

How can I protect myself and my family from electronic crime?

There is no doubt the electronic environment has created huge opportunities for the advancement of business, society, and individuals; and for the exploitation by criminals. While New Zealand Police will always attempt to detect and apprehend criminals to ensure community safety, enforcement alone won't be enough . . . prevention is becoming increasingly important.

Commissioner of Police Rob Robinson
NetSafe Symposium 2002

- Educate yourself about basic online safety using resources such as www.netsafe.org.nz. Apply such practical advice to all electronic encounters, for example text messaging, mobile phone use etc.
- Educate your family members about basic online safety. Children and their parents can get this information through the Police Youth Education Service. Police Education Officers teach Internet and mobile phone safety as part of their Keeping Ourselves Safe and Kia Kaha programmes at school. They can be contacted at www.police.govt.nz/yves.
- Set up basic virus protection, a firewall, and possibly filtering on your personal computer to control what sort of material comes into your home and what access others have to your personal information.
- For businesses, ensure your Internet transactions and your customer/client information is secure.
- If you are an employer, establish a Workplace Acceptable Use Policy and inform all staff about the policy by entering into individual use agreements. You should monitor Internet use as stipulated in your policy.
- If you are a school, establish a cybersafe learning environment following the recommendations of the NetSafe Kit for Schools and educate your students and staff about the issues.
- If you are a community organisation that offers Internet access to clients or members of the public, offer cybersafe education and post a link to www.netsafe.org.nz on your website.

NetSafe
The Internet Safety Group



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Auckland
Email: queries@netsafe.org.nz

Phone 09 362 0971
Fax 09 362 0972
0508 NETSAFE (0508 638 723)
www.netsafe.org.nz



For the contact details of your local police station, visit <http://www.police.govt.nz/district/phonebook.php> or refer to the blue section of The Telephone Book.

Other key agencies' contact details:



Auckland: (09) 836-8604
Wellington: (04) 495-9383
Christchurch: (03) 353-8310
Other towns: 0800 257-887
Email: censorship@dia.govt.nz www.dia.govt.nz



New Zealand Customs Service
0800 4 CUSTOMS
(0800 4 28 786)
Email: feedback@customs.govt.nz
www.customs.govt.nz



0800 VICTIM
(0800 842846)
www.victimsupport.org.nz

This brochure can be found online at:
<http://www.police.govt.nz/service/ecrime>
or
http://www.netsafe.org.nz/law/law_default.asp

NetSafe
The Internet Safety Group



Electronic Crime

Information for New Zealanders about E-Crime

- What is e-crime?
- How do I report an e-crime?
- How can I protect myself from e-crime?
- Who can I contact for information on e-crime or support if I am an e-crime victim?

New Zealand Police and The Internet Safety Group - A Community Partnership

New Zealand Police, along with other law enforcement agencies, have responsibility for the prevention, detection, investigation, and prosecution of offences against New Zealand law. The prevention role of the Police includes educating the community about activities that constitute offending.

The growing use of information and communication technologies within the New Zealand community means New Zealanders should become aware of electronic crime (e-crime). Since 1998 the New Zealand Police and the Internet Safety Group (ISG) have been working together on the NetSafe programme to educate the community about e-crime.



NetSafe offers resources and assistance to all New Zealanders in respect to information and communication technology safety issues. The website is www.netsafe.org.nz. This site has a wealth of information available to the public regarding e-crime.

The ISG also takes general queries from the public. This can be done by calling their toll-free phone line, 0508 NETSAFE or by emailing queries@netsafe.org.nz.

This brochure is a joint initiative of the ISG and New Zealand Police.

What is electronic crime?

New Zealand Police have adopted a wide definition of e-crime. E-crime covers offences where a computer or other information and communication technology, for example, a mobile phone, is:

- the tool used to commit an offence
- the target of an offence
- used as the storage device in an offence

The actual offence committed may be a traditional offence, such as:

- theft
- fraud
- identity crimes
- harassment
- threatening violence
- possessing, making, or distributing objectionable material, eg child pornography
- criminal breach of copyright

Alternatively, the actual offence committed may be one that is a type of offence specifically related to computers, such as:

- hacking (unauthorised access to a computer system)
- distributing an electronic virus designed to damage or access a computer system (distributing software for the commission of a crime)
- launching a denial of service attack (intentionally or recklessly causing a computer system to deny service to any authorised user)

While it is true that e-crime offences present unique challenges in respect of detection, investigation, and prosecution, e-crime offenders can be tracked down and prosecuted. First though, Police need you to report the offence.

How Do I Report an Electronic Crime?

Reporting an e-crime is just like reporting any other offence.

First, you need to work out if the situation is an emergency:

- Is the offence occurring right now or has it just occurred?
AND

- Are people in danger physically? OR

- Is property in immediate danger of being damaged?

For example, if you have received an electronic message conveying an immediate and believable threat such as "I'm coming around now and I'm going to kill you", that would be an emergency.

If it is an emergency, ring 111 and ask for Police.

If it is not an emergency:

- To report criminal matters, contact your local police station
- To report objectionable material or possible gaming offences, contact the Department of Internal Affairs
- To report importation matters, contact the New Zealand Customs Service
- If you are not sure which law enforcement agency to report the offence to or whether the activity is actually an offence against New Zealand law, the ISG can provide guidance

If you are reporting an e-crime, it is important to ensure that electronic evidence is not lost. The relevant law enforcement agency will offer advice in this regard. You may also consult with your system administrator or information security specialist, or visit the NetSafe website for information on preserving electronic evidence.