The Center for Industry Self-Regulation



A Roadmap for

Considering Teen Privacy & Safety

Table of Contents

Executive Summary
Guiding Considerations
Signposts for Teen Privacy & Safety
General
Collection of Teen Data
Use & Retention of Teen Data
Sharing of Teen Data
Annendiy 10



A Roadmap for Considering Teen Privacy and Safety



Executive Summary

Developed by a diverse group of U.S. businesses, this operational framework is meant to help teams build digital products and services that consider and respond to the heightened potential of risks and harms to teenage consumers. For purposes of this document, "teenagers" and "teens" means consumers aged 13 to 17, inclusive.

Even as data privacy and safety practices that work for adult consumers provide a firm foundation for teens, they simultaneously run the risk of being insufficient to respond to the unique needs of teens. The teenage stage of cognitive and social development means that the risks and harms implicit in the use of digital products and services may differ in both kind and degree for teen users. That is, privacy and other harms that affect adults may be more impactful to teenagers, while additional harms may be unique to this demographic (see Appendix: Background Research on Teen-Specific Privacy Harms). To assist any business that wishes to engage proactively with teen consumers, this framework endeavors to map the broad spectrum of potential harms impacting teens onto a concrete set of operational considerations.

A dedicated process for considering the unique needs of certain consumer groups, such as teenagers, is an important step in any design and development cycle. To that end, an organization of any size can use this framework as a roadmap of considerations to help address the privacy, autonomy, and safety of teens.

Engaging with young consumers also represents a unique opportunity for organizations to set appropriate expectations about data privacy practices while teaching consumers to actively manage their own privacy. Holistic engagement with this demographic through proactive messaging and enhanced educational materials will pay dividends in the form of a more informed and responsible customer base.



Fostering teen awareness of data privacy.

Businesses should endeavor to assist young consumers in becoming informed about privacy risks and their individual ability (and responsibility) to manage privacy choices (i.e., data hygiene). As teens become active consumers and engage with technologies that collect their data, they should be exposed to resources that prepare them to be stewards of their personal information. To that end, businesses should inform teens about the types of personal data that will be collected or inferred about them and the available tools and choices for managing their information. When appropriate, businesses should also provide parents with educational resources.

A Roadmap for Considering Teen Privacy and Safety

Encouraging responsible processing of teen data.

The potential presence of teen users or consumers should prompt businesses to examine certain privacy practices, including the implementation of default settings, the use of sensitive personal information, the presence and accessibility of robust privacy choices, and the retention of personal information. Examining practices may not result in a change, but it is worthwhile to be mindful of the unique needs of this demographic throughout the design process.

Building guardrails for teen interactions with others through digital systems.

When systems facilitate interaction or information sharing among individuals, trust and safety should be considered with special regard to the particular needs of teens.

Reflecting on appropriate content for teens.

When systems deliver content to individuals, especially when content is tailored based on individual interests/behaviors, the unique risks and harms of teens should be considered.





A Roadmap for Considering Teen Privacy and Safety

Signposts for Teen Privacy & Safety

General

Collection of Teen Data





When designing business practices that involve	ask yourself	and consider these practices	to avoid these risks/ harms.
	Do you know the definitive age of the consumers/users?	 Establish the age of consumers/users, considering the risks, and apply best practices to known teens. OR apply best practices to all users. 	» Inappropriate treatment of teen users as adults
A product, service, or system appealing to teen audiences or interests	Do you encourage privacy literacy among teens and parents?	 Provide clear disclosures, just-in-time notices, educational resources, "learn more" callouts, or other creative materials to encourage teens (and parents) to make more informed decisions. Focus on UI/UX and creating a "user-friendly" and age-appropriate experience so teens and parents can easily navigate to and understand privacy and safety settings. 	 » Learned helplessness » Normalization of lack of privacy

Collection of Teen Data

When designing business practices that involve	ask yourself	and consider these practices	to avoid these risks/ harms.	
Collection of personal information	Do you review the types of data you collect from teens specifically?	 Use default settings to minimize data collection to what is necessary for the delivery of the product or service the consumer expects. Implement clear disclosures and fine-tuned controls where collection would otherwise exceed expectations, including affirmative opt-in consent wherever possible. 	 » Unexpected uses of data » Normalization of over-collection of data » Increased risks of data breach » Creation of a larger digital footprint outside of a teen's control or awareness 	
Collection for interest-based or targeted advertising	Do you collect information on interests or behavior for purposes of targeting ads?	 Obtain opt-in consent before engaging in behavioral advertising to known teens, and/or limit purpose of collection to contextual advertising. At the time of obtaining opt-in consent, provide conspicuous notice that targeted ads based on information collected from teen users may be shown to the teen user across different sites or devices they use. 	 » Unauthorized collection of personal information » Unnecessary collection of personal information 	
	Are teen users made aware that their information will be used for targeting ads, potentially across different sites or devices?	» At the time of obtaining opt-in consent, provide conspicuous notice or point to external resources, where appropriate, that explain the tracking technologies (such as cookies) used to facilitate the advertising in terms easily understandable to a teen audience.	 » Unauthorized collection of personal information » Unnecessary collection of personal information 	

Collection of Teen Data

When designing business practices that involve	ask yourself	and consider these practices	to avoid these risks/ harms.
Collection for interest-based or targeted advertising	Do you collect information that could be considered especially sensitive or harmful to teen demographics?	 Avoid targeting content to teens using a single criterion that could be especially sensitive to teens or amplify existing insecurities (e.g., body odor, hair loss, weight). Supplement messaging / advertising with content that counteracts the potential negative impact of the targeting. For U.S. and U.K. audiences, consider that sensitivities may be specific to age groups as laid out in the AADC: 13-15 (early teens), 16-17 (approaching adulthood). 	 » Hypertargeting » Amplifying interests or insecurities in a way that intensifies harmful thoughts or behaviors
	Do you present ads to teens based on interest-based targeting?	 Avoid knowingly presenting interest-based advertising to teens, particularly outside of the U.S. (see AADC: Profiling). Allow teen (or all) users to see what information was used to target them with ads (i.e., why am I seeing this ad?) where possible. 	

Collection of Teen Data

When designing business practices that involve	ask yourself	and consider these practices	to avoid these risks/ harms.
Collection / sharing of precise geolocation information	Is geolocation information collection off by default for known teen users?	» Set default to not collect precise geolocation data unless opted in.	 » Unnecessary collection of personal information » Potential safety harms include abduction, custody issues, stalking and harassment
	Are there clear disclosures of what user action triggers the collection of precise geolocation information?	 » Provide clear, up-front, opt-in disclosures. » Serve routine reminders of ongoing collection of precise geolocation data (both in-context reminders and through other media, e.g., email). 	
	Is precise geolocation information collected only in accordance with reasonable user expectations?	 » Limit precise geolocation collection and use to the clearly disclosed purposes. » Turn off collection and use by default after inactivity or the end of the session. 	

When designing business practices that involve	ask yourself	and consider these practices	to avoid these risks/ harms.
User-generated content	Are there mechanisms for users to flag and report harmful or illegal content / conduct? Are users empowered to control their own experience and limit interaction with harmful users / content?	 » Make user friendly flags available at the time they are needed. » Provide technical controls to empower users to limit future potential for harmful engagement. » Provide functionality to block, mute, or pause other users. » Provide ability to filter keywords or reduce frequency of certain content. » Provide ability to limit visibility of their own content, fine-tuned audience controls. 	 » Cyberbullying » Image abuse » Unsafe / unwanted contact » Cyberbullying » Unsafe / unwanted contact » Digital reputation » Self-harm
	Are there business procedures in place to review and remove flagged content?	 Create and adhere to internal processes to review, escalate, and take action. Place ownership of this process with a team that has the resources to respond to volume. 	 » Cyberbullying » Unsafe / unwanted contact » Loss of trust in system / brand

When designing business practices that involve	ask yourself	and consider these practices	to avoid these risks/ harms.	
User-generated content	Are there business procedures in place to suspend or remove users who engage in harmful conduct?	 » Implement technical features to monitor for inappropriate connections ("predator detection"). » Create and adhere to internal policies for suspending and removing based on strikes or extreme policy violations. » Implement mechanisms to prevent banned users from opening new accounts. 	» Cyberbullying» Unsafe / unwanted contact	
	Are mechanisms for enhancing safety clearly communicated, at a level understandable by teens?	 » Provide up-front disclosures. » Explain the why of policies and mechanisms. » Empower user buy-in and action (not top-down control). 	» Learned helplessness	
	Are the mechanisms conspicuous to teen users?	» Do not bury safety mechanisms in settings menus; instead, make them easy to find.	» Inadequate information for teen comprehension	
	Do the mechanisms allow teens to exercise them anonymously?	» Provide the option to use safety mechanisms anonymously.	 » Retribution from other users » Ostracization or reputation harm within peer groups 	

When designing business practices that involve	ask yourself	and consider these practices	to avoid these risks/ harms.	
	Are the mechanisms easy to use?	» Empower user buy-in and action (not top-down control).	» Inadequate information for teen comprehension	
User-generated content	Do you have a business policy and procedure for reporting illegal content to law enforcement? Are any users able to react and respond to teen users' posts / UGC, such as on a social platform?	 Consider mechanisms to report certain content types to relevant law enforcement (CSAM, reputable threats, violence, and self-harm). To avoid false positives, use manual reviews before reporting. Allow teen users to flag and remove unwanted reactions to their own usergenerated content, including photo tags from other users. 	 » Unsafe / unwanted conduct » Brand / reputation harm » Potential legal exposure » Cyberbullying » Unsafe/unwanted contact 	
	Are there mechanisms for teens to remove unwanted reactions to their own posts / UGC?	» Allow teen users to flag and remove unwanted reactions to their own user- generated content, including photo tags from other users.	» Cyberbullying» Unsafe/unwanted contact	
	Can a teen user restrict which types of users they are able to communicate with via direct messages?	» Give teen users control over which users can contact them directly in areas where direct messaging is possible.	» Unsafe/unwanted contact	

When designing business practices that involve	ask yourself	and consider these practices	to avoid these risks/ harms.	
User-generated content	Are there business processes for monitoring unwanted / inappropriate behaviors, such as reactions or uses of posts / UGC?	 » Automate flagging or monitoring with manual review or escalation. » Consider using community policy enforcement (users as moderators). 	 Harmful conduct may evade detection and enforcement of the Terms of Use 	
Content that could be considered inappropriate for teen audiences	Is the content inappropriate for teen audiences?	 » For U.S. audiences, consider Common Sense Media guides for appropriateness: ages 13-14, ages 15-17. » Do not target salacious, incendiary, or highly polarizing content to teens (such as political topics). » Avoid content that could be especially sensitive to teens or amplify existing insecurities (e.g., body odor, hair loss, weight). 	 Exposure to age- inappropriate or potentially harmful or addictive content 	
	If aware of teenage users, are there mechanisms to flag and limit exposure to inappropriate content?	 » Implement algorithmic content monitoring (e.g., adult content, hate speech, drug use). » Automate suppression of identified harmful content. » Flag, warn, and remove users for posting illegal content. 	 Exposure to age- inappropriate or potentially harmful or addictive content 	

When designing business practices that involve	ask yourself	and consider these practices	to avoid these risks/ harms.
Content that could be considered inappropriate for teen audiences	If unaware of teenage users, are there disclosures to help users avoid inappropriate content by default?	» Consider implementing NSFW filters, 18+ content filters.	 Exposure to age- inappropriate or potentially harmful or addictive content
The use of algorithms to curate content	Can teen users tailor their content preferences?	» Empower users to adjust their preferences over time (see more of X, see less of Y).	» Addictive behavior» Self-harm» Echo chamber / filter bubble effect
	Is it clear to teen users that engaging with content will result in receiving more of the same type of content?	» Provide information to teen users to explain why they are seeing specific content, for example due to the content they "Like" or the types of content they engage with for longer periods of time.	» Addictive behavior» Echo chamber / filterbubble effect
	Is potentially harmful and/or addictive content amplified more than other types of content?	» Flag certain content that may be considered sensitive to teen users.	» Addictive behavior» Self-harm

When designing business practices that involve	ask yourself	and consider these practices	to avoid these risks/ harms.
The use of algorithms to curate content	Are there business practices for monitoring and removing harmful / addictive content?	 » Automate flagging or monitoring (particularly of hashtags, content review) with manual review or escalation. » Continually monitor new "trends" emerging on spaces popular with teens that encourage harmful / addictive behaviors. » Monitor for new detection avoidance behaviors, such as intentional misspelling (replacing letters with numbers) or other "code" words. 	 Exposure to age- inappropriate or potentially harmful or addictive content
Retention of personal information	Do you change the way you use information about teens after they become adults?	» Minimize the potential of profiling adults based on teenage interests, behaviors, and activities.	 » Teen information as part of a "permanent record" that follows into adulthood » Increased risks of data breach
	Do you provide easy- to-use mechanisms for teens to delete or remove data in a granular manner?	» Give teens control over their digital footprint and allow for changes in behavior and interests to be reflected.	» Permanent record/ digital reputation» Entrenching behavior

When designing business practices that involve	ask yourself		and consider these practices		to avoid these risks/ harms.
Retention of personal information	Do you retain sensitive information collected from teens after they become adults?	i ;	Review whether holding teen information for an extended period of time would potentially result in a bias or harm (whether or not that data is still being used).	»	Potential for bias when relying on inaccurate or outdated information
	How long do you retain information collected from known teens?	1	Consider shortening retention periods of teen information when there is a reasonably known increased risk of harm.	»	Teen data as part of a "permanent record" that follows into adulthood
				»	Increased risks of data breach
				»	Permanent record/ digital reputation
				»	Entrenching behavior

Sharing of Teen Data

When designing business practices that involve	ask yourself	and consider these practices	to avoid these risks/ harms.
Sharing of personal information	Do you carefully consider the entities with which you share known teen data?	» Vet privacy practices relating to teen data of all service providers and data processors.	» Increased risks of data breach, misuse of teens' information
	Do you disclose the names of the entities with which data is shared, and the purposes for which they're using teen information?	» Empower teen users to easily seek more information about which entities receive their information.	» Increased risks of data breach, misuse of teens' information
	Do you use, or allow other entities to use, teen information for purposes that are incompatible with their digital, mental, or physical well-being or their digital or physical safety?	» Map data types to purposes and shared entities to help users and stakeholders understand potential risks and avoid harms.	» Increased risks of data breach, misuse of teens' information
	Do you provide mechanisms for teens to opt-out of sharing?	» Empower users to stop sharing data when not essential to the product or service offering (e.g., for third-party advertising).	» Increased risks of data breach, misuse of teens' information

A Roadmap for Considering Teen Privacy and Safety

Appendix¹

Background Research on Teen-Specific Privacy Harms

This memo serves as a compendium of research on the risks and harms particular to teenagers when using and interacting with digital technologies, products, and services. This compendium is a sampling of research and is not intended to be authoritative, complete, or most current. Although not necessarily unique to the teen demographic, these risks and harms appear to differ in either kind or degree for teenagers when compared with other groups. For each listed harm, the listed sources below provide evidence to support the particular risk to teens associated with their use of digital technologies.

I. General Background Reading

- A. danah boyd, "It's Complicated: The Social Lives of Networked Teens," Yale University Press (2015), <u>Link</u>
- B. Pamela Wisniewski, collected academic works on <u>Adolescent Online Safety</u> and <u>Networked Privacy</u>.
- C. Global Teen Privacy Rules chart (BBB National Programs TAPP convening).
- D. "Privacy Matters: Parents and Teens Share Attitudes and Opinions," Common Sense Media, SurveyMonkey (2018), https://www.commonsensemedia.org/sites/default/files/uploads/pdfs/commonsense-surveymonkey.pdf.

II. Compulsive Use

Associated harms: Normalization of lack of privacy; Normalization of over-collection of data; Creation of a larger digital footprint outside of a teen's control or awareness; Hypertargeting; Inadequate information for teen comprehension; Addictive behavior; Echo chamber / filter bubble effect; Exposure to age-inappropriate or potentially harmful or addictive content; Entrenching behavior.

A. Monica Anderson & Jingjing Jiang, "Teens, Social Media & Technology 2018," Pew Research Center: Internet, Teens & Tech (May 2018), https://www.pewresearch.org/internet/2018/05/31/teens-social-media-technology-2018/ ("As smartphone access has become more prevalent, a growing share of teens now report using the internet on a near-constant basis. Some 45% of teens say they use the internet "almost constantly," a figure that has nearly doubled from the 24% who said this in the 2014-2015 survey. Another 44% say they go online several times a day, meaning roughly nine-in-ten teens go online at least multiple times per day.")

A Roadmap for Considering Teen Privacy and Safety

III. Normalizing Overcollection, Surveillance, Parental Control

Associated harms: Learned helplessness; Normalization of lack of privacy; Unexpected uses of data; Normalization of over-collection of data; Increased risks of data breach; Creation of a larger digital footprint outside of a teen's control or awareness; Unauthorized collection of personal information; Unnecessary collection of personal information; Potential safety harms including abduction, custody issues, stalking and harassment; Teen information as part of a "permanent record" that follows into adulthood; Misuse of teens' information

A. Pamela Wisniewski, "The Privacy Paradox of Adolescent Online Safety: A Matter of Risk Prevention or Risk Resilience?" IEEE Security & Privacy, vol. 16, no. 2 (2018), pp. 86-90, https://doi.org/10.1109/msp.2018.1870874. Link

IV. Body Image, Self Esteem, or Mental Health Issues

Associated harms: Hypertargeting; Amplifying interests or insecurities in a way that intensifies harmful thoughts or behaviors; Cyberbullying; Image abuse; Digital reputation; Self-harm; Ostracization or reputation harm within peer groups; Unsafe / unwanted conduct; Addictive behavior

- A. Ellen Feldman, "Social Media Use and Disordered Eating in Young Adolescents," Relias Media Continuing Medical Education Publishing (2020), https://www.reliasmedia.com/articles/146147-social-media-use-and-disordered-eating-in-young-adolescents.
- B. Mahreen Khan et al., "College Students in the Western World Are Becoming Less Emotionally Intelligent: A Cross-Temporal Meta-Analysis of Trait Emotional Intelligence," Journal of Personality, vol. 89, no. 6 (2021), pp. 1176-1190, https://doi.org/10.1111/jopy.12643. Link [preprint]
- C. Gwenn Schurgin O'Keeffe & Kathleen Clarke-Pearson, "The Impact of Social Media on Children, Adolescents, and Families," Pediatrics, vol. 127, no. 4 (2011), pp. 800-804, https://doi.org/10.1542/peds.2011-0054. Link
 - 1. "Acceptance by and contact with peers is an important element of adolescent life. The intensity of the online world is thought to be a factor that may trigger depression in some adolescents."
 - 2. "As with offline depression, preadolescents and adolescents who suffer from "Facebook depression" are at risk for social isolation and sometimes turn to risky Internet sites and blogs for "help" that may promote substance abuse, unsafe sexual practices, or aggressive or self-destructive behaviors."
- D. Jennifer S. Saul & Rachel F. Rodgers, "Adolescent Eating Disorder Risk and the Online World," Child and Adolescent Psychiatric Clinics of North America, vol. 27, no. 2 (2018), pp. 221–228, https://doi.org/10.1016/j.chc.2017.11.011. Link ("The proliferation of social media and rapid increase in the use of the Internet by adolescents generates new dynamics and new risks for the development and maintenance of eating disorders. Here, the authors review different types of online content and how they are relevant to eating disorders within different theoretic frameworks, before examining the empirical evidence for the risks posed by online content in the development and

A Roadmap for Considering Teen Privacy and Safety

- maintenance of eating disorders. They describe pro-eating disorder content specifically and examine the research related to it, before considering its implications, and considering directions for future research, and prevention and intervention strategies.")
- E. Jaime E. Sidani et al., "The Association between Social Media Use and Eating Concerns among U.S. Young Adults," Journal of the Academy of Nutrition and Dietetics, U.S. National Library of Medicine (Sept. 2016), https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5003636/.

V. Bullying, Harassment, Inappropriate Contact

Associated harms: Inappropriate treatment of teen users as adults; Potential safety harms including abduction, custody issues, stalking and harassment; Cyberbullying; Image abuse; Unsafe / unwanted contact; Digital reputation; Self-harm; Retribution from other users; Ostracization or reputation harm within peer groups; Unsafe / unwanted conduct

- A. Lisa M. Jones et al., "Trends in Youth Internet Victimization: Findings from Three Youth Internet Safety Surveys 2000-2010," Journal of Adolescent Health, vol. 50, no. 2 (2012), pp. 179-186, https://doi.org/10.1016/j.jadohealth.2011.09.015.
- B. Family Online Safety Institute, Managing the Narrative: Young People's Use of Online Safety Tools, The Harris Poll, Snap (2021), https://global-uploads.webflow.com/5f47b99bcd1b0e76b7a78b88/61919781d9a4de7d3ee2fed7_FOSI_Harris%20Poll%20Young%20People%20Online%20Safety.pdf.

VI. Inappropriate Content [extreme violence, hate speech, harmful misinformation, etc.]

Associated harms: Inappropriate treatment of teen users as adults; Hypertargeting; Amplifying interests or insecurities in a way that intensifies harmful thoughts or behaviors; Inadequate information for teen comprehension; Exposure to ageinappropriate or potentially harmful or addictive content

A. Amro Khasawneh et al., "Examining the Self-Harm and Suicide Contagion Effects of the Blue Whale Challenge on YouTube and Twitter: Qualitative Study," JMIR Mental Health, vol. 7, no. 6 (2020), https://doi.org/10.2196/15973.

VII. Radicalization and Risk-taking

Associated harms: Hypertargeting; Amplifying interests or insecurities in a way that intensifies harmful thoughts or behaviors; Teen information as part of a "permanent record" that follows into adulthood

A. Cheryl McCarty et al., "Perceived Safety and Teen Risk Taking in Online Chat Sites," Cyberpsychology, Behavior, and Social Networking, vol. 14, no. 3 (2011), pp. 169–174, https://doi.org/10.1089/cyber.2010.0050.

A Roadmap for Considering Teen Privacy and Safety

- 1. "Teens with more social discomfort and those who thought it was safe to reveal personal information and trust chat-site "friends" were more likely to take risks. As time spent in chat sites increased, so did risk-taking behaviors. Implications for educators and parents are discussed, such as initiation of conversations about safe Internet use, parental participation in chat sites as teens' invited "friends," and school programs to teach safe online practices."
- B. Amanda Champion & Richard Frank, "Exploring the 'Radicalization Pipeline' on YouTube," NATO Science for Peace and Security Series E: Human and Societal Dynamics (2021), https://doi.org/10.3233/nhsdp210021. Link

VIII. Business Harms

Associated harms: Brand/Reputation Harm; Potential legal exposure; Harmful conduct may evade detection and enforcement of the Terms of Use; Potential for bias when relying on inaccurate or outdated information

- A. Bobby Allyn, "Here Are 4 Key Points from the Facebook Whistleblower's Testimony on Capitol Hill," NPR, (Oct. 6, 2021), https://www.npr.org/2021/10/05/1043377310/facebook-whistleblower-frances-haugen-congress.
- B. Jay Peters & Russell Brandom, "This Is Facebook's Internal Research on the Mental Health Effects of Instagram," The Verge (Sept. 30, 2021), https://www.theverge.com/2021/9/29/22701445/facebook-instagram-mental-health-research-pdfs-documents.
- C. Theo Wayt, "Facebook 'Pauses' Plans on Instagram for Kids after Child Safety Backlash," New York Post (Sept. 27, 2021), https://nypost.com/2021/09/27/facebook-pauses-instagram-for-kids-after-safety-backlash/.

IX. Research Supporting Solutions - "Teen-Centric Design"

- A. Anthony T. Pinter et al., "Adolescent Online Safety," Proceedings of the 2017 Conference on Interaction Design and Children (2017), https://doi.org/10.1145/3078072.3079722. https://dl.acm.org/doi/pdf/10.1145/3078072.3079722
 - 1. "In focusing solely on reducing exposure, much of the literature implicitly equates risk exposure to harm. As such, the concepts of privacy and safety have often been confounded [10], implying that if teens would just disclose less personal information about themselves online, then they would be safer due to less exposure. We caution against such privacy focused recommendations as they do not align well with teens' overarching goals for why they engage online with others; research has confirmed that teens are aware of risks posed by their online personal disclosures, but value the relational benefits over the potential risks."
 - 2. "In fact, by shielding teens from online risk exposure, we may actually be causing more harm than good. For instance, Boyd cautions us against such approaches because fear-based paternalism can push us to overprotect teens, which may hinder developmental processes that are vital to teaching teens how to protect themselves. Hartikainen et al. also found that enhancing parent-teen communication and trust building was superior to more control-based approaches. Our recent diary study of teens' weekly online risk

A Roadmap for Considering Teen Privacy and Safety

- experiences illustrated how teens are often able to cope with, resolve, and even benefit by learning from their personal online risk experiences [43], showing some level of agency in their own online safety."
- 3. "Yet, existing technology-based solutions have been overly focused on designs that increase parental control to reduce risk exposure instead of cultivating teen self-awareness, impulse control, and risk-coping skills. We recommend that future research move away from predominantly risk-averse perspectives of adolescent online safety to ones that are more aligned with developmental psychology, acknowledging that some level of risk is actually a healthy part of adolescent developmental growth."