# Glossary of terms

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| Age related filtering | Differentiated access to online content dependent on age and appropriate need |
| AUP | Acceptable Use(r) Policy |
| BBM | BlackBerry Messenger is a proprietary Internet-based service for BlackBerry service users, which provides instant messenger and videotelephony calls. Users must be aged 13 or older to join and create their own account |
| Blogging & social networking | Anyone can produce and distribute their own content on the internet, and link with other sites to create a very powerful network for sharing ideas and influence opinion |
| CEOP | Child Exploitation and Online Protection centre (part of the UK’s National Crime Agency) |
| Cyber or online bullying | Bullying using technology such as computers and mobile phones |
| Downloading | Receiving information or data electronically usually through the internet; this could include saving a document, picture, music or video from a website |
| Encryption | Computer programme that scrambles data on devices such as laptops and memory sticks in order to make it virtually impossible to recover the original data in event of the loss of the device |
| E-safety | Limiting risks to children/young people when using Information and Communications Technology (ICT). E-safety is primarily a safeguarding issue not a technological issue, which relates to the use of all ICT: fixed or mobile, current, emerging and future ICT |
| Facebook | Facebook is a popular free social networking website that allows registered users to create profiles, upload photos and video, send messages and keep in touch with friends, family and colleagues. Users must be aged 13 or older to join and create their own profile |
| Filtering | Software that can help to block a lot of inappropriate material but they are not 100% effective |
| Firewall | A buffer between your computer and the internet. It limits incoming and outgoing information, and keeps your computer safe from intruders. It can't stop you downloading spyware, but  it can alert you if a program is sending information over the internet without your permission |
| Frape | Short for ‘Facebook rape’, referring to when a Facebook user’s identity and profile are compromised and used by a third party to cause upset |
| Games Console | Examples include XBOX 360, Nintendo Wii, PlayStation, Nintendo DS |
| Grooming | Online grooming is defined by the UK Home Office as: ‘a course of conduct enacted by a suspected paedophile, which would give a reasonable person cause for concern that any meeting with a child arising from the conduct would be for unlawful purposes’ |
| Hacking | When your details, online accounts or other personal information is accessed by a stranger |
| ICT | Information and Communications Technology, e.g., mobile phones, gaming consoles, computers, email, social networking |
| Identity Theft | When your personal information is used by someone else without your knowledge. It may support criminal activity, which could involve fraud or deception |
| Instagram | Instagram is an online mobile photo-sharing, video-sharing and social networking service. Users must be aged 13 or older to join and create their own account |
| ISP | Internet Service Provider. A company that connects computers to the internet for a fee |
| Lifestyle website | An online site that covertly advocates particular behaviours and issues pertaining to young and often vulnerable children for example anorexia, self-harm or suicide |
| Locked down system | In a locked down system almost every website has to be unbarred before it can be used. Only vetted websites can be accessed |
| Malware | Bad software or programs that damage your computer (viruses), steal your personal information (spyware), display unwanted adverts (adware) or expose your computer to hackers (Trojan horses) |
| Managed system | In a managed system the organisation has some control over access to websites and ideally offers age-appropriate filtering |
| Password - strong | A strong password contains a mixture of upper and lower case letters,  Numbers and other characters. It is recommended to be a minimum of 8 characters in length |
| Phishing | Pronounced the same as ‘fishing’ this is an attempt to trick people into visiting malicious websites by sending emails or other messages which pretend to come from banks or online shops; the e-mails have links in them which take people to fake sites set up to look like the real thing, where passwords and account details can be stolen |
| Profile | Personal information held by the user on a social networking site |
| Safer Internet Day | Initiated by the European Commission. Held on the second day of the second week of the second month each year (In 2016 it will be on Tuesday, 9th February) |
| Sexting | Sending and receiving of personal, sexual images or conversations to another party, usually via mobile phone or instant messaging |
| SHARP | Example of an anonymous online reporting mechanism (Self Help And Reporting Process) |
| Snapchat | Snapchat is a cross-platform messaging app for smartphones that allows users to send picture, video and messages that self-destruct after a few seconds. Users must be aged 13 or older to join and create their own account |
| SNS | Social networking; not the same as computer networking, social networking is a way of using the internet and the web to find and make friends and stay in touch with people |
| Spam | An e-mail message sent to a large number of people without their consent, usually promoting a product or service (also known as Unsolicited Commercial Email (UCE) or junk email) |
| Spyware & adware | A general term for malicious software that is designed to take control of a computer without the consent of the user. Adware is one type of spyware: computer programs in which commercial advertisements are automatically shown to the user without their consent |
| Trojan | A malware program that is not what it seems to be. Trojan horses pretend to be useful programs like word processors but really install spyware or adware or open up a computer to hackers |
| Trolling | Posting inflammatory messages with the intention of provoking an emotional response |
| Uploading | Sending and saving information or data from a local system, e.g., mobile phone or computer, to a remote system, e.g., a website |
| URL | Universal Resource Locator or website address |
| VOIP | Voice Over Internet Protocol |
| Whatsapp | WhatsApp Messenger is a cross-platform mobile messaging app for smartphones which allows users to exchange messages without having to pay for SMS text messages. Users must be aged 16 or older to join and create their own account |
| Youtube | Social networking site where users can upload, publish and share videos. The site is popular, though it has only light moderation and some of its content is of an adult nature |