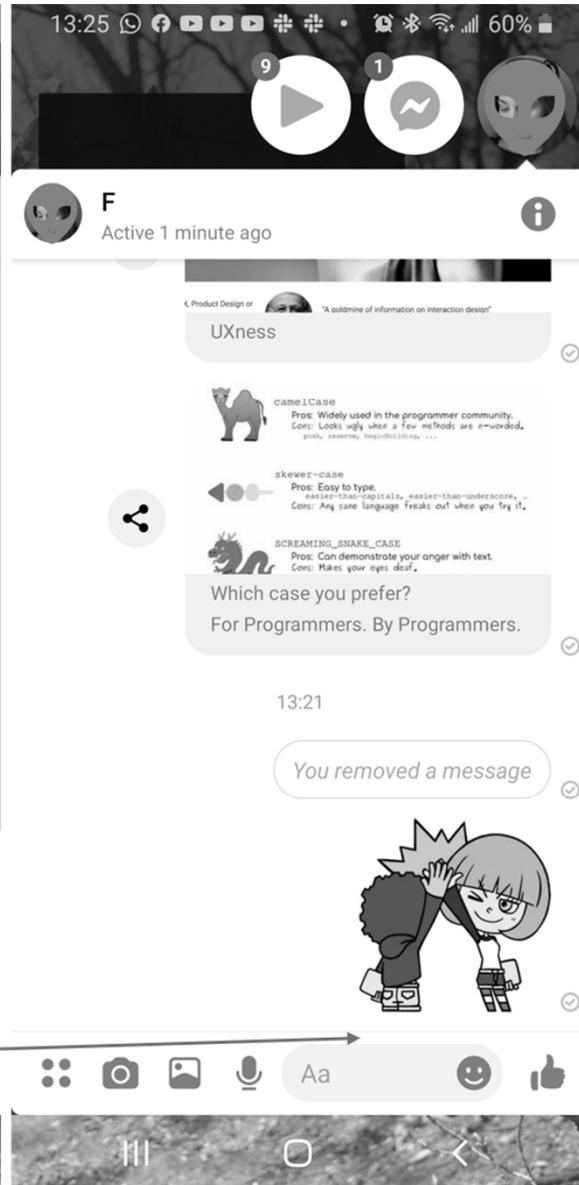
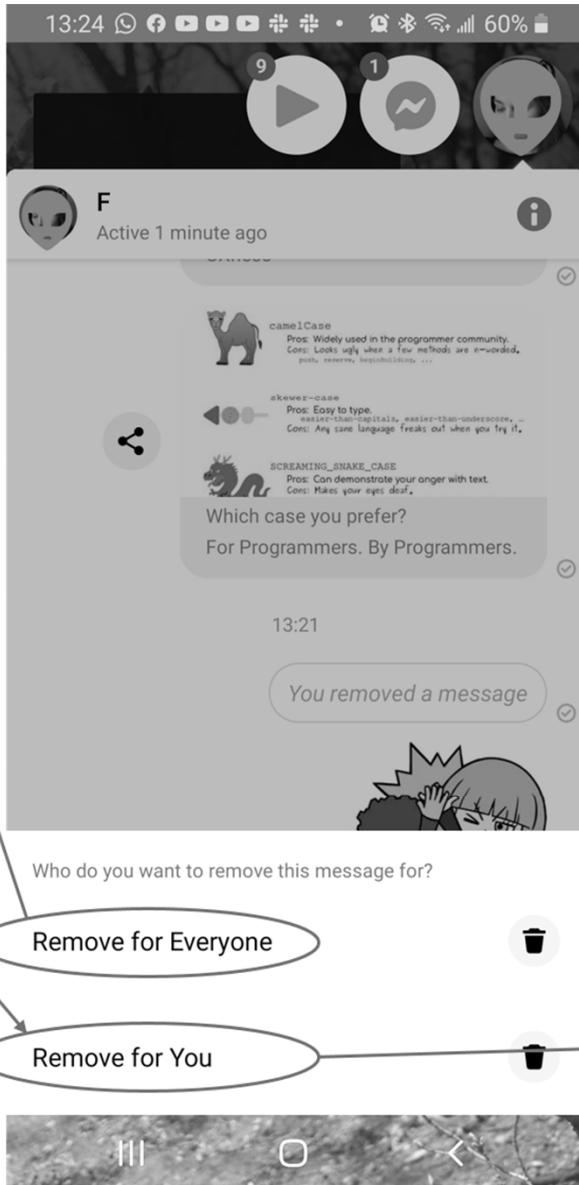
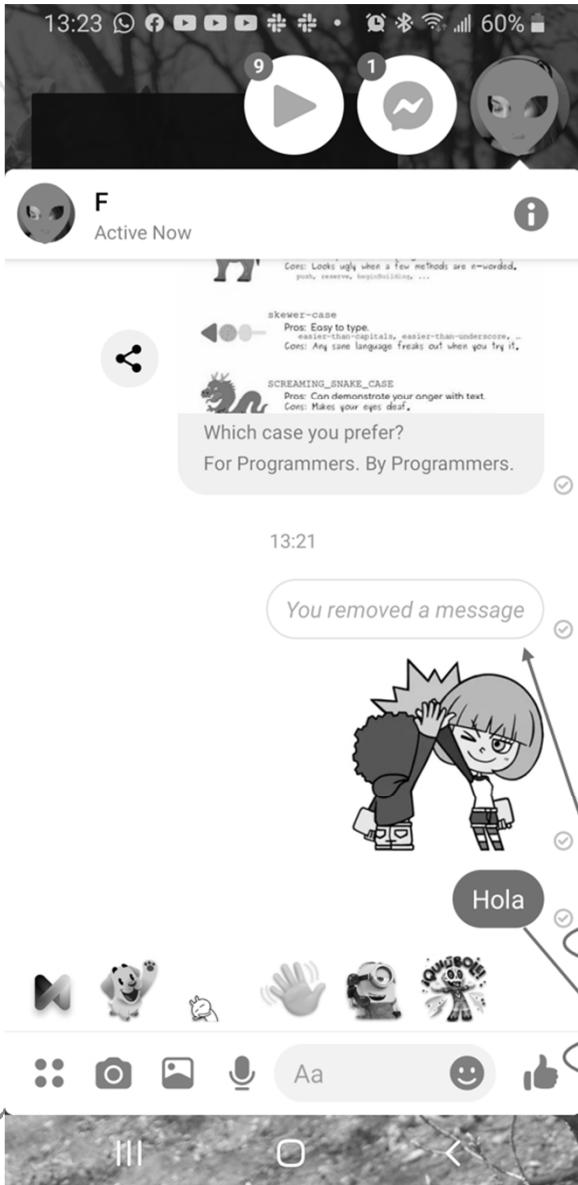
Manage your Location History  
Visit your private Timeline to view, edit and delete your Location History

[Go to your Timeline](#)

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

[Go to Activity controls](#)





# 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

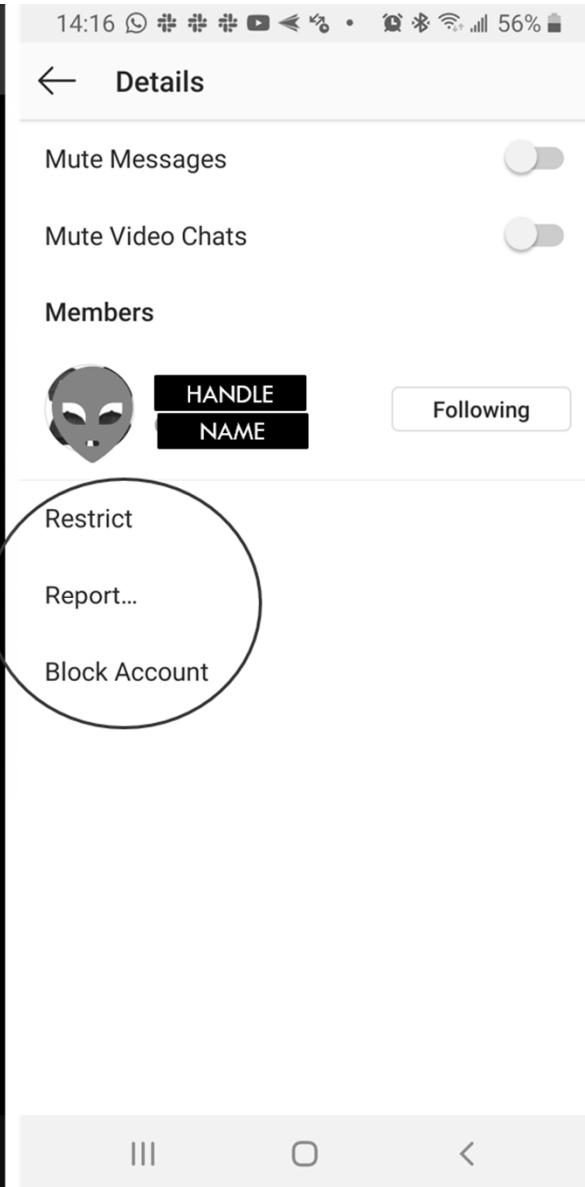
- **Report the abuse**

- 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

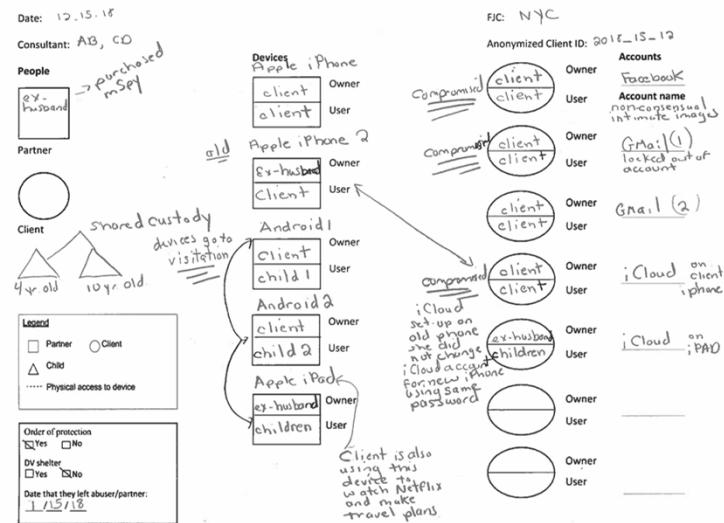
# TECHNOLOGY ABUSE – WHAT TO DO?

- **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/resources>
  - Technology Assessment Questionnaire (TAQ)
  - Privacy Checkup Guides
  - IPV Spyware Discovery Tool (ISDi)
  - Technograph
  - App Classification Guide



# NATIONAL NETWORK TO END DOMESTIC VIOLENCE

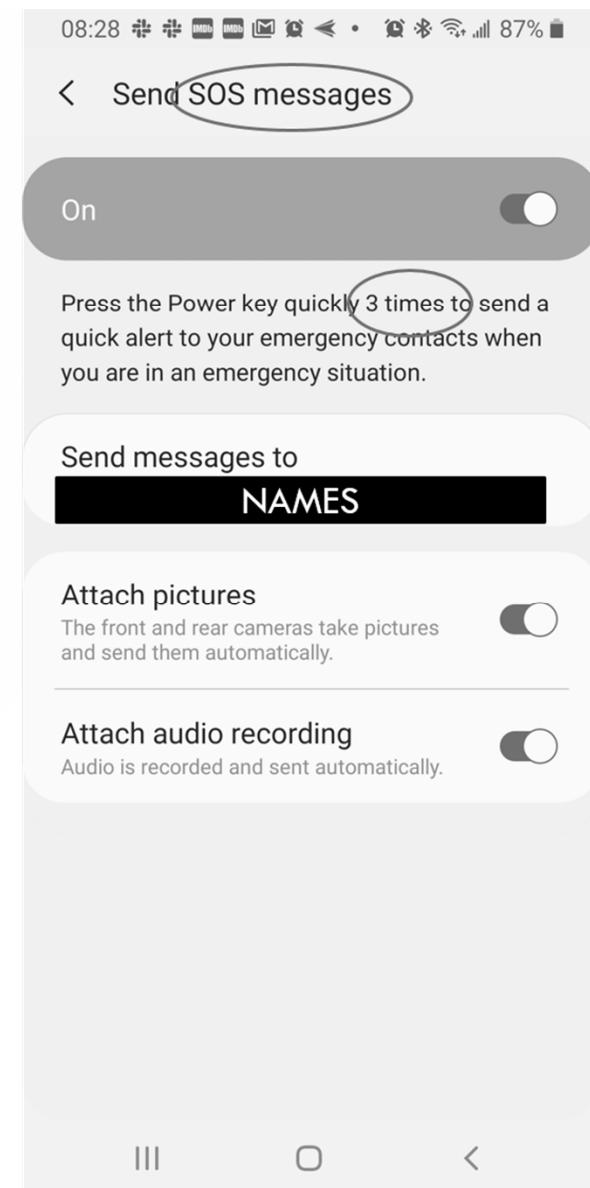
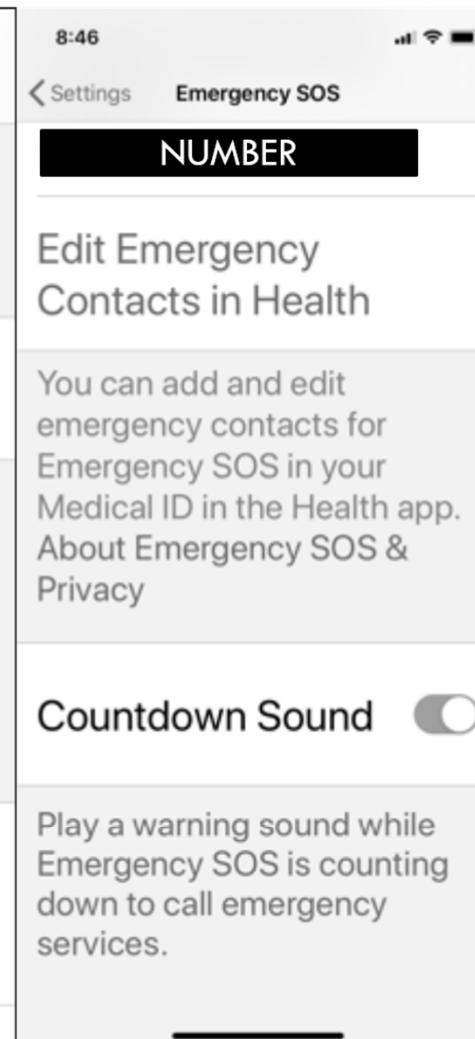
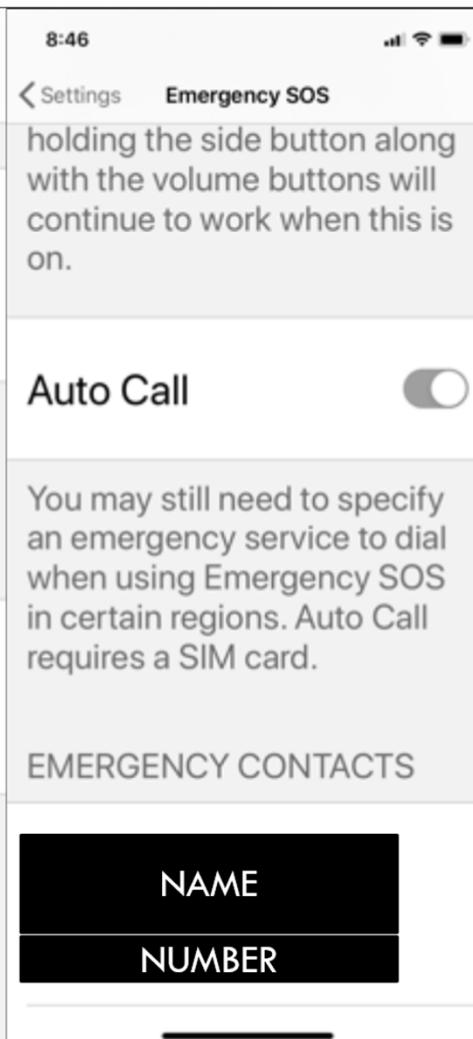
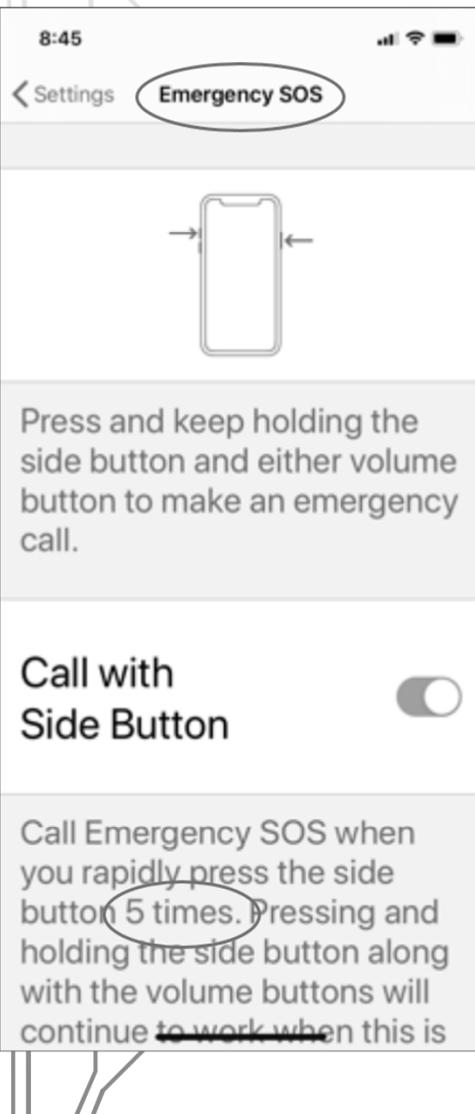
- <https://www.techsafety.org/>
  - Survivor Toolkit
  - App Safety Center
  - Agency Use toolkit
  - Digital Services Toolkit
  - Confidentiality Toolkit
  - Legal Systems Toolkit
  - Judicial Toolkit



# 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!**

