

The safe, wise and secure use of digital tech by Nepali migrants and their families



Source: Tim Unwin



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Facilitated by the [UNESCO Chair in ICT4D](#) with migrant communities in Nepal as a contribution to WP9 of the [MIDEQ Hub](#)



<https://ict4d.org.uk>

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Together with partner

GSMA™



Origins of this training resource (2022-23)



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Developed collaboratively with
AuraEd, Hamropatro, Helvetas
SaMi, NNSM, Pourakhi,
UNESCO Office in Kathmandu
and Ujyaalo



Overall aim



Migrants' wives in Nepal discussing the impact of migration (Source: Anita Ghimire)



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To provide migrants and their families with a basic introduction to the **safe, wise** and **secure** use of digital technologies, so that they can benefit appropriately from their use and enhance the lives of migrant communities.



Some of the potential of digital tech

- Being connected with one's family
- Sharing useful information
- Gaining access to services (such as health, welfare and jobs) provided by
 - Governments
 - Private sector companies
 - NGOs
- Rescue and repatriation
- Financial management and remittances
- Language and translation
- Geolocation and maps
- And much more...



Migrant's wife proudly showing off the tablet sent to her by her husband (Source: Anita Ghimire)

But for these to be achieved, it is essential to use them safely, wisely, and securely – all linked together



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Digital tech can be used
deliberately or accidentally
to cause many harms



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The positives of digital tech can only be realised if...

- Migrants and their families have basic “digital literacy”
 - Knowing how to use digital tech
- And use digital tech:
 - Safely
 - Ensuring safe practices are used
 - Wisely
 - Using digital tech for appropriate purposes
 - Securely and privately
 - Making sure use of digital tech is as secure and private as possible
 - Unless you prefer everyone to know everything



Source: Tim Unwin

1. Need to begin with basic use of digital tech



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You can do much more with digital tech if only you knew how! Everyone can learn how to be tech savvy!

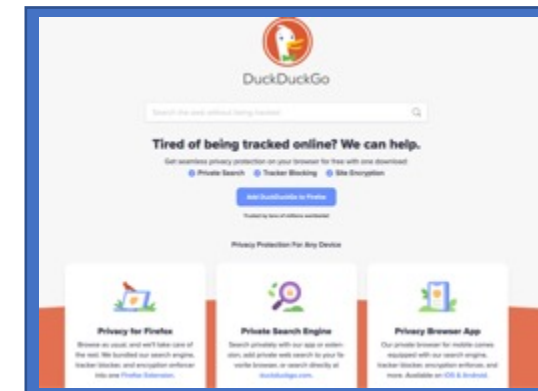


Basic digital literacy (i)

- Connectivity
 - Generations of mobile connectivity (now 4G and 5G)
 - Two options for WiFi:
 - Public WiFi networks
 - Private networks
- Searching for information (Browsers)
 - Popular such as Chrome (Google), Safari, Firefox
 - Or more niche such as [DuckDuckGo](https://duckduckgo.com/)
 - But “truth” on the Internet is not necessarily true
- Interacting
 - Using voice
 - Typing in Nepali script

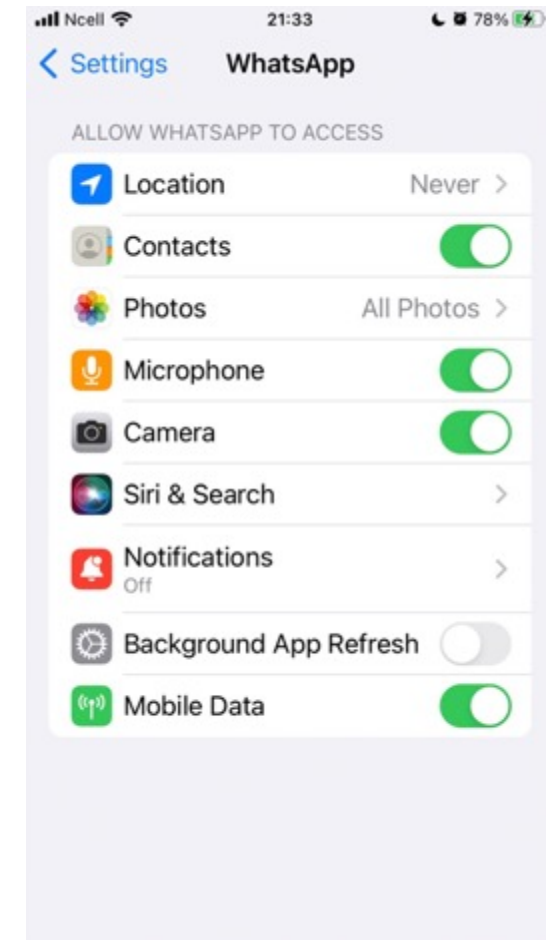


Source: Tim Unwin



Basic digital literacy (ii)

- Digital literacy (See also GSMA [guide](#)):
 - Using hardware effectively
 - The full potential of a phone
 - Screens
 - Keyboards
 - Other uses – such as as a torch
 - Using software appropriately
 - Learning how to use different apps
 - Understanding and changing the settings
 - Especially social media
- Information literacy:
 - How to know if information is true or not
 - Is the information genuine and authentic?



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2. The safe use of digital technologies



Source: Tim Unwin



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“Using digital tech so you are not at risk of harm or of harming others”



Key elements to remaining safe: knowing and behaving

- Knowing the potential harms
 - Being tracked
 - Online abuse and harassment
 - Bullying
 - Scams and losing money or documents
 - What we give to companies by using digital
 - If it seems too good to be true, it probably is...
- Behaving safely online
 - Never share anything that could harm you or others
 - Try not to provoke others
 - Don't let yourself be persuaded to join an app/platform if you don't want to
 - Don't write or say something online that you would not say to someone's face
 - Learn about the tech and apps you want to use
 - Always try to protect the most vulnerable (e.g. children)



Source: Tim Unwin

Key elements to remaining safe: technical

- Some technical terms – always report (to app and police/authorities) as soon as you can:
 - Phishing – tricking you to do something wrong
 - Never click a link you are unsure of
 - Hacking – compromising a digital system
 - Scam – many varieties of fraud – often to access your money, documents or identity
 - Watch out for scams using QR (Quick Response) codes
- Authentication
 - Complex, unique passwords for each use
 - Biometric authentication (fingerprints, face)
 - multi-factor (multiple evidence)
 - Device recognition (endpoint security: securing end-user devices from malicious actors)
 - Be sure you know who you are really interacting with online or on social media



<https://www.oceanpointins.com/ri-business-insurance/cyber-liability-insurance/8-common-hacking-techniques/>

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3. The wise use of digital technologies



Source: Tim Unwin



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“Using digital tech with good judgement and knowledge”



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Key elements to wise use of digital tech: what to do

- Use it productively for what you want to use it for, and not for what companies or governments want you to use it for
- Be very careful what you post online
- Properly learn how to use the tech and apps you have
 - Read the terms and conditions
 - Adjust the settings
- Many positive things
 - Education
 - Networking: family and friends
 - Finding employment
 - Letting family know where you are
 - Translation apps
- Remember that everything “posted” remains online somewhere for ever
- Be thoughtful and polite on social media
- Take time away from digital tech
- Think about creating multiple identities/e-mails (with one for purchases)
 - And keeping a “clean” phone for emergencies



Key elements to wise use of digital tech: what not to do

- Avoid posting anything you would not want everyone to see
 - Who can see what you post?
 - Check privacy settings
 - Never post when you are upset or distressed
- Do not ever respond to messages/links that you do not trust
- Avoid addiction to
 - Social media
 - Online gambling
 - Digital violence
- Be aware of risk
 - As with crypto currency investments
- Avoid excessive use of games
- Avoid “troll” attacks – and never respond to provocation if attacked



Source: Tim Unwin

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4. The secure use of digital technologies



<https://www.smartcitiesworld.net/ai-and-machine-learning/ai-and-machine-learning/ai-expands-capabilities-of-surveillance-and-public-safety-tech>



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*“Using digital tech securely
and with privacy”*



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<https://www.telegraph.co.uk/news/2018/11/06/chinese-surveillance-grows-stronger-technology-can-recognise/>

<https://ict4d.org.uk>

See also video at

<https://www.facebook.com/scmp/videos/246038106344865/?t=34>

Key elements to secure use of digital tech (i)

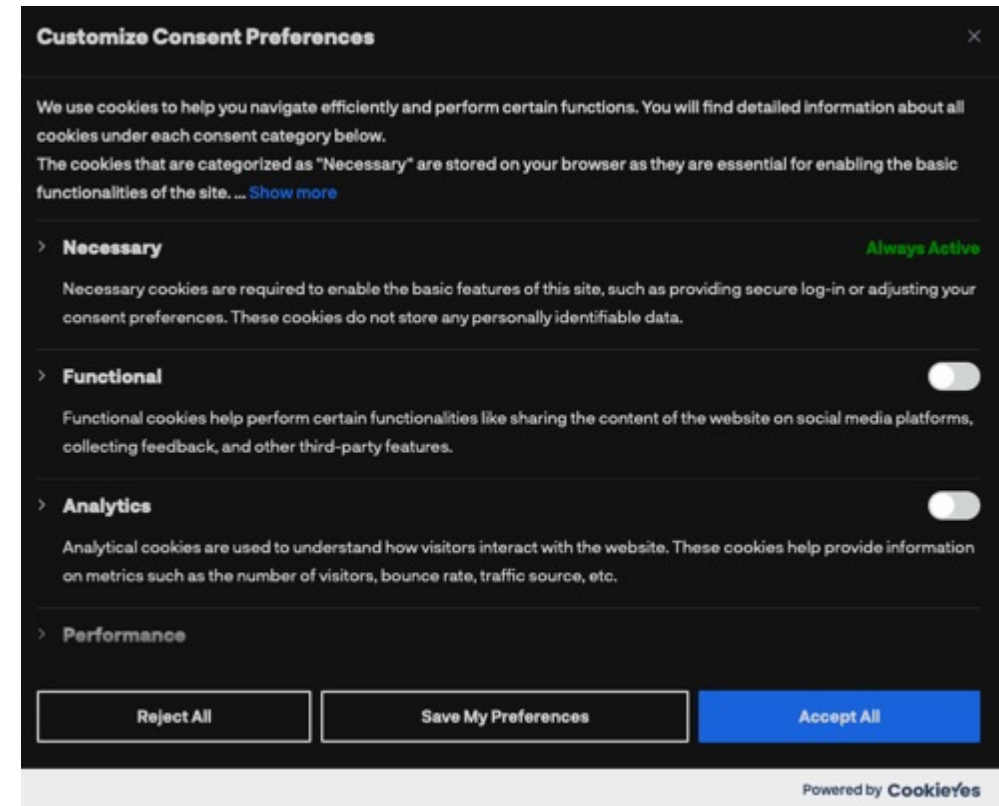
- Technical aspects
 - Secure sites `https://...` not `http://`
 - Hypertext Transfer Protocol Secure (`https://`): communication protocol is encrypted using Transport Layer Security or, formerly, Secure Sockets Layer
 - Apps with end-to-end encryption
- Social behaviours
 - Being private online
 - What is on the Internet is there forever
 - Only post if you are sure that you and related others are happy with this
 - Never share your passwords with anyone
 - Secure and private from whom?
 - Governments
 - Companies
 - Remember that most social media companies make their money from the data you give them for free!
 - Other people



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Key elements to secure use of digital tech (ii)

- Use of Virtual Private Networks (VPNs)
 - Hides a user's digital location and identity and makes them anonymous
- Keep your software as up-to-date as possible
 - The latest versions of apps usually improve security
- Turn off as many cookies (permissions) as possible
 - Only accept necessary cookies (or reject all)
 - So you don't share all you do online with other companies



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Conclusions:



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- is it safe?
- is it wise?
- is it secure?





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