Across
1. measures taken to protect people against an attack using biological weapons (= weapons of war that spread disease)
4. popular entertainment in the form of a film, TV programme, etc., that does not improve your knowledge or make you think seriously about a subject or issue
5. part of the process of online shopping in which the customer enters delivery information and pays for the item
9. if something on a social networking service, news website, blog, etc. receives a like, it means that somebody has shown that they agree with it or think it is good by clicking a special button
10. a type of alcohol, produced from sugar cane (= the plant from which sugar is made), maize / corn, etc., that is used as an alternative to petrol/gas
11. a type of software that automatically displays or downloads advertisements on a computer screen, smartphone, etc. when a user is online
12. a type of energy produced using organic substances that can be replaced naturally, such as wood or vegetable oil
15. people who are very enthusiastic about using the Twitter social networking service and use it a lot
17. a type of computer program that tricks a user into buying and downloading unnecessary software that could be dangerous for the computer
19. a service that allows you to watch television programmes on a computer or a special television after the time when they were originally broadcast
20. a person's closest friend

Down
2. the act of trying to damage or destroy a computer network, computer system or website by secretly changing information on it without permission
3. a piece of software that remembers information and uses it to fill in data in an online form so that you do not have to type it again
6. a large collection of samples of tissue (= a group of cells that form the different parts of humans, animals and plants) and data connected with medicine or biology, brought together for research
7. (often in compounds) able to be used with many different types of computer systems, software or operating systems
8. a Japanese form of comic strip for boys that usually has a lot of exciting action and adventure
13. to complete a word or expression automatically before somebody has finished typing it; to be completed automatically
14. relating to the technology that allows a smart card (= a small plastic card used to store information electronically), mobile/cell phone, etc. to contact an electronic device that it is not connected to, usually in order to make a payment
16. the action of secretly finding a way of looking at and/or changing information on somebody else's computer system without permission
18. a person who pretends to be somebody else, usually somebody who does not really exist, on a social networking website in order to deceive other people