



Dear Parent / Carer,

Although the minimum age for Instagram and Snapchat is 13, far too many students are using these services below this age. This may be due partly to the App Store and Play Store saying Parental Guidance 12+ which is their rating - more information can be found at <https://help.instagram.com/478745558852511>.

We know students are following our advice by setting their accounts to private but this is not enough to stop anyone contacting them and they are running into problems with inappropriate messages from strangers.

We also see problems with messages far too late in the evening, sometimes early in the morning which leaves students too tired to learn.

If someone contacts your daughter with the following messages, they clearly do not know them:

- What's your name?
- How old are you?
- Which school do you go to?
- Do you have any pics?

Most students tell us they do not fear the danger of strangers but they do fear:

- losing their phones;
- being embarrassed;
- their parents / carers finding out.

As a parent / carer, you can pre-empt things by:

- talking to your daughter about the apps she is using;
- asking if any of these questions have been asked of them;
- reassure them it's important to report these events in the first instance;
- no phones after 9pm.

Should you have any specific questions about e-safety, please do get in touch.

Best wishes

**Ed Clarke**

Web & Media Manager

*E-Learning / E-Safety / Media / Marketing / Communications*



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