3PO

Co-developing Technological Solutions

Professor Saskia Bayerl
CENTRIC

Professor Babak Akhgar
CENTRIC

Dr Marcel Obst
CENTRIC

Martin Snowden QPM
CENTRIC

Jack Spencer
CENTRIC

Aim

Development of technical interventions to prevent, manage and mitigate online harms. Three solutions are proposed, covering both individual and organisational levels.

Tools for the prevention and mitigation of online harms

Her picture got taken and used, the name of where she worked, what area she worked, what area she lived in…

There's been instances of police officers having their profile taken and forms of accounts being made up.

Common challenges and proposed solutions

| Common challenge	Solution	Purpose	Availability
Lack of understanding of privacy settings	Focus on Prevention (individual): **Self-Assessment Tool** to understand and action one's privacy settings on social media according to the desired visibility level.	Providing a guided check-up of one's privacy and security settings on social media, with tips for the ideal settings depending on the desired visibility/exposure level. The tool provides notifications when providers change privacy options.	The tool has been developed and is ready to be used for free. Forces can request access for their staff and officers.
Lack of consistent reporting system in forces for online incidents/harms	Focus on Mitigation (individual and organisation): **Harm Reporting System** to report incidents of online harm involving officers/staff or their families.	Systematic reporting of online harm incidents with the option to add evidence. The systems offers the possibility to provide personalised advice/guidance.	Guidance for the implementation of a consistent Harm Reporting System is available for free on the 3PO website.
Need for better mechanisms to gather OSINT on online harms	Prevention + mitigation (organisation): **Situational Awareness Tool** to locate potential threats against officers or to gather OSINT.	Proactive scanning to monitor social media for mentions of the force or officers, reactive scanning to gather OSINT on incidents, red teaming to help individuals prevent confidential/private information from leaking.	The tool is currently under development.

Self-Assessment Tool

The Self-Assessment Tool responds to a demand of resources that help police staff and officers understand and choose their desired visibility levels on their private social media accounts.

> *Something that looks at your privacy settings* is definitely something that's needed.

> I think it's basically *like going to your GP and getting a health check*. And it's giving you the warning signals of anything that needs to be addressed now rather than wait until it takes effect.

Tool features
The tool **shows all privacy settings available for a given social media platform**, provides descriptions, and makes suggestions depending on your desired visibility level. It also shows additional resources to learn more about privacy and security.
The tool **provides notifications whenever the privacy settings of a given platform change** and it highlights which privacy settings have been actioned and which ones still need to be checked.
The tool is currently **hosted by 3PO/CENTRIC** and forces can request access to it as an organisation.
With security in mind, **no links between the tool and actual social media accounts are made**. The tool only asks what type of platforms you use, without requesting handles or login details.
The tool stores very limited data: your email address, the password you set up, and details of your privacy settings. All **data is strongly protected** using tried and tested industry standard protections (e.g. password hashing, access control systems).

Design Insights
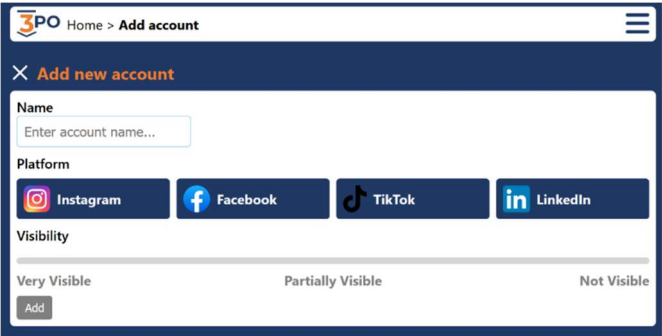
Recommendations

Our engagements indicate that police officers, staff and their families perceive technological solutions as a valuable approach to stay safer online. The 3PO Self-Assessment Tool supports building privacy literacy for individuals and families. Next to this, capabilities for police forces are required for a 'broader picture' on ongoing or emerging risks, to avoid that responsibility is handed only to individuals or families. Also, technical solutions, while valuable, need to operate in tandem with organisational approaches (support by managers, policies, training) as well as better public awareness and supportive legal and policy adjustments. A core interest for 3PO is the creation of integrated solutions that build on each other to protect police personnel from online harm.

@3po_project   3po@shu.ac.uk   @3po_project   3po-project.co.uk