

All National Online Safety, we believe in empowering parents, carers and trusted adults with the information to lead an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one of many apps which we believe trusted adults should be aware of. Please visit [nationalonline.org.uk](http://nationalonline.org.uk) for further guidance, links and tips for adults.

# What Parents & Carers Need to Know about MONKEY

Also known as Monkey Cool, this platform aims to fill the gap left by Omegle (which has now shut down) by placing users in random video chats with strangers. Participants use their mobile number and Snapchat username to connect to the service, where they can make matches, message other people and join group chats. The mobile version has been removed from the App Store due to safety concerns, but iPhone owners can still access the site via their web browser. The app remains available on Google Play, where its listing claims that Monkey has more than 30 million users worldwide.



Although the lack of age verification means that someone younger could easily get in with a false age, it's still a concern.

## WHAT ARE THE RISKS?

### AGE-INAPPROPRIATE CONTENT

The app claims to use AI to detect sexual content or activity that violates its policies, along with having a 24/7 moderation team. However, reports in the media continue to indicate that explicit content remains commonplace on Monkey (including sexually graphic or violent material) and is therefore accessible to anybody who uses the app – including those aged under 18.



### IN-APP SPENDING

While Monkey is free to download, it nevertheless offers in-app purchases promising to unlock access to premium features. For example, users who wish to make use of 'knock knock chat' (Monkey's text-based messaging option), rather than the app's Chatroulette-style random video calling feature, will need to pay to be able to do so.

### CONTACT WITH STRANGERS

The obvious risk in accepting random video chat partners is that users cannot know what or who they will see on their next connection. Talking to strangers is, of course, potentially dangerous – especially for children who might be persuaded to meet up with these people offline. The app lets users find each other by location, increasing the chances of a child being matched with a stranger from their local area.



### INTRUSIONS ON PRIVACY

According to Monkey's privacy policy, personal information (such as name, profile picture and date of birth), user-contributed content (any photos, texts, videos and screenshots shared) and each user's browser and IP address are collected. That is a considerable amount of data for Monkey to gather on its users – and all of this information is shared with third parties.



## Advice for Parents & Carers

### DISCUSS THE DANGERS

Even if you're comfortable with your child using Monkey, it's still important to talk about the potential dangers. It's crucial, for instance, that young people recognise the risks that stem from video chatting with strangers: that they understand not to share identifying information (like their street or school name), and that they know what to do if they are exposed to inappropriate content.



### RESTRICT IN-APP PURCHASING

If your child is accessing Monkey via an Android device, you can prevent them from making in-app purchases through the device's settings. If you do allow your child to use the site, we'd recommend that you enable this feature: young people have been known to spend significant amounts of money in their desire to unlock more features in apps such as this.



### REPORT INAPPROPRIATE CONTENT

Monkey states in the safety section of its site that "people are given the power" and that, to a large extent, Monkey is "self-governing." If a user is exposed to sexually explicit or inappropriate content on the platform, they can select the 'police' emoji in the top right corner of their screen to submit a report for Monkey's moderation team to review.



### SPOT THE SIGNS

If you're concerned that your child is spending too much time on Monkey – or that they may have been exposed to inappropriate or distressing content – it's important to watch for potential indications that they've been affected emotionally. They could be unusually irritable or unable to concentrate, for example, or failing to complete their homework or even to eat regular meals.



### Meet Our Expert

Dr Sophie Lamberton is an online safety specialist, education and researcher who has developed and delivered a range of online safety and cyber safety activities for schools, colleges and universities. She is also a member of the National Online Safety's expert panel and serves on the Australian government's online safety advisory board.



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