



What is ask.fm?

Ask.fm is a social Q&A website which promotes itself as offering the ability to ask anonymous questions to an individual's 'profile'. The website was launched in 2010 and is based in Latvia. Ask.fm is increasingly being associated with cyberbullying behaviour worldwide due to the perceived anonymity of users who post and answer questions.

What is the age classification for ask.fm?

The age classification for ask.fm is 13 years old, although much of the content may be inappropriate for that age group. It is important to know that these classifications are set by the website creator and are not overseen by an independent body.

How can my child stay safe on ask.fm?

It is important to monitor your child's behaviour online and identify changes in behaviour around technology use.

Ask.fm has been associated with cyberbullying incidents due to users perceived anonymity when asking questions. Preventing anonymous questions from being asked on your child's profile could minimise their risk of being exposed to cyberbullying. This can be done by selecting **Settings > Privacy**, check the box next to **Do not allow anonymous questions** and click **Save**.

Am I really anonymous on ask.fm?

It is important to make children aware that they are never truly anonymous online and that their online actions can have offline consequences. The privacy policy on ask.fm states that any information collected by their website, such as username, email address or IP address, may be shared to "investigate, prevent or prosecute illegal activities, suspected fraud, and violations to the Terms and Conditions."

How can Ask.fm use the information that my child posts?

By submitting content through the ask.fm service (by asking or answering questions, uploading photos or videos) you grant ask.fm a license to use, copy, reproduce, process, adapt, modify, publish, transmit, display and distribute such content in any and all media or distribution methods. In other words, all information that your child posts on ask.fm can be used by ask.fm for any reason they see fit.

Who can ask my child a question?

All ask.fm profiles are public and anyone can ask a question. It is important to know that you can restrict your child's account from receiving anonymous questions.

Who can see the answers that are posted on my child's Ask.fm profile?

Ask.fm profiles have no privacy settings - anything posted is publicly viewable (answers, images, videos). It is important that you speak with your child about what they may be posting on their profiles and how this might affect their reputation and relationships.

How can my child delete an answer on their profile?

Select **x** to the right of an answer and click **OK**.

How can I report something on Ask.fm?

Report specific answers by clicking **Report** on the drop down box to the right of an answer and selecting the appropriate reason for reporting. Click **OK**.

You can also report all answers on a particular profile by clicking **Report**, next to 'answers' and selecting the appropriate reason for reporting. Click **OK**.

Note: You can report even if you do not have an ask.fm account.

How can my child block someone that is asking inappropriate questions?

Once you get another question from the user harassing you press **Block** next to each question. This will take you to a screen which asks you why you would like to block the user. Select the appropriate reason and click **Block**.

You can unblock a user by going into the account's privacy settings under **Blacklist** and unblock the user.

How can I delete my child's account?

If after talking with your child about the ethical use of ask.fm and your family's rules around technology, you may think it's appropriate to delete the ask.fm account.

To delete a profile on ask.fm select **Settings > Disable Account**, enter your password and select **Disable Account**.

Open and supportive discussions around technology usage are vital in ensuring your child understands their responsibilities when using technology. Simply removing the technology is not the best response as it could potentially drive your child's usage underground where there are fewer opportunities for