

Under our wing



vodafone

Keeping you safe and
secure

Make the most of now

Looking after you and your mobile

We want you to feel relaxed and be safe and secure when using your mobile, so we've put together this guide to help you. There's some info about the appropriate use of your phone whilst driving, and because we know there are a few things parents may be concerned about with mobiles and kids, there's lots of advice here for families.

We've also included practical information about how to deal with unwanted calls and the details for organisations who can help you further with this.

In fact, when it comes to your protection and security, you could say we've been busy bees.

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Mobiles and driving

It's obviously really useful to have your mobile with you while you're in the car, so that you feel secure if you're driving alone, and so you can get directions, tell someone you're running late, or call the emergency services.

However, research has shown that using a phone whilst driving can be dangerous. And tests show that even talking using a handsfree kit can be a distraction, and increases the risk of having an accident. Legally, you can now only make or receive calls using a handsfree kit. But even then, please try to keep calls short, and limit yourself to essential calls. We want you to stay safe.

The legal stuff

Since December 2003, it has been an offence, whilst driving, to do the following:

- hold or use a mobile phone
- use any other handheld devices such as a Blackberry, PDA or satellite navigation
- send or receive text or multimedia messages
- browse the internet.

What could happen if you don't comply with the law*

If you accept a roadside fixed penalty notice you will receive three points on your licence and a fine of £60. If your case goes to court, in addition to points, you could face discretionary disqualification on top and a maximum fine of £1,000 (or £2,500 in the case of drivers of buses, coaches and goods vehicles).

*Correct at time of print.

About handsfree driving

Handsfree is now a legal requirement if you use your mobile whilst driving. Luckily, it's easy to install and there are several kits to choose from, so visit your Vodafone store to get professional advice on which one would suit you and your model of phone best.

The law says as the driver you are responsible for the control of your car, and that if you are taking and making handsfree calls you should do so in a lawful way. If you drive badly because you are distracted by a phone conversation the police can still prosecute you for failing to have proper control of the vehicle.

So, if you are ever unsure about using handsfree, try to pull over and stop somewhere safe before using your phone.

If you haven't got a handsfree kit yet, it's best to switch your phone off when you're driving, and use your Vodafone Voicemail to pick up messages. Then you can return the calls when you have stopped driving.

For more information visit vodafone.co.uk/driving or the Department of Transport website.

Protecting young people

Internet access, picture messaging, TV – these days a mobile phone does all sorts of amazing things.

So how can you be sure your children aren't seeing things they shouldn't?

At Vodafone we do everything we can to protect youngsters from exposure to inappropriate content, such as gambling, erotic or violent content, social networking sites including adult chat rooms and dating services.

Under 18s barred

Vodafone has put in place a network bar, Content Control, which prevents access to 18 rated content on our mobile internet portal – so children won't accidentally stumble upon inappropriate content. Adult customers can lift content control by proving their age.

Kids can be curious, so if they do try to view 18-rated content, the image shown here will appear on their phone screen letting them know it's been blocked.

For more information visit vodafone.co.uk or call free on **1581** from your Vodafone mobile.

We're keeping an eye on things

We work hard to ensure that our customers are protected from content which they do not want and which might, because of their age, be inappropriate for them to see. Our filtering and barring mechanism does a good job of stopping things getting through, but you can help too, by explaining to your kids how to use their mobiles sensibly.

Chat room chat

Chat rooms, a virtual meeting place, can be great places to meet new people, swap details etc.

All chat rooms that your children can access via Vodafone live! are monitored at all times by a real person. There are unmoderated chat rooms which can be accessed by mobile phone and it is important for parents to make children aware of the dangers of passing their personal details like this to strangers over the internet.

How to keep chat room use safe:

- Find out how your child is using chat rooms. Make sure they're chatting to friends – not people they don't know.
- Visit the chat room and check it out for yourself.
- Let them know the importance of never giving out personal details such as phone number, email address, or school and home information.
- If they want to meet someone from a chat room make sure a responsible adult goes with them.
- If your child is receiving inappropriate communications report it to the police. Keep the message or picture as you may need it for evidence.

A guide for parents

We've put our heads together with the National Family and Parenting Institute (NFPI) to produce a helpful guide on mobile phones, specially for parents. It will arm you with all the information you need on content-related matters. You can get a copy of the parents guide at:

vodafone.co.uk/contentcontrol

For further information on all the issues raised in this guide, contact the National Family and Parenting Institute (NFPI) on **0808 800 2222** or visit **nfpi.org**

Getting calls and messages you don't want

Occasionally you might receive calls or messages you don't want, such as spam, or nuisance or malicious calls. There are ways to deal with these, which we'll tell you about here.

Nuisance communications

These are accidental or unintentionally irritating calls and messages. It could be from a company that keeps contacting you, although you've told them not to, or it may be something you or your child have agreed to accept by mistake. For example, your child might have signed up for a daily joke service, and not know how to cancel it.

You can stop nuisance texts from commercial companies easily. Simply return the text you want to prevent recurring with the text message STOP and the company sending the messages is legally bound to stop.

Spam and premium rate numbers

Spam is the term for unsolicited text and picture messages. Sometimes it can include links to pornographic images or websites. Or they may attempt to get money out of you, by announcing you have won a prize and should call a premium rate number to claim it. These calls are invariably long and expensive, and end up costing more than the supposed 'prize'.

It's important to warn your children about these types of misleading messages, as they can easily be enticed into responding to messages that offer prizes or free products.

Dealing with malicious communications

These are calls, or texts, that are intended to irritate or upset you – sometimes obscene suggestions, personal threats or abusive language or pictures. There are laws in place to protect you, and anyone making a malicious communication may be fined and could be imprisoned.

We'll work with the police where appropriate to provide them with the necessary call information. We can also give you a new mobile number free of charge if you have a crime reference number.

Here's how to deal with unwanted calls

1. Most malicious messages are sent to get a reaction from you. So if you have suspicions about someone, simply don't reply to them. Use your Vodafone Voicemail to filter calls from them. And remember, you are in control and can end the call whenever you want.
2. If you receive a nuisance or malicious communication call **191*** free from your handset and let us know about it. We'll log it. Don't put it off until another call comes in, because it's vital that we log each call or message when it comes in.
3. Record the evidence of all unwanted communications you receive.
4. Contact the police. Malicious or nuisance calls are an offence and the police can take action against the person sending the messages.

*Calls to 191 are free, Pay as you talk customers will be charged 25p when speaking to an adviser.

Dealing with bullies

Unfortunately, sometimes bullying can take place by phone, through abusive calls, texts or images. But there are ways to deal with it. There are laws to protect everyone from malicious communications, and the bully could be heading for a fine or even imprisonment.

If you are concerned that your child might be receiving bullying calls or messages, or if they appear distressed, it's important to talk to them to find out what is happening. Stress the importance of never replying to a message or text they did not want to receive, as it will only encourage the bully, and to tell you about it.

If your child is reluctant to talk to you about it, encourage them to talk to another adult they can trust, such as a teacher or to contact Childline on **0800 1111** or at childline.org.uk

More information is available at **nfpi.org**

Keeping your phone virus free

Achooo... what if your mobile has been unlucky enough to catch a virus? It's not that common, but it is a recent side-effect of using the internet via mobile phones. These pesky viruses try to spread from phone to phone via multi-media message (MMS), Bluetooth or if you inadvertently download a bogus application such as a game or theme pack.

If your phone gets infected it could mean that you'll lose your numbers and contact information or the battery life will be lessened or the phone's memory will fill up.

Don't panic, unlike the common cold, it is actually quite difficult for a virus to infect your phone. You would only be at risk from being infected by an MMS if you received an attachment, opened it, selected install, okayed the warning that the application was from an unknown source and went on to install it. Similarly, you would only be at risk from a Bluetooth message if you chose to install the application after being warned it was from an unknown source.

What to do if you do get a virus

So far there have been no reports of viruses automatically installing onto a handset without the user first authorising it. But if you are unlucky enough to get a virus, there are programmes that you can buy to locate and delete them. sophos.com is one of the many websites that stock these.

Feel free to check the health of your handset by contacting our customer services advisers free on **191*** from your Vodafone mobile.

For more general information and regular updates on how to protect your phone you can visit the following site **sophos.com**

*Calls to 191 are free – Pay as you talk customers will be charged 25p per call when speaking to an adviser.

Looking after your personal details

Respecting your privacy is an integral part of Vodafone's policy. We never pass your details on to other companies or third parties. Vodafone may, from time to time, send you relevant information about new products and services, but if you want us to stop doing this, we will, of course.

To stop receiving marketing information from Vodafone just call customer services free on **191*** or email **data.protection@vodafone.co.uk** with your mobile number and a clear indication of which messages you wish to stop – for example 'don't send me emails' or 'don't send me SMS messages'.

Making sure you are who you say you are

Your account details should remain private between you and Vodafone only, so we will always go through a series of security questions when answering queries about your account.

You will be asked the following questions:

1. Your Vodafone mobile phone number.
2. Your full name.
3. The password/four digit PIN code with which you have secured your account.

This way we know that we are talking to the right person and not a stranger who could misuse information about your account.

Healthy mobile use

Many parents want their children to have a mobile phone so that they have the reassurance of being able to keep in touch. We acknowledge that some individuals have health concerns regarding the use of mobile handsets but it's reassuring that the current balance of evidence suggests that there is no proof that mobile phones have adverse effects on health.

At Vodafone we aim to always provide clear information and guidance to help parents understand the debate surrounding children, mobile phones and health.

Studies are being undertaken by independent bodies such as the World Health Organisation (WHO) and Vodafone will continue to follow their advice. The WHO advises that no special precautions are needed for children using handsets.

But if you would like to, you may want to encourage your children to follow the following WHO advice:

- Keep calls short
- Consider using a handsfree kit to distance the phone from the head and body.

More information on mobile phones and health can be found at the World Health Organisation website **who.int** and the Health Protection Agency website **hpa.org.uk**

Mobile phone theft

There are plenty of things that you can do to protect yourself from theft. Most obviously, always keep your phone out of sight in a secure bag or pocket.

Keep a note of your phone and IMEI (International Mobile Equipment Identify) number – with this information your Mobile Network Operator can block your phone so it will be useless to anyone who steals it. Your IMEI number can be found either on your phone box or on your phone battery.

You can also get insurance cover from Vodafone, for both Pay as you talk and Pay monthly phones for as little as £3 a month.

Let your children know that their safety is far more important than a phone – a phone can always be replaced. Make sure your children know that if someone threatens them, it's best not to resist, and to hand the phone over. After all, it's only a phone.

Making the world a cooler place

Vodafone has teamed up with the Global Cool† campaign to encourage people to recycle handsets, batteries and accessories. Global Cool is a planet saving campaign backed by scientists and celebrities with a target to reduce worldwide annual CO2 emissions by one billion tonnes. You can find out more information at **globalcool.org**

Did you know that between 65% and 80% of the material content of a mobile can be recycled and reused? Encourage your family to do their bit for the environment – simply put your old mobiles and accessories in the bins or envelopes provided in our Vodafone stores or simply send them in a jiffy bag to FREEPOST, Regeneris Vodafone Recycling. On top of the direct recycling benefits to the planet, all funds raised will be donated to Global Cool. The money will then be used to fund Solar Aid and the Million Superheroes campaign. Cool.

†Global Cool Foundation UK, registered charity number 1116673.

Based on an average of 7,900 phones received per month between October 2006 – October 2007 and after deducting external costs of our phone recycling agent, Global Cool will receive approximately £10 per phone recycled.

Other useful stuff

To find out more about Vodafone's commitment to phone safety, security and related issues, visit vodafone.co.uk

Useful numbers

Vodafone Customer Services
191* free from a Vodafone mobile.

From all other phones call:

Pay Monthly helpline
08700 70 01 91**

Pay as you talk helpline
08700 77 66 55**

All helpline calls charged at standard national rates.

*Calls to 191 are free – Pay as you talk customers will be charged 25p per call when speaking to an adviser.

**BT customers are charged 4p per minute at off peak and peak times. Other providers rates may vary.

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