

# Fact Sheet

## Mobile Device Safety

While mobile devices, such as smart phones, iPads and laptops are a great way to pass the time when waiting for your friends or the next train, they can also be a dangerous distraction.

Wherever you are, when out in public, it's important to keep your eyes up and be aware of your surroundings, particularly when you are out walking or using public transport.

Be smart with your device and always keep your personal safety in mind.

### Protecting your device:

- Secure your device by putting it in your front pocket, securely in your bag or in a pouch, not in your hand where someone can quickly steal it from you.
- Avoid leaving your device unattended on a table, desk or in a public place. It only takes a second for an opportunistic thief to steal it.
- Consider using a password to protect access to your device. This will make it more difficult for a thief to use your device or gain access to your personal information, including the contact details of family and friends, photos and any social media apps you may have left open.
- Do not store sensitive information on your device such as online banking passwords, PIN numbers or email passwords.

- Consider backing up your contacts, photos and music onto a separate storage device, your home computer or use a cloud-based solution.
- Install an 'anti-theft' application on your device. You may then be able to remotely locate your device and make it unusable to whoever has possession of it.
- Keep a written record of your device serial (IMEI) number. This will help police to identify your device if it is recovered.

### If your device is stolen or lost, immediately:

- Report the theft or loss to the police by calling Policelink on 131 444 or if it's an emergency, dial triple zero (000).
- Contact your device service provider e.g. Telstra, Optus or Vodafone as they may be able to disable the device remotely to avoid the added stress of having your personal details used illegitimately.
- If the device is insured, make contact with your insurance provider to report the theft or loss.

### Useful safety contacts

Police Link: 131 444  
Emergencies (Triple zero): 000  
Crime Stoppers: 1800 333 000  
Hoon hotline: 134 666

### More Information:

3412 3412  
council@logan.qld.gov.au  
[logan.qld.gov.au](http://logan.qld.gov.au)