



# HOW TO SAVE ELECTRONIC EVIDENCE

## GENERAL INFORMATION SHEET

### WHY SHOULD YOU SAVE EVIDENCE?

New technologies constitute an especially powerful instrument for documenting cases where intimate partner violence is present in a couple. This can be accomplished using the geolocation feature or online chat platforms, photos, text messages, etc. It may be useful to keep items such as text messages if at some point you need to prove that you have been the victim of violence.

#### Points to remember:

- ➔ You can document violence perpetrated by your ex-partner.
- ➔ Gathering and saving evidence does not necessarily guarantee that it will be admissible in court.
- ➔ You can save evidence even if you do not file a complaint.

#### Be careful!

Your partner may have access to your accounts and devices where evidence is stored and may therefore be aware of the existence of such evidence. You are the person in the best position to know whether or not it is safe for you to gather and save such evidence.

## 1

### MAKE SURE YOU ARE THE ONLY PERSON WHO HAS ACCESS TO YOUR ACCOUNTS

Your cellphone account with your service provider should be under your own name.

You should know the username associated with your device (ex.: Apple ID, Google account).

You should be the only person who knows your password and the only person able to connect to the username for your device.

You should be the only person who has access to your social media accounts.

You should be using two-factor authentication (2FA) on your cellphone to connect to your accounts (2FA or “two-factor authentication” provides an extra level of protection).

Any authorized devices linked to your username should be devices that you know about and have under your own control (cellphone, tablet, iPod).

If in doubt, you should reset your passwords and check the security information for your accounts.

To manage security for a **Google account**:

- <https://myaccount.google.com>

To manage security for an **Apple account**:

- <https://appleid.apple.com>

## 2

### USE GOOD DOCUMENTATION PRACTICES TO SAVE YOUR EVIDENCE

#### Where did you see the information?

On what platform (ex.: Messenger, Instagram, Snapchat, etc.)?

#### At what URL address?

The address of a hypertext site or page on the internet (ex.: <http://www.lerobert.com>).

#### Who did you have the exchange with?

The person’s unique identifier on the platform.

#### When did you see the information?

Date, time, time zone.

#### You should record the information using the following format:

Conversation on [month] [day], [year] at [hour]:[minute] [a.m. or p.m.], between [person] and [person] on [platform]. Ex.: Conversation on May 12, 2019 at 8:30 a.m., between Paul and Louise on Facebook.

**If circumstances permit it, gather and save the evidence where it is. Do not delete it. If you file a complaint, there are certain things you may be expected to do.**

### YOU SHOULD BE AWARE OF THE FOLLOWING FACTORS WITH REGARD TO GATHERING AND SAVING EVIDENCE AND FILING A COMPLAINT WITH THE POLICE

#### If you file a complaint, you may be expected to:

- ➔ Hand your device over to the police so that it can be analyzed (investigators will only be searching for items related to your complaint).
- ➔ Give your consent and provide your passwords to investigators so that they can access your accounts or any other device relevant to the investigation (the Division des enquêtes sur la cybercriminalité can connect and recover evidence remotely).





## GENERAL INFORMATION SHEET

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### CHARACTERISTICS OF DIFFERENT PLATFORMS



**FACEBOOK  
MESSENGER**



**INSTAGRAM**



**SNAPCHAT**

#### FEATURES

- Sending messages.
- Making audio calls.
- Making video calls.

- Sending messages.
- Making video calls.

- Sending photos and videos.
- Chatting.
- Making audio calls.
- Making video calls.

#### PERSISTENCE OF MESSAGES

Average

Average

Low

#### CHARACTERISTICS

Preserved messages.

Possibility to delete messages from a common conversation.

Messages, photos and videos are deleted automatically.

Items are deleted after they have been viewed twice.

Be careful! The user is notified when a screenshot is taken.

#### OPTIONS ON MOBILE APPLICATION

Stories: Photos, videos published on the FB or Instagram account during 24 h.

Vanish mode: Messages disappear once the conversation is closed.

Secret conversation (only FB):

- Encrypted.
- Allows you to define the message deletion time.

Stories: Photos, videos published on the Snapchat account for 24 h.

Change the deletion period of chats (max. 24h).

#### POSSIBLE OPTIONS FOR SAVING EVIDENCE

- Not deleting conversations.
- Screenshots.
- Archiving a conversation by masking it in the inbox.
- Asking for the account archives.
- Keeping documentation.

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- Using another device to take photos (this avoids the issue of sending a notification to the violent partner).
- Save manually chat messages by pressing each item.
- "My Eyes Only" feature is reserved for items you want to keep for yourself with a secret code.
- Keeping documentation.

#### DOCUMENTATION

<https://www.facebook.com/help/>

<https://help.instagram.com>

<https://support.snapchat.com>

### RESSOURCES AVAILABLE FOR HELP

#### TO OBTAIN SUPPORT

#### TO REPORT INTIMATE PARTNER VIOLENCE



**VIOLENCE  
CONJUGALE**

**SOS VIOLENCE CONJUGALE**  
(24/7, throughout Quebec)  
1 800 363-9010



**CENTRE D'AIDE AUX VICTIMES  
D'ACTES CRIMINELS**

**CAVAC**  
(office hours)  
1 866 532-2822



**THE POLICE FORCE**  
serving your municipality



**SÛRETÉ DU QUÉBEC**  
911 (310-4141 or \*4141 for  
municipalities not served by  
911)