

## Privacy settings

By default, only users you add to your friends list can send you snaps. If someone who isn't a friend tries to send you any content, you will receive a notification; however, you can only receive this content if you add them to your friends list.



Users can change who is able to send them content in the 'Who Can' section within their settings.

Within this section, users can click the 'Contact Me' option and adjust their settings to either allow anyone to send them content (even strangers), or can choose to make sure content can only be sent to them if the sender is in their friends list. The latter should always be used to ensure safety whilst using the app.

Users are also able to adjust who can see their stories by clicking on the 'View My Story' option in settings and adjusting the options to everyone, my friends, or custom - we suggest not clicking on the 'everyone' option to ensure you aren't giving any information out to strangers - such as your location.

**For further support, you can visit Snapchat's Safety Centre - [www.snapchat.com/safety](http://www.snapchat.com/safety).**



# A guide to Snapchat



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# What is Snapchat?

Snapchat is a photo/video messaging app that allows users to take photos, record videos, add text and drawings, and send them to friends.

These 'snaps' aren't saved by default - Snapchat's system is designed to automatically delete them from their servers once the snap has been viewed.

## Age restrictions



Snapchat is not intended for children under the age of 13. Users aged 13-17 should have permission from their parents before using the app.

# Features



- Snaps - these are images or videos taken within the app. These snaps can be sent to one or more friends, or even posted as a story.
- Story - 'My Story' is a feature that allows the user to string images or videos together into one, longer narrative. These can be viewed for 24 hours by all friends. 'Our Story' is run by Snapchat and allows users to view snaps, and consequently the user's location, from around the world.
- Chat - The app allows for video, image and text chat - like snaps, these chats are deleted by default, but users always have the option to save a message if they would like to keep it.
- My eyes only - users have the option to move their saved snaps into a 'My Eyes Only' folder, which is passcode protected.

- Snap Map - this shows a user's Bitmoji located on a map; users can then zoom into the map and pinpoint their friend's exact location.

## How do I report a problem?

Users can report abuse to Snapchat's safety team by going to the Snapchat Support page on their website and reporting a safety concern.



Users can also block someone from sending them snaps at any time. To delete or block a 'friend' - go into your settings on the app, click 'My Friends' on the profile screen, tap on the name of the user you wish to block. Next to their name, click on the Edit button and select 'Block' or 'Delete' to prevent them from sending you snaps.