

# Privacy of personal information submitted

## Before you report:

You are reporting as an individual. It will take you approximately 10 minutes to complete. Please make sure you have the following details ready before you start:

- Details of what happened, including dates and any financial transactions made
- The victim's gender, date of birth and contact details
- Whether the victim is willing to make a formal statement

If you have lost money, please be aware that it is extremely unlikely that money will be recovered. So it is important to contact your bank immediately – or any other institution that you used to transfer money such as PayPal, Western Union, Facebook, Gumtree etc.

## When you submit your report:

You will receive a ReportCyber receipt that has your unique Report Reference Number. You can provide this number to financial institutions or other organisations as proof that a report has been submitted to police via [cyber.gov.au/report](https://cyber.gov.au/report). You can also download a copy of your report details for your records.

## Your report is important:

Your report will be passed to law enforcement agencies for assessment and intelligence purposes. You may be contacted by police if additional information is required. Please note: not all reports will be investigated by police, but all reports are important as they provide information on the latest cyber-crime activity and trends.

By reporting, you will be helping to stop other people from falling victim to the same issue. Your report will also assist the Australian Cyber Security Centre and law enforcement agencies to disrupt cyber-crime operations and make Australia the safest place to connect online.

For more information about how we use your report, please see our [Privacy Statement](#).

# Privacy

The gmCSIRT.gm website, including the cyber incident reporting portal, is operated by the Gambia Computer Security and Incident Response Team (**gmCSIRT**).

## Information collected through this website

### Statistical information

When visiting this site, a record of your visit may be logged. This 'clickstream data' is collected for statistical purposes and is used to help improve this website. The following information is supplied by your browser (for example, Google Chrome) and collected by us:

- the operating system and browser you are using
- the address of the referring site (the previous site you visited that linked to ours, typically a search engine)
- your IP address (the network address of your internet connection)
- the date and time of your visit
- the pages you visited and files you downloaded.

This information is recorded for statistical purposes only and is used by us to monitor the use of the site, and to make improvements.

### Cookies

A cookie is an electronic token that is passed to your browser when you access a website, typically used to store preferences. This site may use cookies including industry-standard [Google Analytics](#) web statistics and the very common [Cloudflare](#) content delivery network and web security service. Full details are available from [Google](#) and [Cloudflare](#).

### Personal information (other than information submitted through ReportCyber)

When you email us personal information, or provide it to us via [contact us](#):

- we will record your email address and any other information submitted
- we will use this information for the purpose for which you provide it
- we will not disclose the information without your consent
- we will not add your email address to a mailing list, unless provided by you specifically for that purpose.

If you fail to provide us with a minimum level of information (usually marked with an asterisk and, generally, including an email address) we may not be able to respond to you.

### Personal information submitted to gmCSIRT

## **Collection**

When you make a cyber incident report through our website, the gmCSIRTC only collects as much personal information as is reasonably necessary to understand the incident that you are reporting. We collect that information so we are able to assess whether your report should be referred to a law enforcement agency or other entity and to enable us to provide the most effective mitigation advice.

## **Use and disclosure**

By submitting a cyber incident report, you acknowledge your personal information may be provided to other government agencies and private sector organizations in The Gambia. These include Gambian law enforcement (e.g. police) and regulatory agencies (e.g. PURA), along with relevant companies (e.g. banks or telecommunications providers). We will only use or disclose your personal information for the purposes of detecting, investigating and preventing criminal activity and analyzing cybercrime data. We choose who we share information with carefully and they may change over time.

The cyber incident reporting portal is not designed for reporting emergencies where an immediate police presence is required. However, if initial analysis of a cyber incident report indicates there may be an immediate threat to life, the report will immediately be referred to the appropriate police force for priority assessment and appropriate action.

Some of the organizations that we share your personal information with may contact you to gather further information or make further investigations. Any information you provide to those organizations outside the gmCSIRT portal is governed by the privacy policies of those agencies.

In some cases we may need to provide your personal information to overseas law enforcement agencies as part of the criminal investigation process. We may also disclose your personal information to recipients overseas, under international agreements that relate to information between The Gambia and other countries.

## **Storage of information by gmCSIRT**

Personal information that you provide to the GMCSIRT may be stored in cloud storage services operated by third parties, which could be located in Australia or overseas.

## **Links to other websites**

This website contains links to other websites. We are not responsible for the privacy practices or the content of these linked sites and have no knowledge of whether cookies or other tracking devices are used on these linked sites.

## **Feedback**

Feedback is important and is used to evaluate and improve the website and the cyber incident reporting portal. To provide feedback, please [contact us](#).