



## BC Crime Prevention Association

#275 - 6450 Roberts Street, Burnaby, BC V5G 4E1

Tel: 604-291-9959 • Fax: 604-291-9951 • E-mail: [info@bccpa.org](mailto:info@bccpa.org) • [www.bccpa.org](http://www.bccpa.org)

### Question:

Do you have any information on how to be prevented from being hacked, as well as information on telephone abuse.

### Answer:

Computer hacking can be prevented and attempts at intrusion can be monitored by using anti-virus software provided you have an up-to-date subscription. For a more comprehensive list of recommendations, please see the article published on the CBC website at: <http://www.cbc.ca/news/background/computer-security/> and in particular the TOP TIPS & SAFE PRACTICES in the link at the bottom of the referenced article.

You also asked about telephone abuse and we are assuming you are referring to telemarketing. There are some steps you can take to eliminate some, but not all, telemarketing calls. Contact the Canadian Direct Marketing Association at: <http://www.the-cma.org/?WCE=C=47|K=224217> and follow the registration process to remove your telephone number and address from the list used by DMA member companies. This is a voluntary service provided by the DMA.

There is a bigger national service introduced by the CRTCC and Bell Mobility expected to be in service by September 2008. This service exempts certain organizations from compliance with the Do Not Call legislation and if you would like to notify these exempted agencies you can do so through a new website offered by Dr Michael Geist at <http://ioptout.ca/>.

Call Display features offered by your landline telephone provider will help you better monitor incoming calls so that you have greater control when answering your phone.

BCCPA is unable to assist you with respect to telephone hacking as your best source of advice is to consult with Telus Communications (for a landline) or Telus Mobility (for cell phones).