



Wednesday 21<sup>st</sup> January 2026

Dear Parents and Carers,

I am writing to share an important update with you regarding online safety and to ask for your support in helping us keep all children safe.

It has recently come to our attention that a WhatsApp group is being used by children at St. Philip's from a range of year groups and that the St. Philip's School logo is displayed as the user icon within this group. This group is not endorsed, managed, or approved by the school.

I wanted to remind parents and carers that WhatsApp has a minimum age requirement of 13 years. As children are still developing socially and emotionally, they can sometimes find the demands of social media and large group chats challenging. These environments may expose children to inappropriate content, peer pressure, or situations that feel confusing or upsetting, even when this is not the intention.

I kindly encourage parents and carers to regularly check their child's devices, including messaging apps and group chats, and to have open conversations with children about their online experiences. It may also be useful consider whether participation in large-scale group chats is appropriate for your child, as issues that arise online can sometimes impact children's wellbeing and learning in school.

As part of our ongoing commitment to online safety, we are pleased to welcome Terry Franke into school today to deliver age-appropriate workshops for all KS2 pupils, focusing on staying safe online and understanding potential risks.

In addition, Terry Franke will be leading a parent workshop **after school today**. Childcare is being provided for parents and carers who wish to attend. I appreciate how complex and challenging the online world can be, and how overwhelming it can sometimes feel to navigate this while trying to keep children safe. I strongly recommend this session, as it will provide practical advice and guidance to help families support children in using the online world safely and with confidence. I have also included a poster with helpful information about WhatsApp that families may find useful.

Thank you for your continued support. If you have any concerns or would like further advice, please do not hesitate to contact the school.

Best wishes,

Miss McNamara

# What Parents & Carers Need to Know about WhatsApp



WhatsApp is the world's most popular messaging service, with around two billion users exchanging texts, photos, videos and documents, as well as making voice and video calls. Its end-to-end encryption means messages can only be viewed by the sender and any recipients: not even WhatsApp can read them. Updates to its privacy policy in 2021 (involving sharing data with parent company Facebook) caused millions to leave the app, but the new policy was widely misinterpreted – it only related to WhatsApp's business features, not to personal messages.

UK AND EUROPE  
13+  
13+ REST OF THE WORLD

## WHAT ARE THE RISKS?

### SCAMS

Fraudsters occasionally send WhatsApp messages pretending to offer prizes – encouraging the user to click on a link to win. Other common scams involve warning someone that their WhatsApp subscription has run out (aiming to dupe them into disclosing payment details) or impersonating a friend or relative and asking for money to be transferred to help with an emergency.

### DISAPPEARING MESSAGES

Users can set WhatsApp messages to disappear in 24 hours, 7 days or 90 days by default. Photos and videos can also be instructed to disappear after the recipient has viewed them. These files can't be saved or forwarded – so if your child was sent an inappropriate message, it would be difficult to prove any wrongdoing. However, the receiver can take a screenshot and save that as evidence.

### ENABLING FAKE NEWS

WhatsApp has unfortunately been linked to accelerating the spread of dangerous rumours. In India in 2018, some outbreaks of mob violence appear to have been sparked by false allegations being shared on the app. WhatsApp itself took steps to prevent its users circulating hazardous theories and speculation in the early weeks of the Covid-19 pandemic.

NEWS

...TYPING...

ONLINE

PRIZE

DESM

### POTENTIAL CYBERBULLYING

Group chat and video calls are great for connecting with multiple people in WhatsApp, but there is always the potential for someone's feelings to be hurt by an unkind comment or joke. The 'only admins' feature gives the admin(s) of a group control over who can send messages. They can, for example, block people from posting in a chat, which could make a child feel excluded and upset.

### CONTACT FROM STRANGERS

To start a WhatsApp chat, you only need the mobile number of the person you want to message (the other person also needs to have the app). WhatsApp can access the address book on someone's device and recognise which of their contacts also use the app. So if your child has ever given their phone number to someone they don't know, that person could use it to contact them via WhatsApp.

### LOCATION SHARING

The 'live location' feature lets users share their current whereabouts, allowing friends to see their movements. WhatsApp describes it as a "simple and secure way to let people know where you are." It is a useful method for a young person to let loved ones know they're safe – but if they used it in a chat with people they don't know, they would be exposing their location to them, too.

## Advice for Parents & Carers

CLICK HERE

### CREATE A SAFE PROFILE

Even though someone would need a child's phone number to add them as a contact, it's also worth altering a young person's profile settings to restrict who can see their photo and status. The options are 'everyone', 'my contacts' and 'nobody' – choosing one of the latter two ensures that your child's profile is better protected.



### EXPLAIN ABOUT BLOCKING

If your child receives spam or offensive messages, calls or files from a contact, they should block them using 'settings' in the chat. Communication from a blocked contact won't show up on their device and stays undelivered. Blocking someone does not remove them from your child's contact list – so they also need to be deleted from the address book.



### REPORT POTENTIAL SCAMS

Young people shouldn't engage with any message that looks suspicious or too good to be true. When your child receives a message from an unknown number for the first time, they'll be given the option to report it as spam. If the sender claims to be a friend or relative, call that person on their usual number to verify it really is them, or if it's someone trying to trick your child.



### LEAVE A GROUP

If your child is in a group chat that is making them feel uncomfortable, or has been added to a group that they don't want to be part of, they can use WhatsApp's group settings to leave. If someone exits a group, the admin can add them back in once; if they leave a second time, it is permanent.



### THINK ABOUT LOCATION

If your child needs to use the 'live location' function to show you or one of their friends where they are, advise them to share their location only for as long as they need to. WhatsApp gives a range of 'live location' options, and your child should manually stop sharing their position as soon as it is no longer needed.



### DELETE ACCIDENTAL MESSAGES

If your child posts a message they want to delete, WhatsApp allows the user seven minutes to erase a message. Tap and hold on the message, choose 'delete' and then 'delete for everyone'. However, it's important to remember that recipients may have seen (and taken a screenshot of) a message before it was deleted.



### CHECK THE FACTS

You can now fact-check WhatsApp messages that have been forwarded at least five times, by double-tapping the magnifying glass icon to the right of the message. From there, your child can launch a Google search and decide for themselves whether the message was true or not.



### Meet Our Expert

Parven Kaur is a social media expert and digital media consultant who is passionate about improving digital literacy for parents and children. She has extensive experience in the social media arena and is the founder of Kids N Clicks: a web resource that helps parents and children thrive in a digital world.



National  
Online  
Safety®  
#WakeUpWednesday



[www.nationalonlinesafety.com](http://www.nationalonlinesafety.com)



@natonlinesafety



/NationalOnlineSafety



@nationalonlinesafety

Users of this guide do so at their own discretion. No liability is entered into. Current as of the date of release: 02.03.2022