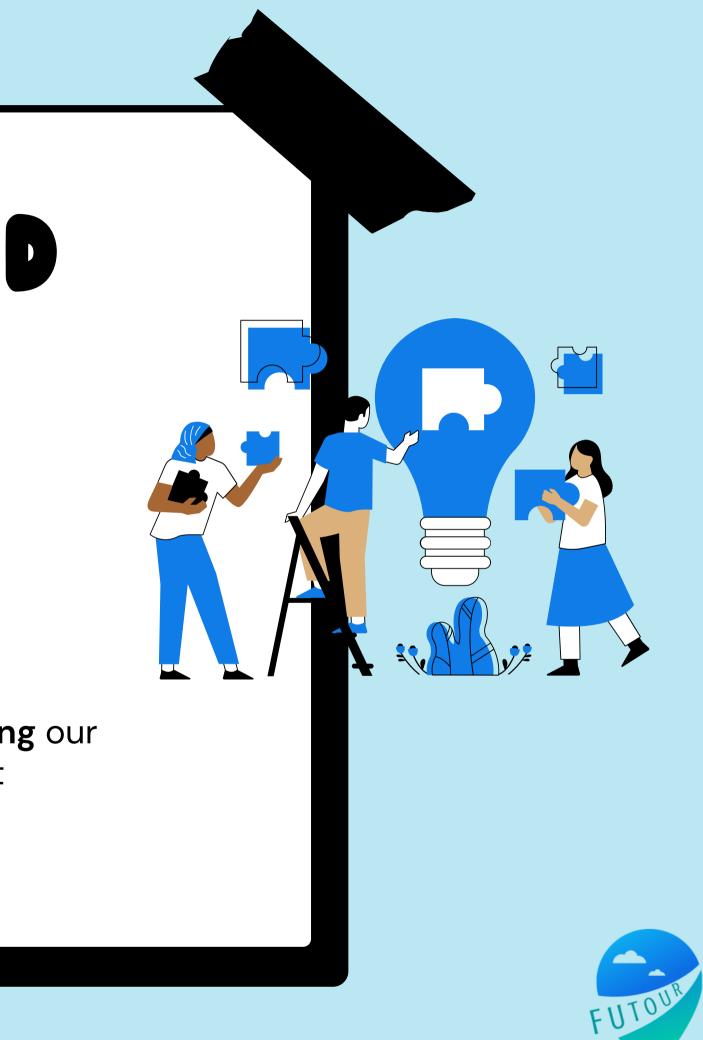


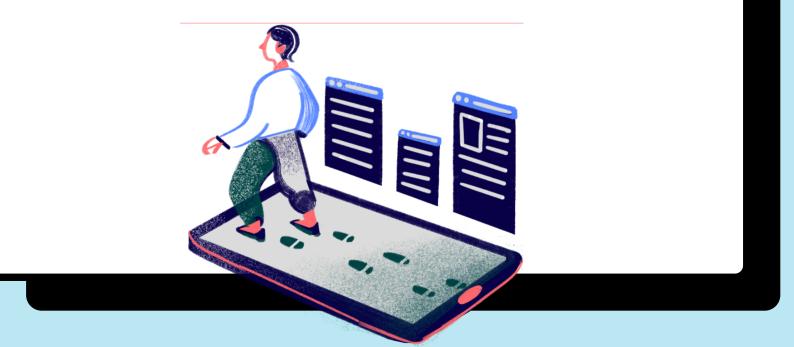


### SECURE AND HAPPY PROBLEM SOLVER

**Understanding and safely navigating** our digital footprints is paramount



1. Remember, the web has a long **memory**. Each online action, be it a like, share, or post, is a digital marker



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02

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#### Example

Facebook endorsing post sustainable practices can position your brand as eco-friendly. Conversely, a hasty negative review can linger and affect your **business's reputation**.

#### **Tool tip**

Use tools like 'BrandYourself' to monitor and manage your online reputation.



2. Consume critically. The digital realm is vast and varied. Remember, not everything that glitters is gold.



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#### Strategy

Before sharing any exciting 'news' or 'facts', take a moment. Validate using like 'Snopes' platforms or 'FactCheck.org' to ensure accuracy.

#### Tip

Browsers like 'Brave' offer built-in protection against trackers, ensuring a more private browsing experience.



3. Undertake safe digital practices



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#### Strategy

Beyond passwords, consider a VPN (Virtual Private Network) for enhanced security. 'NordVPN' or 'ExpressVPN' are popular choices.

#### **Tool Tip**

Employ 'Google Authenticator' for twofactor authentication, bolstering account security.



4. Share mindfully. Think relevance. Think respect.



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#### Example

Uploading an event video? Ensure there's no background conversation that might breach confidentiality.

#### Strategy

Platforms like 'Trello' offer a great way to share content within teams securely.



### NAVIGATING CHALLENGES

**Online, you'll face challenges.** How you handle them makes all the difference.



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02 A se re

A customer might post about slow service on TripAdvisor. A prompt, kind reply can turn a negative comment into a positive opportunity.

#### Tip

When you get negative feedback, respond calmly and quickly. Using tools like 'Zendesk', you can manage and answer concerns efficiently.

#### Example



### EACH FOOTPRINT, A STATEMENT. EACH CLICK, A CHOICE.

How will your online actions help build the future business you dream of?

