Task A

1. What is adware?

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| Adware is software that displays unwanted (and sometimes irritating) pop-up adverts which can appear on your computer or mobile device. |

1. How does adware work?

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| Adware works by installing itself quietly onto your devices, hoping you’ll – accidentally or otherwise – click on an advert that it displays to you. |

1. What impact could adware have on a user?

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| * An unexpected change in your web browser home page * Web pages that you visit not displaying correctly * Being overwhelmed with pop-up ads — sometimes even if not browsing the internet * Slow device performance * Device crashing * Reduced internet speeds * Redirected internet searches * Random appearance of a new toolbar or browser add-on |

1. What measures can users put in place to protect themselves from adware?

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| * Ensure anti-virus has adware removal capabilities. * Make sure all software is kept up-to-date. * Only download programs from trusted, reputable sources. * Install a firewall. * Adjust browser settings. |

Task B

1. What is spyware?

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| Designed to enter your computer device, gather data about you, and forward it to a third-party without your consent. |

1. How does spyware work?

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| Malicious spyware needs to mask itself carefully to install and operate unnoticed. Therefore, it’s methods of infection are usually obscured within seemingly normal downloads or websites. This malware may be in or alongside legitimate programs and websites via vulnerability exploits, or in custom-designed fraudulent apps and sites. |

1. What impact could spyware have on a user?

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| * Identify theft/fraud/stealing data by looking at browsing history, email accounts and saved passwords. * Damage to computer (e.g. consuming computers memory which can affect overall performance) * Manipulate search engine results and re-direct you to harmful/fraudulent websites. * Pop-up ads could appear even when offline. |

1. What measures can users put in place to protect themselves from spyware?

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| * Enable or download a pop-up blocker. * Control which applications run and what permissions they have. * Avoid email links and attachments when possible. * Do not follow links in text messages. (For mobile phones) * Stay away from unofficial app stores. (For mobile phones) |

Task C

1. What is ransomware?

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| Ransomware is extortion software that can lock your computer and then demand a ransom for its release. |

1. How does ransomware work?

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| It can lock your computer system and encrypt your files making it unusable. |

1. What impact could ransomware have on a user?

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| The malware first gains access to the device. Depending on the type of ransomware, either the entire operating system or individual files are encrypted. A ransom is then demanded from the victim. |

1. What measures can users put in place to protect themselves from ransomware?

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| * Never click on unsafe links * Avoid disclosing personal information. * Do not open suspicious email attachments. * Be careful when using removable media such as USB flash drives, especially ones that you’re not familiar with. * Keep your programs and operating system up to date. * Use only known download sources. * Use VPN services on public Wi-Fi networks |