THE OFFICE OF THE
Data Protection Authority

Protect your personal information

The internet, phone and post can all be valuable tools to help you support the person you care for, stay connected and manage everyday tasks.

This guide offers simple, practical tips to help you feel confident and in control when using online services, handling phone calls and letters, and keeping the personal information of the person you support, safe.

Remember



Pause

Take a moment before you act. This is one of your strongest security measures. If something doesn't feel right, trust your instincts.



Check

Two pairs of eyes are always better than one. Go directly to the organisation. Ask a friend. **Talk to us!**



Protect

Scammers are very skilled at what they do. Keep your personal information safe by not sharing details unless you are sure it's genuine.

You are not alone

Everyone, of every age, faces challenges online. Asking questions and double checking is a sign of digital confidence, not lack of it. Support is always available from trusted friends, family, community groups and digital skills training programmes... and the authorities.

Top 5 tips

Staying safe online

1. **Use a strong password and keep it private**
   A strong password helps protect your account, even if someone tries to access it.
2. **Go directly to the organisation instead**
   If an email claims to be from your bank, a company or a service provider, contact them using a trusted phone number or website you already know.
3. **Never share personal or financial information by email**
   Legitimate organisations will not ask for passwords, PINs or banking details in an email.
4. **Check who the email is really from**
   Look closely at the sender's email address — not just the name. Small changes or strange addresses can be a warning sign. Hover over an unopened email to see the full address.
5. **Urgent language: 'Act now' or 'Your account will be closed'**
   Don't act. Call or email the organisation directly. Scammers try to create a sense of urgency and anxiety.

Managing emails and post with confidence

1. **Don't respond to requests for money or personal details**
   Never send cash, bank details or copies of personal documents in response to an unexpected letter.
2. **Secure your post at home**
   Keep letters in a safe place and consider a lockable post box if you're concerned about mail being taken.
3. **Shred or tear up sensitive documents**
   Dispose of bank statements, bills and letters with personal details carefully to prevent them being misused.
4. **Be cautious of unexpected letters**
   If you receive a letter you weren't expecting, especially about money, prizes or urgent action, take a moment before responding.
5. **Check who the letter is from**
   Look for a full address and contact details. If in doubt, contact the organisation using a trusted number or website.

Dealing with phone calls

1. **Never share personal or financial details**
   Genuine organisations won't ask for passwords, PINs, or full banking details over the phone.
2. **Verify who is calling**
   Hang up and call the organisation back using a number you trust (e.g. from their official website or a bill).
3. **Speak to someone you trust**
   If something doesn't feel right, discuss it with a family member, friend or carer before responding.
4. **Use call blocking where possible**
   Many phones and providers offer services that can reduce nuisance or scam calls.
5. **Trust your instincts**
   Never feel obliged to stay on a phone call. If it feels suspicious, hang up.

Remember... you are not alone

Everyone is a target of scams and many are customised to individuals. If you feel you have been scammed or are a target of a scam, don't be ashamed or suffer alone. Tell someone. Tell the authorities.

If you need support with your data rights and keeping your personal information safe, contact the ODPA:

T: 742074 E: info@odpa.gg W: odpa.gg

...or drop-in to our office: Block A, Lefebvre Court, Lefebvre Street, St. Peter Port GY1 2JP

If you have been targeted or affected by a scam, contact:

Report Fraud
0300 123 2040

Guernsey Police
222222