

Online Shopping Safety Guide

Using the Internet to purchase products or services can be easier and more convenient, and a great way to compare prices, find bargains and save money. However there are specific risks related to buying products and services online. The following advice will help make your online shopping experience safer and more secure.

Online shopping advice

- Avoid clicking on sponsored links or adverts in search results
- Type and check the web address carefully to ensure you visit the genuine website
- Check with friends/followers for their experiences before using an unfamiliar store
- Do not entirely rely on product and online store reviews as these could be faked
- Avoid social media posts offering vouchers, coupons and discounts unless verified
- Use a different strong password for each account
- A great way of making a strong password is by combining three random words
- Never share account credentials with anyone no matter who they claim to be
- Consider using a reputable password manager if you have multiple accounts
- Minimise the personal information you supply when setting-up a store account
- Use a credit card or trusted payment provider when making online purchases
- Never accept requests to pay by bank transfer, vouchers or PayPal Friends & Family
- Always remember to sign out of the account when finished
- Close old or dormant online accounts that you no longer use

Problems with your order

- Contact the store/site or their official customer support on social media
- Credit card provider – Contact your own provider (phone number on card)
- PayPal Buyer protection – [paypal.com/uk/smarthelp](https://www.paypal.com/uk/smarthelp)
- Citizens Advice – Tel: 0800 144 8848
- Trading Standards – [tradingstandards.uk](https://www.tradingstandards.uk)
- Action Fraud – Tel: 0300 123 2040 [actionfraud.police.uk](https://www.actionfraud.police.uk)

For further cyber safety resources and advice contact:

CyberProtect@northants.police.uk

 **NorthantsCyber**



Northamptonshire Police

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