

At Ask.fm, we want you to have fun by chatting with your friends, connecting with new people and by asking and answering interesting and different questions. It is important to us that you are able to do this safely and we are working very hard at all times to protect you against anyone who might be on our site for the wrong reasons or who tries to breach our policies.

Sadly, bullying and other abusive behaviour can happen anywhere, both on and offline. This is why it is so important for all of us - users of Ask.fm, parents, our company and experts - to work together to stamp it out where possible. We have taken a number of steps in pursuit of this goal and would like to share some tips on how you can protect yourself when using Ask.fm:

Treat people the way you want them to treat you. Don't ask mean or offensive questions and always think about how the person reading your question will feel before you send it.

Look after others. If you see something inappropriate on a profile, then do the right thing and report it to us with the Report Button. Our team is here to try to prevent abuse, so tell us immediately if someone is ruining your (or anyone else's) Ask.fm experience. And don't worry; no-one will know that you've told us.

YOU are in control. You don't need to answer every question, take a moment to think about who is asking a question and why they are asking it. If it is something that makes you feel uncomfortable, then block or report it. Remember, a question will only be published on your profile if you answer it. You can also delete anything that is on your profile page – YOU are in control.

Report. While we have automatic systems to protect you, if you see something you don't like then tell us. You can find the 'Report Button' next to every question and answer and profile, and one click will make one of our specially-trained moderators aware. And of course, no-one will know that you've told us.

Block. If you don't want somebody to ask you questions then block them. If they are a registered member it will stop them from asking you questions from their account. If they are an unregistered user, we will block the IP address from which they contacted you.

Your profile can be seen by everyone. Think carefully about what you post. Don't reveal your contact information, including address, telephone number, location or other personal identification information.

Check your profile settings. Make sure you understand what others can see and, if you don't want to receive anonymous questions, change the settings to opt out.

Talk to someone you trust. If you have seen or received something that has upset you or made you feel uncomfortable, then speak to a parent, carer, teacher or someone you trust, such as a good friend. There's no need to keep it to yourself. Of course, the team at Ask.fm are also here to help so please get in touch if you have any complaints or queries about anything.