Ask.fm privacy and security

Safety tips for using Ask.fm

Ask.fm is a question and answer website that allows users to answer questions with text, images or a video recording. Answers can be easily shared to Facebook and Twitter. Gifts in the form of graphics can be sent to other users and are purchased via text message charges. Questions are limited to 300 characters, but can be sent to multiple users at once.

Ask.fm terms and conditions state that persons must be 13 years or older to use the service.

Data

Ask.fm user profiles show the user’s name and ask.fm username, answers, likes, received gifts, and whether the user accepts anonymous questions. Users can elect to include an image, location, short biography, website link, and different page headline other than the default “Ask me a question.”

Contacts

No mutual friendship is required to follow or submit questions to another user. Ask.fm does not have a process to allow users to get details about who is following or viewing their profiles. Users can elect to disable the anonymous questions function but have no ability to customise who can view their profiles.

Block

Ask.fm users can block people that submit questions that are offensive or inappropriate. If users receive a question that upsets or threatens them it is recommended that they report the content by the websites ‘report’ function as well as blocking the sender. Blocking the sender without sending a ‘report’ does not alert Ask.fm staff to inappropriate content.

Privacy

Privacy options can be found at ask.fm/account/settings/privacy. Users can disable anonymous questions, email notifications and the inclusion of their answers in “Stream”. “Stream” is Ask.fm’s real-time feed of the most recent publicly available answers. Allowing your answers to appear in “Stream” increases the visibility and potential audience viewing your content. Within the privacy settings, users can also manage their blacklist of blocked users and the connections to other platforms such as Facebook and Twitter.

To optimise security settings on an Ask.fm account it is recommended that both anonymous questions and inclusion in “Stream” are disabled.
Reporting

Individual posts and accounts can be reported for spam, hate speech, violence and pornographic content.

Deactivating an Account

To deactivate an Ask.fm account, login, visit ask.fm/account/settings/deactivation and re-enter the user’s details. From then on, no one will be able to find or visit their Ask.fm page, but the user will be able to reactivate the account by logging in with the username and password.

Ask.fm may only truly delete an account after twelve months has passed since the last login or question, at which point they will send an email warning of the change.

App Restrictions

If you wish to limit apps permitted on a device, you can use Restrictions controls. For Apple devices, go to Settings > General > Restrictions > Enter Password > Restrictions > Apps to moderate what age restriction you can set for applications on your account. Additional information can be found at http://support.apple.com/kb/HT4213.

For Android devices, go to Google Play app > Settings > Content Filtering. More information can be found at https://support.google.com/googleplay/answer/1075738?hl=en.

Support

Terms of Service: ask.fm/about/tos and in-app
Privacy Policy: ask.fm/about/privacy and in-app
Safety Tips: ask.fm/about/safety

Disclaimer: Please note that social media sites continue to update reporting processes. This guide was correct as of July 2013 and uses the latest version of Ask.fm at the time of publication. Please refrain from printing in the event reporting methods change. Contact the Cybersafety and Reputation Management team for the most up to date advice.

If you are of the opinion that content needs further investigation, contact the Cybersafety and Reputation Management team directly for advice on 3421 6335 or at cybersafety.reputationmanagement@dete.qld.gov.au