

Safely Downloading Mobile Apps

Original operating system

Do not make any modifications to an operating system that would allow full admin control to someone else (root or jailbreak). **Do not buy or use devices that have been modified in this way.** Keep your operating system up-to-date.

Protect your device

Install an antivirus program on your device. Update it regularly.

Download apps only from official stores.

Install apps exclusively from the App Store, Google Play and HUAWEI AppGallery. Never download programs from unverified sources.

If your device uses the **Android operating system**, we recommend switching off “Unknown sources” in your settings. The operating system will then not allow apps from unknown sources to be installed.

Read reviews

Users like to share their experience using apps. Don't just look at the number of stars an app has received, be sure to also read what the users have written about the app.

Be aware of permissions

When installing an app or its update, pay close attention to the permissions the app is requesting. **Always consider whether the app really needs the requested permission.** For example, an alarm clock does not need access to your contacts. You can read about permissions in the information about the app.

If an app requests too many permissions, do not install it and report it to the App Store, Google Play or HUAWEI AppGallery.

Security information

Tap on 'Security Information' in Settings to read the latest information about any harmful apps. Users are regularly informed there about any harmful apps.

If you discover that you are using a harmful app, then follow these steps:

1. Uninstall the app
2. Reset the phone back to its factory settings
3. Change the password to your internet banking

If something doesn't feel right, contact us.

If you suspect the security of your internet banking or mobile apps has been compromised, contact us immediately. You can call our toll-free number **800 207 207** (+420 956 777 956 if calling from abroad) or send an email to **csas@csas.cz**