

[Brandmark of TELUS Wise]

[TELUS Wise online basics]

[16. TELUS _ Fixing privacy problems]

[The home page of a social network appears on the screen.]

[Voice of a woman]: If something private gets shared that you would prefer others not to see, there are a few different ways to fix it.

[A private message is displayed, indicating the following text:
“Hey do you mind taking this down? I’d rather it not to be public.”]

Your first step is usually to ask anyone who shared it, to take it down from their accounts. This works more often than not.

[The social network page scrolls down, the finger taps on the three small dots to the right of a post and a drop-down menu is displayed. The finger taps on the link "Find help or report post".]

If that doesn’t work or you don’t feel you can safely make that request, you can report it to the platform where it was posted, like Facebook or Instagram, or you can report it to the Police.

[A dialog window to report a post opens, indicating the next categories:

- Nudity
- Violence
- Harassment
- Spam
- Hate
- Terrorism.

The finger taps on Harassment.]

Social networks won’t often take down photos just because they are embarrassing, but they might if something is used to harass you.

[Distributing “intimate images” without consent is illegal in Canada.]

Sharing intimate images where a person is fully or partially naked without their consent is against the law in Canada, it doesn’t matter how old the person in the picture is.

[A gavel appears above the previous text.]

A judge has the power to have it taken down.

If someone posted an intimate image of you online, you should report it to the Police.

You can also turn to the law if something being shared about you is defamatory,...

[Defamation:

- Untrue
- Shared publicly
- Damages your reputation]

... which means that it's not true, has been shared in a public place and may damage your reputation. Get legal advice and if necessary, you can look for a free or subsidized legal clinic in your area.

[A private message on a social network is displayed, indicating the following text:

"I am so sorry - I should have asked first before publishing this. I'll take it down right away."]

Finally, if the offending post is your fault, do whatever you can to fix it. No matter how mad someone is, an apology and a sincere attempt to fix things will usually help.

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For more information on Online basics checkout the other videos in the series.

[telus.com/WiseOnlineBasics].