



Internet Safety Update for Parents Regarding Spotify.

Dear Parents and Guardians,

The following safeguarding concern relates to the popular music streaming App **Spotify**. It has been brought to our attention by a colleague from Amazing ICT, who informs us that it has “been posted by a teacher who has been given permission by the parent to share the information”.

Please take the time to read the below email as it highlights the real dangers that can come from seemingly innocent Apps such as these.

This has been directly copied from the email we received:

It has come to my attention of a safeguarding concern linked to Spotify that you and your parents will need to be aware of.

It has been posted by a teacher who has been given permission by the parent to share the information:

This is long but please read it as it's so important.

I'm sharing this with permission from parents as mum wants it to be shared as far and wide as possible to prevent others from being in this situation. I know the mother and the child personally in this case and the mum has always been very hot on keeping the child away from social media and age-inappropriate apps etc.

“Parents PLEASE check ALL the apps your children use, even the ones you don't think you need to check!

Note: police have been informed and are involved. Hopefully, we will meet with them tomorrow.

So we found out this evening that our 11yo daughter has been groomed online. I have parental controls set up, I regularly read her messages and check the apps she is using etc etc. I liked to think that I was pretty well-informed when it came to this sort of stuff.

It all happened through Spotify. I didn't think people could message on Spotify so it wasn't a place I checked too regularly, and only checked to see what she was listening to.

You can't send messages on Spotify but people are communicating there by creating empty public playlists with the title of the playlist being the message they want to send. They can then share that playlist with their intended recipient. Through this very public channel, she has been asked to share some very explicit photographs of herself. The only way to share these is to create another blank playlist with the photograph posted as the artwork for the playlist and therefore also the thumbnail.

These are not private messages. This is out there for anyone to see. She was also asked for her phone number and email address. She shared a number of very explicit photos and her email address.

Thankfully Spotify deleted her account for breaching policy which is how we found out. We have contacted the police who have taken a lot of details this evening and a more specialised team is going to be in touch tomorrow. We have also contacted Spotify to alert them to the fact that this is happening. Both the police and the three different advisors I messaged with at Spotify had not come across grooming on this platform before.

I feel physically sick. My head is all over the place. Maybe we have been naive. Maybe I should have checked her stuff far more thoroughly but I genuinely thought we couldn't be in this position. We keep our children off social media and as far away from any platforms. Just, please, be aware that things are constantly evolving and even those things you think are safe may well not be. Spotify is a rabbit hole of explicit pictures in playlists once you start to look. It's absolutely terrifying. I am appalled. I think we have only scratched the surface and I have already gone deeper than I ever wish to.”

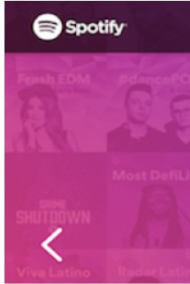
This has been posted around social media, so you and your parents may already be aware.



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Information provided by Common Sense Media:

<https://www.commonsensemedia.org/website-reviews/spotify>



Common Sense says

✓ age 15+ ★★★★★

Easy way to stream vast music collection; no content filter.

<http://www.spotify.com/us/hello-america/>

Save

Rate website

Parents say

age 15+

★★★★★

Based on 34 reviews

Kids say

age 11+

★★★★★

Based on 96 reviews

What Parents Need to Know

Parents need to know that to use the Spotify digital music service, users have to log in with a username and password (or sign in with Facebook, where their listening activity can be published, if users opt for that). The service requires users to download an application onto their computer and listen from it. They can also listen via the app; our review references key points relevant to both. The terms of service specify that users should be at least 13 and have parental consent. Song selections can't be filtered for language or content, and album covers, which may also include violent or sexual images, show when the songs play. Kids can follow friends and share playlists and favorite songs but will be subjected to ads unless they have access to a paid subscription. Parents can also access several playlists within Spotify's Kids channel, available in Spanish and English, designed to help kids learn new words and concepts with embedded prompts to encourage parent/kid interaction. Under the CCPA law you have the right to protect your personal information. [Make a Do Not Sell](#) request to Spotify.

Please contact school should you have any queries or concerns regarding the content we have shared with you or with anything regarding Internet Safety.