

# Free Consumer Action Publications

\* It takes 3-4 weeks for processing and shipping your materials. If you have any questions, please send an email to [info@consumer-action.org](mailto:info@consumer-action.org)



Publications	Quantity				
	Chinese	English	Korean	Spanish	Vietnamese
<p><b>Protect Your Phone Records</b>  <i>Brochure available in Chinese, English, Korean, Spanish, and Vietnamese</i></p> <p>Phone records are an important source of private information that someone might try to access without your consent for illegal or harmful purposes. This publication can help you understand who would want to access your phone records, why they might want to do it, how they try to access your private information and what you can do to reduce the chances of becoming a victim.</p> <p><i>(Limit: 100 copies, per language, per agency)</i></p>					
<p><b>Protect Your Phone Records: Leader's Guide</b>  <i>Leader's Guide only available in English</i></p> <p>Pretexting is a method of obtaining someone else's personal information, including phone records, under false pretenses. Pretexting is done by impersonating the victim or telling lies that will convince a company employee, organization member or other individual to divulge confidential data. This Leader's Guide, written in question-and-answer format, will help give trainers background on the techniques pretexters use, the damage they can do to victims, various laws and regulations that keep phone records private, how to protect personal data and how victims can file complaints.</p> <p><small>*One camera-ready copy of the Protect your phone records training curriculum will be sent with orders for the Leader's Guide. You may copy the curriculum as needed.</small></p> <p><i>(Limit: 10 copies, per agency)</i></p>					

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