SafetyNet

1. **What is SafetyNet?**

   SafetyNet protects your device from malicious attacks when connected via 1O1O's network. You will be alerted to potential danger if attempting to access malicious or phishing content/websites with your device. SafetyNet will also send you an alert SMS if your device becomes infected with malware.

2. **How will I know if my device has been attacked?**

   You might notice faster battery drain or malfunctions. Or you could start receiving unsolicited calls and messages. Your personal information could be stolen, or you may notice an increase in your mobile bill. Please visit https://www.infosec.gov.hk/english/main.html for more information on cybersecurity and anti-virus protection.

3. **I received an alert SMS from SafetyNet, so installed an anti-virus application. But the anti-virus application has detected no virus. Why is this?**

   Each antivirus software vendor will have differing lists of viruses on record and may use different data analysis technology to identify threats. In addition, software suppliers will differ in timing when updating intelligence on viruses, so analysis results may vary.

About Norton

4. **I have already registered for a Norton Family Premier account, so can I use it to log into Norton Mobile Security or Norton Secure VPN?**

   Yes. Your account can be used to log into all Norton products.

5. **How many devices does Norton Mobile Security or Norton Secure VPN support?**

   Norton Mobile Security: one Android or iOS device;
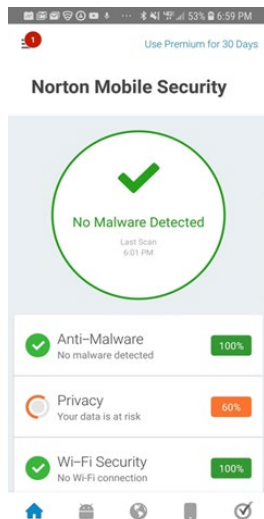
   Norton Secure VPN: one Android/iOS/Windows/Mac device

Norton Mobile Security

6. **What is Norton Mobile Security?**

   This offers your device all-round cyber security protection. Main features include proactive anti-malware, while privacy and other risks are detected before any downloads are made. Norton Mobile Security also removes viruses and ransomware automatically, and protects your device and personal data from malicious sites that install ransomware, Trojans and other threats. This comprehensive protection package remotely locks and wipes personal information if your device is lost or stolen.

7. **What will be shown on my device when a privacy risk is detected via Norton Mobile Security?**

   Simply check via the Norton Mobile Security app, as below:

Norton Secure VPN

8. **What information can my Internet service provider (ISP) and websites see when I use Norton Secure VPN?**

   Your data is encrypted when using Norton Secure VPN. This means your ISP will see only the volume of traffic passing through its servers and NOT encrypted data. If you do not use Norton Secure VPN, your ISP will have a view of the websites you are visiting, as well as your email messages, IM chats and any files you up-or-download. Without Norton Secure VPN, websites you visit will know the browser you are using, as well as your device's operating system and your location.

9. **How does Norton Secure VPN protect my online privacy?**

   Norton Secure VPN protects the data you send and receive via public Wi-Fi by:
   - Adding bank-grade encryption to protect you when using public Wi-Fi hotspots.
   - Enabling you to browse the web anonymously, so your privacy is protected.
   - Allowing access to your favorite apps and content anywhere you may be.
   - Encrypting your data with a no-log virtual private network that doesn't track or store records of your activity.