



Department of
Social and Behavioural Sciences

香港城市大學
City University of Hong Kong



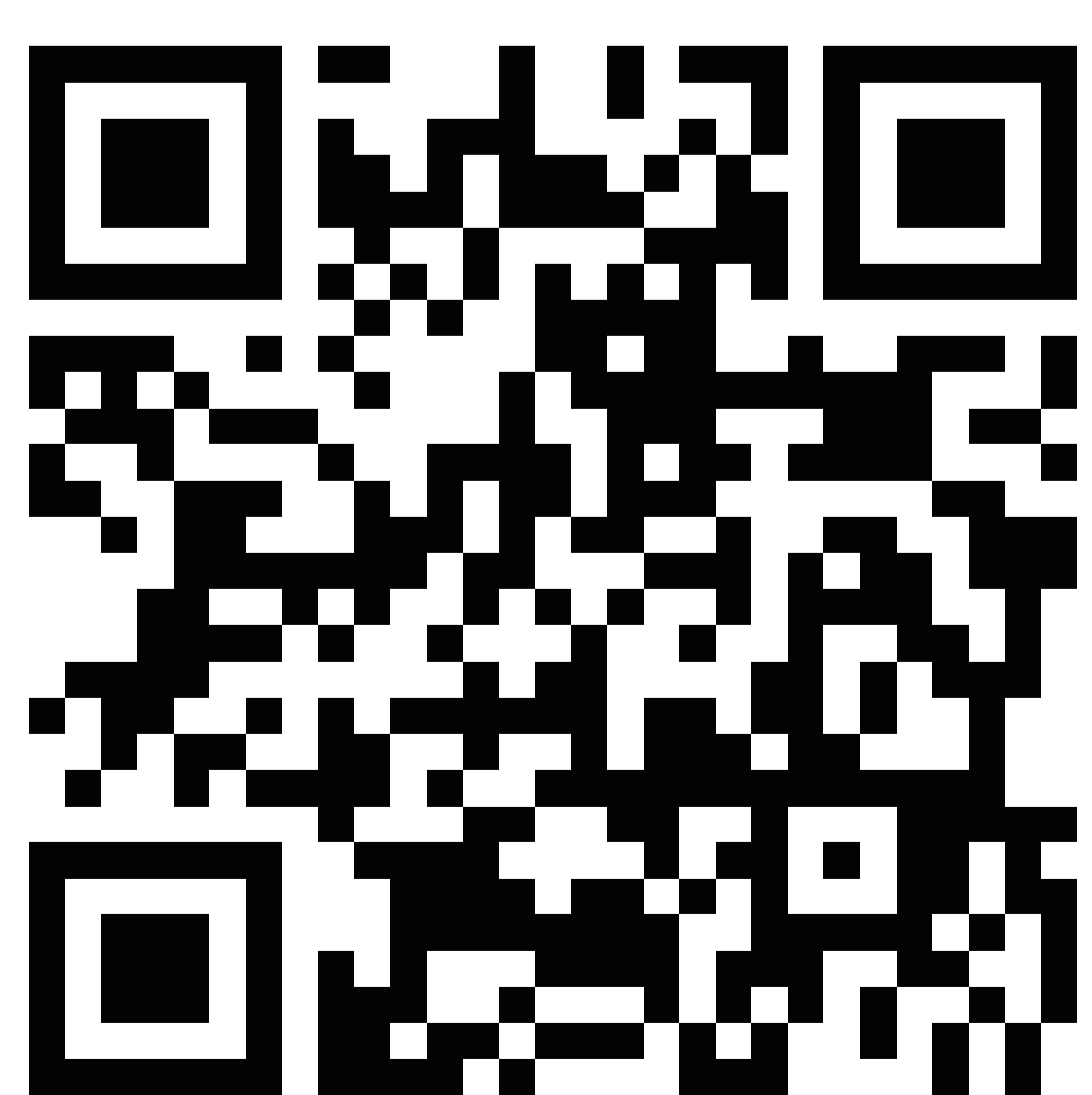
Cyber-Joy Enjoy Lab
網樂共享研究所



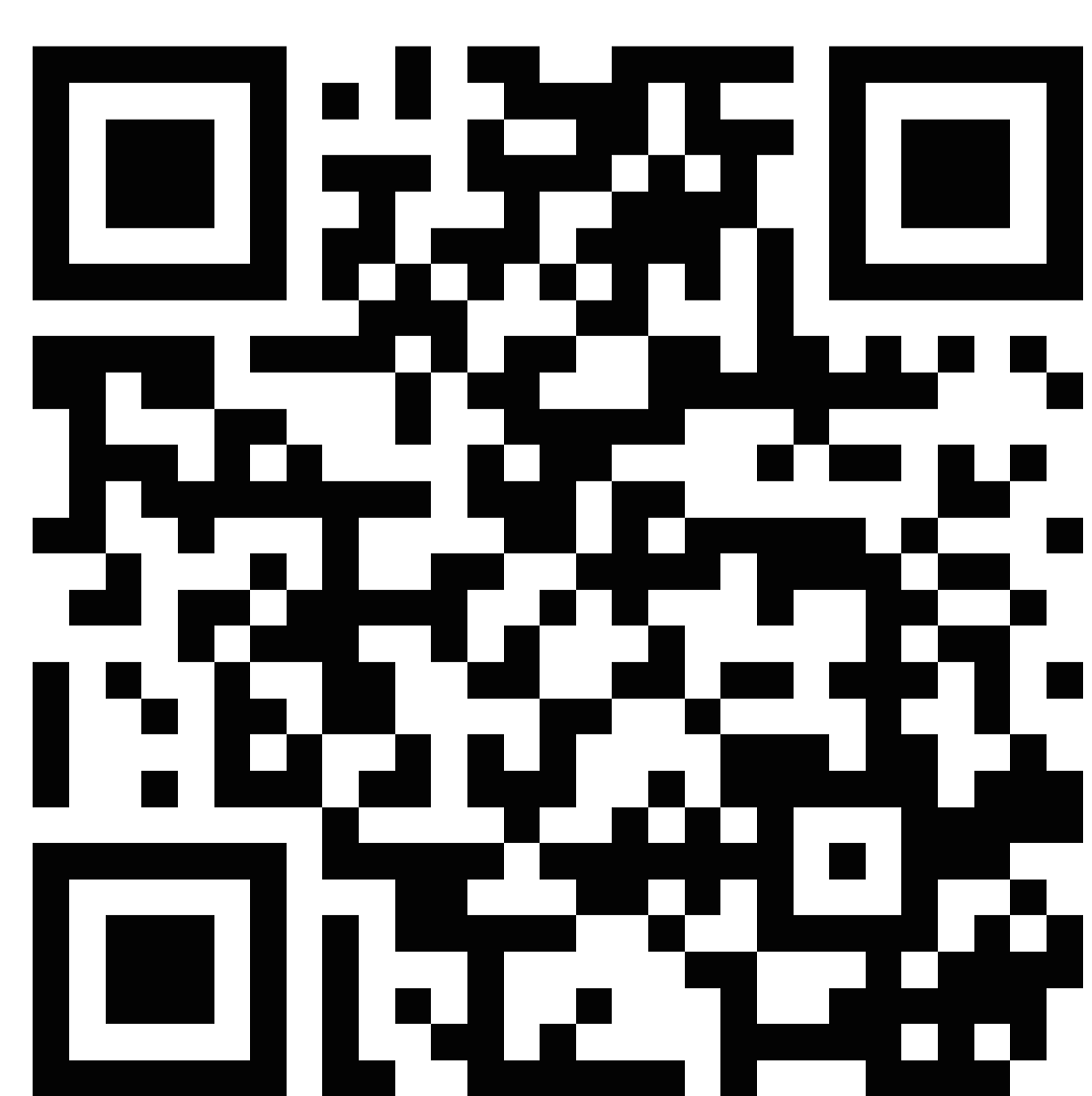
*When you need a safe space to talk about
your concerns related to the cyber world,*

Contact Us for Counselling Support :

3442 9603



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CHECK OUR WEBSITE



LIVE CHAT 

About Cyber-Joy Enjoy Lab

With an aim to promote cyber-joy on CityU campus, Cyber-Joy Enjoy Lab is a new project initiated to provide accessible campus-based counselling services and psychological support for undergraduates and academic staff in CityU.



OUR SERVICES

For Undergraduates

- *Campus-based individual and group counselling services*
- *Online counselling*
- *Talks and workshops*
- *Ambassador training*

For Everyone in CityU

Psycho-education promotion & self-help resources to let you know more about:

- *Self-care in the cyber world*
- *Cyber ethics & laws*
- *Moral engagement*
- *Empathetic understanding*
- *Resilience enhancement*

For Academic Staff and Residence Masters/Tutors

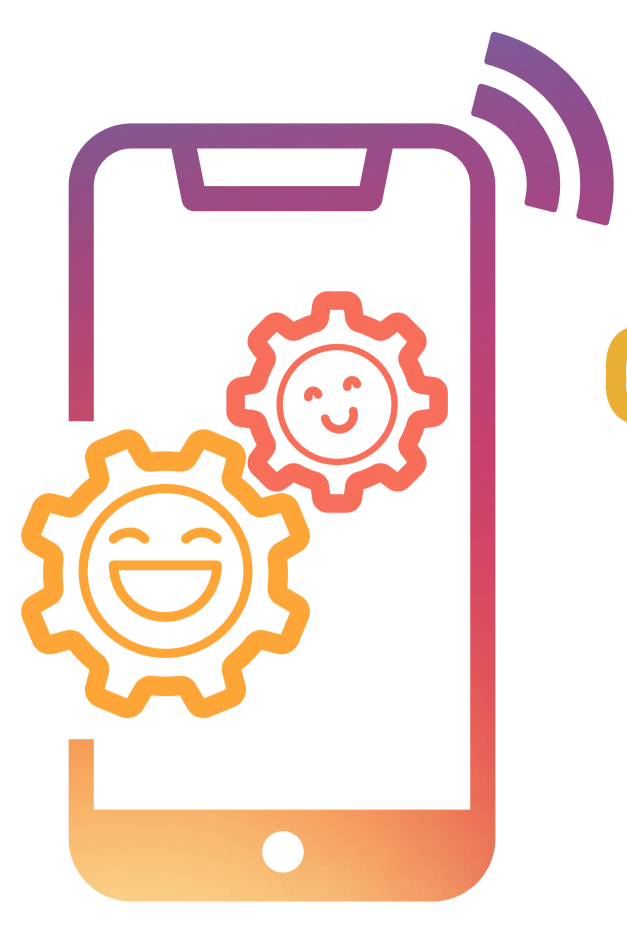
- *Cyber-related counselling and consultation services*
- *Counselling cases referral*
- *Professional training*
- *Collaboration to promote cyber ethics and cyber-joy*

Contact Us to Learn More

Contact No.: 3442 9603 (Tel. & WhatsApp)

Email: cyber-joy.enjoylab@cityu.edu.hk

Address: 5/F, SS Lab, Nam Shan Building, CityU



In the Cyber World:

DOs

- 1 Respect others and treat others the way you'd like to be treated.
- 2 Maintain a balance between social media and your real life.
- 3 Follow the rules and regulations of the online platform you are using.
- 4 Think about the potential consequences before you press "ENTER".
- 5 Keep the evidence if cyberbullying occurs.
- 6 Talk to someone you trust when you feel you are a victim of cyberbullying.

DON'Ts

- 1 Do not use rude or offensive language.
- 2 Do not post things to make others feel uncomfortable.
- 3 Do not disengage yourself from reality.
- 4 Do not harass, threaten or stalk other users.
- 5 Do not take revenge. Think about the potential consequences.
- 6 Do not trust strangers easily.



**THE AMENDMENTS MADE TO
THE PERSONAL DATA (PRIVACY) ORDINANCE (CAP 486) (“PDPO”)
HAVE COME INTO EFFECT SINCE 8 OCTOBER 2021.**

How does it affect us?

THE ACT OF DOXXING IS CRIMINALIZED WITH TWO-TIER OFFENCES

WHAT IS DOXXING?

Doxxing is "a form of cyberbullying that uses sensitive or secret information, statements, or records for the harassment, exposure, financial harm, or other exploitation of targeted individuals" (Fortinet, 2021).

1ST TIER OFFENCE:

A person commits an offence if he/ she discloses any personal data without the data subject's consent, with an intent to cause any specified harm, or being reckless as to whether any specified harm would cause, to the data subject or any family member of the data subject (see sections 64(3A) and (3B) of the PDPO).

2ND TIER OFFENCE:

In addition to the elements in the first tier offence, the second tier offence requires "the disclosure causes any specified harm to the data subject or any family member of the data subject" (see sections 64(3C) and (3D) of the PDPO).



The Privacy Commissioner for Personal Data (“the Commissioner”) is granted with investigative and prosecution powers

Power to Investigate:

If the Commissioner reasonably suspects that a person has/ may have any material which is relevant or helpful to an investigation, the Commissioner may give that person a written notice and require him to provide certain materials relevant to the investigation, attend before the Commissioner and answer questions, and give the Commissioner all the assistance that is reasonably required (see sections 66D(1) and (2) of the PDPO).

Power to Prosecute:

The Commissioner may prosecute certain offences before a magistrate (see section 64C of PDPO).

The Commissioner is granted with the power to serve cessation notices

If the Commissioner has reasonable ground to believe that a message (in our case, in electronic form) contains doxxing content, he may serve a written notice on the person or the service provider, directing them to take the cessation action (see sections 66J-66M of the PDPO).

A cessation action requires the individual or an entity such as an operator of an overseas social media platform to remove doxxing content in the message (in our case in electronic form), so as to avoid or minimize the harm that may be caused to the data subject and his/ her family member (see section 66L of the PDPO).

For more details, please go to Cyber-Joy Enjoy Lab’s webpage on “Cyber Ethics & Law”:

<https://www.cityu.edu.hk/cyber-joy-enjoy-lab/cyber-ethics-law/current-laws-and-regulations>



DISCLAIMER

The information above is for general information purposes only. The content of the exhibition boards should not be construed as legal or any other kind of advice or opinion. We do not accept any responsibility or should not be held liable whatsoever in respect of the accuracy, adequacy, or reliability of any information in this exhibition. Professional legal advice and/or other professional assistance including psychological counselling should be sought if necessary.

Reference:

Fortinet
Hong Kong e-Legislation
Personal Data (Privacy) (Amendment) Ordinance 2021 Implementation Guideline

Acknowledgement:

Mr. Lam Tai Wai David JP



WHICH IS THE MOST IMPORTANT ETHIC IN THE CYBER-JOY WORLD?



Reference:
<https://sk.pinterest.com/pin/569494315380561549/>

Many by-standers contribute to cyberbullying and destroy cyber-joy.

Which ethic or characteristic do you think these by-standers do not have?

The Bride-to-Be

ACTION

A bride-to-be made remarks on a social networking site, expressing her dissatisfaction with the wedding presents she received.

OUTCOME

Shortly afterwards, users of various Internet forums criticized her attitude, and her wedding date and venue were made public. She was put under tremendous pressure and had to apologize in public.

Case 1



Girlfriend and Boyfriend No More

ACTION

A girl posted a message to her friends online complaining that she had been dumped by her boyfriend. She accused her ex-boyfriend to have injured her by pushing her down a staircase.

OUTCOME

As a result, her "friends" in the cyber space showed their support by displaying the personal data of her ex-boyfriend including his name, photo and residential address.

Case 2



ACTION

The "accused" ex-boyfriend sought relief by clarifying in a radio programme that the allegation was not true.

OUTCOME

Some netizens avenged in the name of her ex-boyfriend and posted the girl's personal data online.

Passengers Quarrelling Over a Seat

ACTION

Two passengers on MTR quarreled over a seat. The dispute was captured by another passenger, with a smartphone camera, who then shared it online.

OUTCOME

Internet users went on to disclose the names and phone numbers of the two passengers on the Internet, after uncovering their identities. Criticisms of the behaviour of the two passengers, who were already faced with tremendous pressure, swamped most online forums.

Case 3



Dissatisfied Customer

ACTION

A grumpy customer posted a video to rally netizens' opposition against a shop for its poor customer service. She expressed her anger at the shop with nasty words.

OUTCOME

To her surprise, netizens found her actions unreasonable, and she became the target of attack. Her photo, home and office addresses were published on the Internet. A social network group was set up calling for her apology.

Case 4

Students Fighting Against Each Other

ACTION

A group of students have conflicts in a group project. Two of them vented their anger at each other on an online forum.

OUTCOME

Both had their own supporters. The offensive remarks of the two were reported to the Online Service Provider ("OSP") by the opposite side as inappropriate, leading to the termination of their accounts with the OSP.

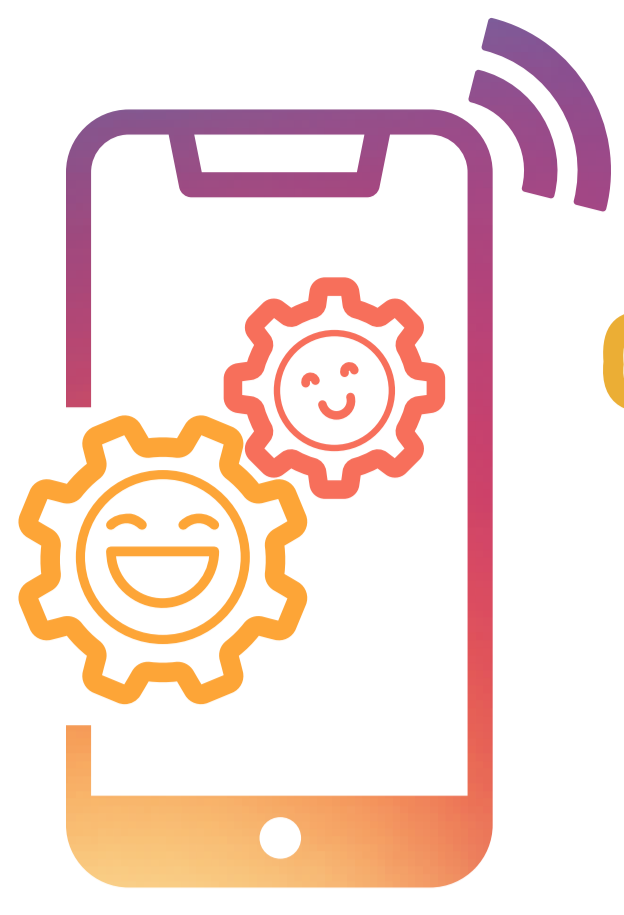
Case 5

SHARE YOUR VIEWS HERE



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Reference:
Office of the Privacy Commissioner for Personal Data)



THINK BEFORE YOU ACT

Whatever you have done in the cyber world, it will affect your real life! Have you ever thought of the consequences when you click "post"? Let's read more about how others "Think Before Act".

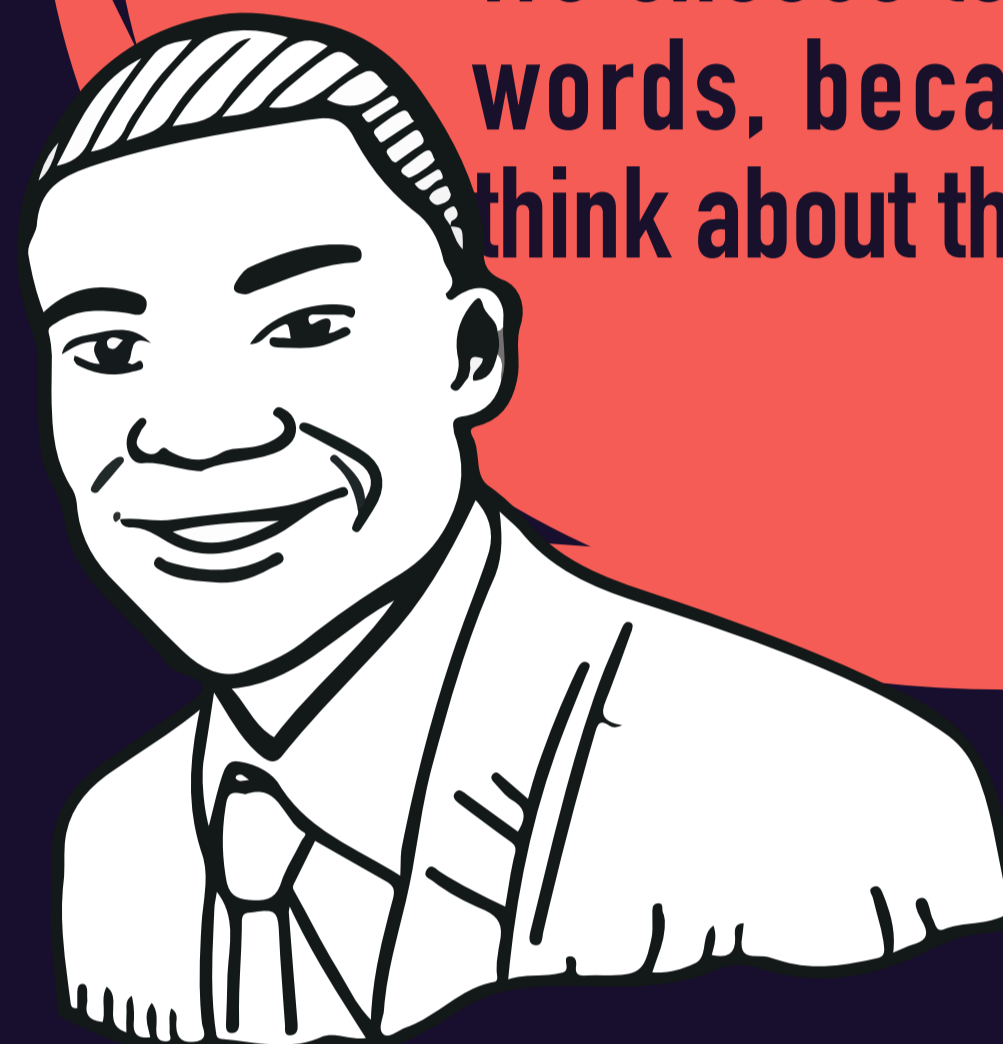
GERMANY KENT

You are responsible for everything you TWEET and RETWEET



ERNEST AGYEMANG YEBOAH

We fail to say the right words, because we choose to say the wrong words! We choose to say the wrong words, because we fail to think about the right words!



ANTHON ST. MAARTEN

Everything you do in every moment matters. A single thought can change your world.



Practice to not give in to the impulses

1 DELAY YOUR RESPONSES AND ACTIONS

Wait ten seconds before you do so. Not only will this give you some time to calm down and think about the situation but it also teaches your brain that not everything requires an immediate reaction.

2 BECOME AN OBSERVER INSTEAD OF AN ACTOR

Sit down in front of the monitor and notice what's going on around the cyber world. The most important thing here is to observe and let go of any impulse to act.

MIMI IKONN

Avoid blind compliance. Ask questions.



De-stressing Every Now and Then

When your stress level is high, your brain is running in turbo mode. Everything is fired up, you're feeling antsy and are extremely reactive to anything that happens or is being said. These are the perfect conditions for acting without thought. If you are stressed out, take some time to calm down and relax. Refer to "How to Cope with Anxiety about Coronavirus" to learn some self-care techniques.

Reference:

Moreno Zugaro (2020), 5 Ways to Stop Overreacting: The Art of Thinking Before You Act or Speak



HOW TO COPE WITH ANXIETY ABOUT CORONAVIRUS

It's terrifying that omicron is spreading across the globe. Experiencing feelings of fear, anxiety, sadness, and uncertainty are common during a pandemic. Being proactive about our mental health can keep both our mind and body stronger.

Ways to Manage Coronavirus Anxiety

1 READ NEWS FROM TRUSTWORTHY SOURCES

Using sources that give reliable information about on how to protect yourself, instead of those that build hype or dwell on things that can't be controlled, is important for management of coronavirus anxiety.



2 STAY CONNECTED WITH PEOPLE

Maintaining healthy relationships with people we trust is good for our mental wellbeing. You could schedule time each week to meet in person, speak over the phone or make time for regular video calls. Social media is another convenient platform to stay connected, but make sure you take regular breaks from your devices – and switch off before bed.



3 DO THINGS YOU ENJOY

Focusing on your favorite hobby, especially those which can make you relax or connect with others, can help reducing anxious thoughts and feelings. If you do not have any hobbies right now, think about trying something new.



4 LOOK AFTER YOUR SLEEP

Having regular sleeping patterns and good sleep hygiene practices – like avoiding screens before bed, cutting back on caffeine, and creating a restful environment - are salient ingredients for optimal mental health.



5 PRACTICE GOOD SELF-CARE

Self-care isn't just about finding ways to relax. It's about taking care of yourself mentally, physically, emotionally, socially, and spiritually. In order to care for your health and well-being, it is important to find a balance that allows you to address each of these areas and relief yourself from a stressor in life. Student Development Services provides us lots of resources about self-care. For more information, please visit the website



<https://www.cityu.edu.hk/sds/cs/pc/mhi.htm>

6 SEEK PROFESSIONAL HELP

If you would like to meet with a counsellor to receive counselling regarding to coronavirus anxiety, please contact Cyber-joy Enjoy Lab at 34429603.





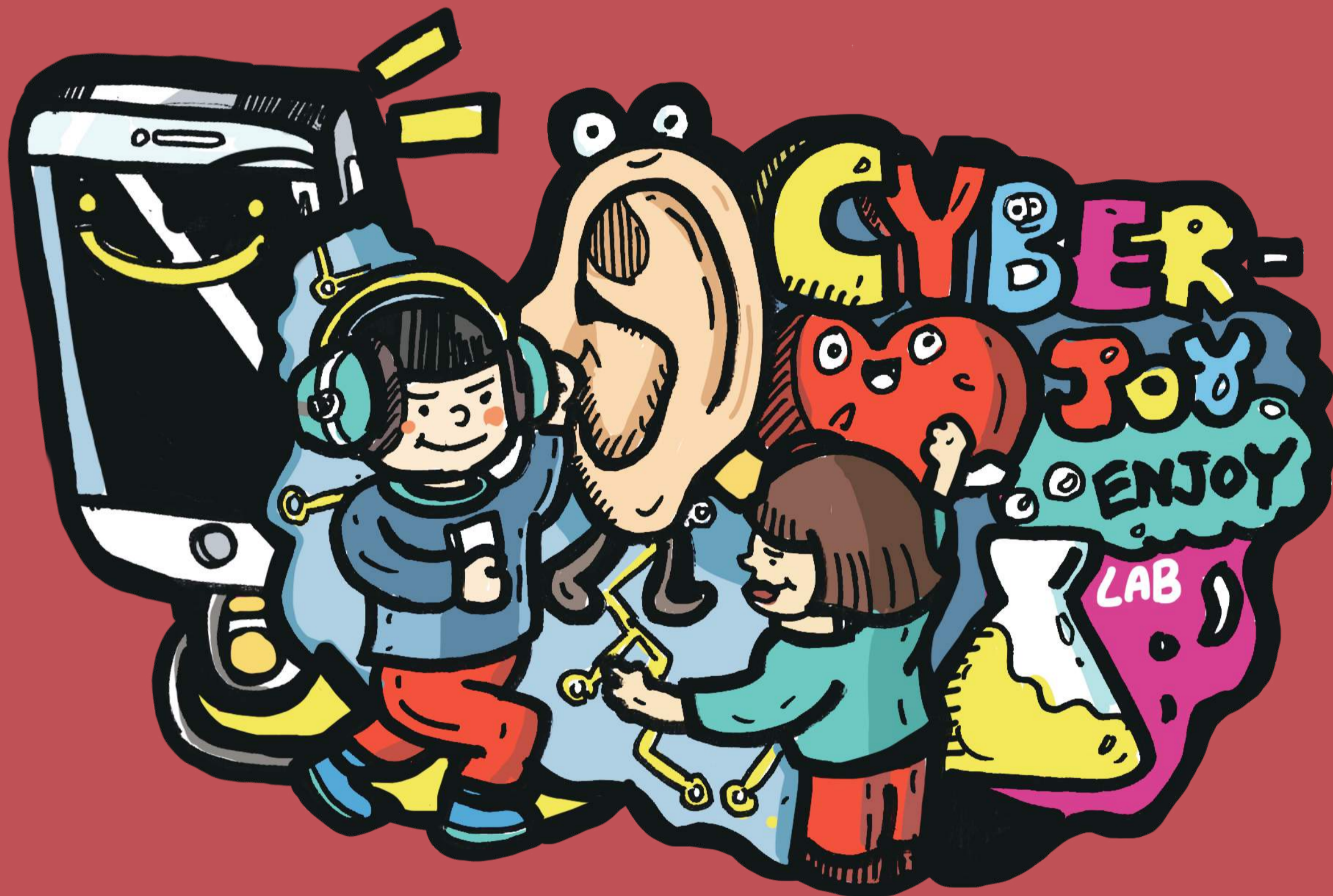
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Resilience in Cyber

Resilience does not eliminate coronavirus anxiety or erase cyberbullying. You still experience the negative emotions that come after experiencing cyberbullying. However, your mental outlook allows you to work through these negative feelings and recover. Resilience gives you the strength to tackle problems head-on, overcome adversity, and move on with their lives.

You can build Resilience in yourself.
There are distinct steps that you can take to become more resilient

BE POSITIVE AND LOVE



Social support is a critical variable that contributes to resilience. Mentally strong people tend to have the support of family and friends who help bolster them up in times of trouble. Talking about the difficulties you are coping, sharing it with a supportive friend or loved one can make you feel like you have someone in your corner, which could help you build your resilience. Discussing things with other people can also help you gain insight or even new ideas that might help you better manage the challenges you're dealing with. Holding positive views of yourself and your ability will also enhance your resilience.

FOCUS ON WHAT YOU CAN CONTROL

When faced with a cyberbullying, it can be easy to get overwhelmed by things that feel far beyond your control. Instead of wishing there was some way you could go back in time or change things, try focusing only on the things that you can directly impact. Focusing on the positive things you can do can help get you out of a negative mindset. You might also want to focus on your signature strengths to manage your stress, improve your well-being and enhance your academic performance. If you want to identify your signature strengths, go to



<https://www.strengthsbasedresilience.com/assessments/ssq72>

REFRAME YOUR THOUGHTS

Reframing doesn't mean completely ignoring the downsides of situations. Things really do objectively happen, but the meaning of those things is open to interpretation, and this interpretation changes how you experience them, which changes your reality, which can affect your mental health and how you behave.



Empathy Matters in the Cyber World

Meta-analyses confirm a negative relationship between aggressive behavior and empathy. The lack of empathy that comes with online interactions means we are seeing more aggression in the cyber world like social media platforms and every type of online discussion.

WHAT IS EMPATHY?

Empathy can be generally defined as the ability to sense another person's emotion and share others' emotional state. It is like putting yourself in someone else's position and well-attuned to how they feel.

TO LEARN MORE ABOUT EMPATHY, PLEASE SEE THE VIDEO BRENÉ BROWN ON EMPATHY:



WHAT?

THREE DOMAINS OF EMPATHY

COGNITIVE EMPATHY

e.g. I know when my friends are pleased by how they talk.



the ability to represent the thoughts, beliefs, intentions and knowledge of others

AFFECTIVE EMPATHY

e.g. If I saw my friend being made a fool of online, I would feel uncomfortable.



to emotional experience ("feel as") of others' emotions or emotional stimuli

SOMATIC EMPATHY

e.g. I would get tears in my eyes if I saw my friend cry.



the tendency to automatically mimic sensory output such as facial expression and movement of others

WHY IT MATTERS?

Empathy allows people to build social connections with others, having a great deal of empathy makes you concerned for the well-being and happiness of others, which also enhance your capacity to regulate own emotions.

However, the great anonymity and lack of immediate feedback from others in the cyber world would decrease our ability to empathize in the online environment. It may not be easy to understand others' emotion behind the screen, people may underestimate the impact of their responses to others with limited nonverbal cues and body language.

WHY?



TIPS FOR PRACTICING EMPATHY IN THE CYBER WORLD

EMPATHY PROMOTES CYBER JOY AND PREVENTS UNWANTED BEHAVIOUR ONLINE, LET'S ACT KIND TOGETHER.

1 Try to understand others' point of view when you read the comments online, even when you don't agree with them.

2 Clarify or ask for more information when necessary but not interpreting.

3 "Listen" to others in our social media stream and practice writing responses.

4 Imagine yourself in others' situation when you want to respond, think but not judge.

5 Share kind and encourage messages on social media, instead of being mean behind the screen.

6 Mind our language when expressing ourselves online, consider others' feeling.

7 When you sense others' emotions, show empathic responses to others online. Simply an emoji to show your understanding or support would mean a lot to people who are suffering.

8 Avoid victim-blaming.

9 Use the web to branch out of your comfort zone, to see life from the perspective of strangers and offer a chance to reflect on shared experiences. For example, follow people on social media with different backgrounds than you have (different race, religion or political persuasion)

SHARE YOUR TIPS HERE IF YOU HAVE ANY NEW IDEAS

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