Rules, Expectations & Security through
Privacy-Enhanced Convenient Technologies

The citizens' perspective: Awareness, feelings and acceptance of surveillance and surveillance systems for fighting crime in Europe. A quantitative study.

Noellie Brockdorff[1], Sandra Appleby-Arnold[1]
[1]Department of Cognitive Science, University of Malta, Msida, Malta

May 2015

This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement no 285582.

RESPECT
Rules, Expectations & Security through privacy-enhanced convenient technologies (G.A. 285582).
The project was co-financed by the European Union within the Seventh Framework Programme (2007-2013).
http://www.respectproject.eu

Correspondence about this report should be addressed to
Noellie Brockdorff, Department of Cognitive Science, University of Malta, Msida, MSD2080, Malta
noellie.brockdorff@um.edu.mt

Table of Contents

0. Executive Summary

The following are the key findings of a study undertaken as part of the RESPECT[1] project. The analyses and results in this document are based on a survey regarding the perceptions, feelings, attitudes and behaviour of European citizens towards surveillance for the purpose of fighting crime. The questionnaire was available online in all languages of the European Union[2] between November 2013 and March 2014. Additionally, the questionnaire was administered in a number of face-to-face interviews in order to also reach those citizens who do not use the internet.

0.1 Key findings with potential policy implications

Effects of surveillance on feelings of security & insecurity

1. Citizens show two distinct, and very different, reactions to surveillance. Some people feel secure in the presence of surveillance, whilst in others surveillance produces feelings of insecurity. But, overall, more citizens feel insecure in the presence of surveillance than secure in the presence of surveillance.
2. Citizens who consider themselves to live in an area with increased security risks also show this same pattern of results.

Perceptions of law and feelings of security/insecurity in the presence of surveillance

3. Only a minority of citizens feel that they are well informed about laws and regulations regarding the protection of personal data gathered via surveillance, and only a small minority feel that these laws and regulations are effective.
4. Two thirds of those who feel they are not informed about laws and regulations regarding the protection of personal data collected through surveillance think that such laws are not effective and only a small minority think they are effective. However, amongst those who feel informed about such laws and regulations, only one third think they are not effective and another third think they are effective, i.e., increasing the perceived knowledge about laws related to personal data collected through surveillance appears to increase citizens' perceived effectiveness of these laws.
5. Although overall the majority of citizens feel insecure rather than secure in the presence of surveillance, amongst those citizens who perceive laws and regulations regarding the protection of personal data gathered via surveillance as effective, the majority feel secure in the presence of surveillance. Increasing the perceived effectiveness of data protection laws related to surveillance may increase citizens' feelings of security in the presence of surveillance.
6. The link between perceived effectiveness of laws and regulations and citizens' feeling of security/insecurity in the presence of surveillance is stronger than the link between perceived effectiveness of surveillance measures themselves and feelings of security/insecurity
7. A majority of citizens feel that they have no or little control over the processing of personal information gathered via surveillance measures, and they have no or little trust that government agencies or private companies protect this personal information. This perceived lack of trust is particularly strong in relation to the data handling of private companies. There is a generally strong perception of the risk of data misuse and misinterpretation.

[1] RESPECT – "Rules, Expectations and Security through Privacy-enhanced Convenient Technologies" (RESPECT; G.A. 285582). The project was co-financed by the European Commission within the Seventh Framework Programme (2007-2013).

[2] Excluding Croatian, given that Croatia became a member of the EU after the project was set up, but including Norwegian as one of the project partners is from Norway.

8. Increased perceived knowledge of laws is only weakly related to perceived control over the processing of personal information gathered via surveillance measures, but it may have some effect of increasing trust that government agencies or private companies protect personal information gathered via surveillance measures.

Privacy

9. A majority of citizens feel that most types of surveillance have a negative impact on their privacy (except CCTV), and they generally perceive a great risk of privacy violation.
10. Financial compensation against greater privacy invasion through surveillance is not acceptable to a majority of citizens.

Data Sharing Laws

11. Data sharing between government agencies (including foreign governments) is accepted by a majority of citizens if the citizen concerned is suspected of wrong-doing and the surveillance is legally authorised, but data sharing between private companies is either not accepted under any circumstances or only if the citizens has given explicit consent.

Citizens' wellbeing

12. A majority of citizens feel happy with CCTV but unhappy with the other types of surveillance investigated.
13. The relationship between feeling insecure in the presence of surveillance and feeling happy or unhappy with surveillance appears to be stronger than the link between feelings of security in the presence of surveillance and feeling happy or unhappy with surveillance.

0.2 General key findings

Awareness of surveillance

1. There is a rather large spread in the awareness of different types and technologies of surveillance. 90% of respondents indicated that they had heard of CCTV surveillance, whereas only a third had heard of the surveillance of "suspicious" behaviour (e.g., automated detection of raised voices, facial or body features).
2. The reason for setting up surveillance that is most known about is the detection of crime (81%), the least known is the use of surveillance for control of crowds (52%).

Beliefs about surveillance taking place

3. A majority of respondents believes that CCTV surveillance takes place often or all the time in the country where they live (70%).
4. Fewer respondents (37%-44%) believe that surveillance of online social networking, surveillance using databases containing personal information, surveillance of financial transactions and geolocation surveillance take place often or all the time. About one out of four respondents indicated that they "don't know" whether or how often such surveillance takes place in their country.

Perceived usefulness and effectiveness of surveillance

5. CCTV is perceived to be the most useful of the different types of surveillance, followed by surveillance of financial transactions and geolocation surveillance. Surveillance of online social networking and surveillance using databases containing personal information were perceived to be the least useful.
6. Generally, all five types of surveillance investigated (CCTV, surveillance of online social networking, surveillance using databases containing personal information, surveillance of financial transactions, geolocation surveillance) are perceived to be useful for the detection, prosecution, and reduction of crime.
7. Results for perceived effectiveness of the five different types of surveillance in protecting against crime follow the same pattern of results as for their perceived usefulness. However, the different types of surveillance are generally perceived to be less effective in protection against crime than they are deemed to be useful for the reduction, detection, and prosecution of crime.

Acceptability of surveillance in different locations

8. CCTV surveillance is clearly perceived as more acceptable than geolocation surveillance for the purposes of fighting crime in all the events and locations investigated. Acceptance rates for CCTV are typically 50% to 100% higher than those for geolocation surveillance.
9. Both types of surveillance are seen as least acceptable in the workplace (CCTV 28%; geolocation surveillance 19%).
10. The highest acceptance of surveillance by CCTV is in clinics and hospitals (87%), city centres (82%) and urban spaces in general (80%); geolocation surveillance in clinics and hospitals is also seen as acceptable by a majority of respondents (53%).
11. Acceptance of surveillance measures is not related to their perceived effectiveness, or to perceived social benefits of surveillance (protection of the individual and/or the community). No relationships were found between acceptance of surveillance in different locations and feelings of control over personal data gathered via surveillance, trust that government or private companies protect personal information, and feelings of security or insecurity in the presence of surveillance.

Beliefs about economic costs of surveillance

12. Only a minority of respondents (12%) believe that the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in their country is “just right”. 23% indicated that, in their opinion, there was too little or far too little money allocated; 17% believed it was too much or far too much.
13. Overall almost half of the respondents felt that they “don’t know” whether sufficient funds are allocated to government agencies for carrying out surveillance for the purpose of fighting crime.
14. Of those who believe that the money allocated to government agencies for carrying out surveillance to fight crime was too little or far too little, one out of three respondents indicated they would be willing to pay more taxes so more money can be allocated for this purpose, but almost half replied that they would not.

Attitudes towards social costs of surveillance

15. A majority of respondents perceive protection of the community and of the individual as social benefits of surveillance, but the risks associated with surveillance are more keenly felt.
16. The highest perceived risks are that information gathered through surveillance is intentionally misused or misinterpreted, followed by the risk of privacy invasion and the risk that surveillance may violate citizens' right to control whether information about them is used.
17. The risks that surveillance may cause discrimination, stigma and the limitation of citizens’ rights are also strong issues, though not at the level of data misuse and misinterpretation.

Behavioural changes resulting from surveillance

18. Few respondents have made changes to their behaviour as a result of being aware of surveillance. The only change in behaviour undertaken by a slight majority of respondents was to stop exchanging their personal data for discounts or vouchers.
19. Only a minority of respondents have taken more proactive moves such as restricting their activities, avoiding surveilled locations or taking defensive measures.
20. There is little evidence to support a relationship between the perceived risks of surveillance and behavioural changes as a result of surveillance.

Surveillance and the role of gender

21. Male respondents show a generally higher knowledge than female respondents of all different types of surveillance investigated, of the reasons for the setting of up surveillance, they show a higher awareness of surveillance taking place, a stronger perceptions of risks related to surveillance, and they indicated significantly more often than female respondents that they had changed their behaviour due to the risks perceived.
22. Female respondents perceived most surveillance measures to be more useful than males, they felt less insecure in the presence of surveillance, less unhappy with most types of surveillance, and they perceived surveillance to have a less negative impact on their privacy.

Surveillance and the role of age

23. The most significant differences between age groups can be found between the 65+ year old respondents and the 25-34 year olds.
24. Respondents aged 65+ show the lowest knowledge and awareness of surveillance types and technologies, followed by the 18-24 years group; respondents aged 25-34 show the highest knowledge and awareness in most categories.
25. 65+ year old respondents also perceive all types of surveillance as most useful and most effective, whilst 25-34 year olds perceive them as least useful and least effective, amongst all age groups.
26. Respondents aged 65+ feel least insecure in the presence of surveillance, the least unhappy with the various types of surveillance, they perceive the least negative impact on their privacy, but they also feel least in control over personal data collected via surveillance. Respondents aged 25-34 feel most insecure, most unhappy, and perceive the strongest negative impact of surveillance on privacy.
27. The youngest age group (18-24 years) feel the least lack of control over data gathered via surveillance, and the least lack of trust in government agencies or private companies adequately handling such personal data.
28. Respondents aged 25-34 perceive social risks related to surveillance to be significantly higher than all other age groups; the youngest respondents (aged 18-24) show the lowest perception of risks. However, 25-34 year olds who are most likely to change their behaviour in response to the presence of surveillance whereas respondents age 65+ show the least adaptations of behaviour.

0.3 Sample Characteristics

1. A total of 5,361 individuals from 28 countries completed the questionnaire. For thirteen European countries the number of respondents met the required target quota (sample of 3,115 respondents) to be representative, on age and gender, of that country's population aged 18 years and above.
2. The total sample shows a very even gender and age distribution; the quota sample correctly reflects the ageing population in various European countries.
3. 16% of respondents felt that they were living in an area with increased security risks, 53% indicated that they usually travel abroad at least twice per year, and 71% responded that they usually visit a mass event at least twice per year. Therefore, it can be assumed that the majority of respondents to this survey are frequently exposed to a variety of surveillance measures that are intended to fight crime.

1. Introduction

The analyses and results in this document are based on a survey regarding the perceptions, feelings, attitudes and behaviour of European citizens towards surveillance for the purpose of fighting crime. This study was undertaken as part of the RESPECT project – "Rules, Expectations and Security through Privacy-enhanced Convenient Technologies" (RESPECT; G.A. 285582) – which was co-financed by the European Commission within the Seventh Framework Programme (2007-2013).

Quota samples were used for each RESPECT partner country which were based on demographic data retrieved from the Eurostat statistics of December 2012.[3] Responses were gathered, predominantly, through an online survey supplemented by a number of questionnaires administered in face to face interviews, in order to fulfil quotas and reach those citizens who do not use the internet. The survey consisted of 50 questions and sub-questions, and was available online in all languages of the European Union from November 2013 until March 2014.[4]

A snowball technique was used to promote the study and disseminate links to the questionnaire. Most RESPECT partners placed advertisements on their respective university/institute website and those of related institutions, sent out press releases and placed banners or advert links in local online newspapers or magazines, posted links to the questionnaire on social networking websites, sent the link out in circular emails (e.g., to university staff and students), and used personal and professional contacts to promote the survey. In order to achieve the quota a number of questionnaires were administered in face to face interviews. Typically, these face to face interviews were required for the older age groups as internet usage is not as common amongst older citizens as it is with the younger population.

[3] Source: http://epp.eurostat.ec.europa.eu/portal/page/portal/population/data/main_tables.

[4] The English version of this this questionnaire may be seen in Appendix C.

Overall, 5,361 respondents from 28 countries completed the questionnaire. This total sample shows a very even gender and age distribution, which is unsurprising given the target quotas which, as previously mentioned, were set for each RESPECT partner country.

Table 1

Distribution by age and gender – Total RESPECT sample

	Total	Gender			Age Groups					
		Female	Male	Other	18-24	25-34	35-44	45-54	55-64	65+
Austria	260	113	143	4	26	79	51	48	41	15
Belgium	31	14	17	0	1	14	6	6	3	1
Bulgaria	211	114	97	0	22	38	37	35	34	45
Croatia	1	0	1	0	0	0	0	1	0	0
Cyprus	3	2	1	0	0	3	0	0	0	0
Czech Republic	259	126	133	0	38	40	49	44	37	51
Denmark	2	1	1	0	1	0	0	1	0	0
Estonia	1	0	1	0	0	0	1	0	0	0
Finland	6	1	5	0	0	2	2	2	0	0
France	51	20	31	0	8	17	11	8	6	1
Germany	600	229	369	2	81	110	56	86	98	169
Greece	7	2	5	0	0	5	1	0	1	0
Hungary	2	0	2	0	1	1	0	0	0	0
Ireland	4	3	1	0	0	1	0	0	3	0
Italy	326	173	153	0	23	43	64	87	55	54
Lithuania	4	2	2	0	1	0	1	1	1	0
Luxembourg	1	0	1	0	0	0	1	0	0	0
Malta	330	166	161	3	45	64	50	54	50	67
Netherlands	517	256	259	2	73	100	81	74	75	114
Norway	79	46	33	0	20	12	7	9	19	12
Poland	9	4	4	1	0	5	0	1	2	1
Portugal	4	1	2	1	2	1	0	1	0	0
Romania	476	269	206	1	111	120	85	61	54	45
Slovakia	352	199	151	2	122	59	47	48	39	37
Slovenia	273	139	134	0	26	67	49	48	39	44
Spain	737	354	381	2	105	122	115	132	123	140
Sweden	226	114	110	2	32	35	46	36	29	48
United Kingdom	548	235	308	5	123	67	48	95	128	87
Other	41	14	26	1	9	6	5	7	7	7
Total	**5361**	**2597**	**2738**	**26**	**870**	**1011**	**813**	**885**	**844**	**938**

Note: Countries marked in blue are those represented by one or more local RESPECT project partners.

Not fully satisfactory is the elevated level of education of the majority of respondents (73% with tertiary or post-graduate education). However, this was to be expected due to the majority of responses being collected online as well as several of the recruiting institutions being academic entities. Regarding specific demographic data related to aspects of surveillance, 16% of respondents felt that they were living in an area with increased security risks, 53% indicated that they usually travel abroad at least twice per year, and 71% responded that they usually visited a mass event at least twice per year. Therefore, it can be assumed that the majority of respondents are frequently exposed to a variety of surveillance measures that are intended to fight crime.

The distribution of gender within the country quota sample is defined by the respective country demographics. Accordingly, the distribution of age reflects the aging population in most European countries.

Table 2

Distribution by age and gender – country quota sample

		18-24	25-34	35-44	45-54	55-64	65+
Austria	*Females*	7%	10%	11%	12%	10%	0%*
	Males	7%	10%	11%	13%	9%	0%*
Bulgaria	*Females*	5%	8%	9%	8%	9%	14%
	Males	6%	9%	9%	8%	8%	9%
Czech Republic	*Females*	5%	9%	9%	8%	9%	12%
	Males	6%	10%	10%	8%	9%	8%
Germany	*Females*	5%	7%	8%	10%	8%	14%
	Males	5%	8%	8%	10%	8%	11%
Italy	*Females*	4%	7%	10%	9%	8%	14%
	Males	4%	7%	10%	9%	7%	11%
Malta	*Females*	6%	8%	8%	8%	9%	12%
	Males	6%	9%	8%	9%	8%	9%
Netherlands	*Females*	5%	8%	9%	9%	8%	11%
	Males	6%	8%	9%	10%	8%	9%
Romania	*Females*	6%	10%	10%	8%	8%	11%
	Males	6%	10%	11%	8%	7%	7%
Slovakia	*Females*	6%	10%	9%	9%	9%	10%
	Males	7%	10%	10%	9%	8%	6%
Slovenia	*Females*	5%	9%	9%	9%	9%	12%
	Males	5%	9%	9%	10%	9%	8%
Spain	*Females*	4%	9%	10%	9%	7%	12%
	Males	5%	9%	10%	9%	7%	9%
Sweden	*Females*	6%	8%	8%	8%	8%	13%
	Males	6%	8%	8%	9%	8%	11%
United Kingdom	*Females*	6%	8%	9%	9%	7%	12%
	Males	6%	8%	9%	9%	7%	9%

* Note: In Austria, the number of respondents aged 65+ was not sufficient to fulfil the required quota. Therefore, this age group was removed from the country quota sample and, correspondingly, the Austria sample is only statistically representative for the Austrian population aged between 18 and 64 years.

This report presents results on citizens' perceptions, awareness, acceptance of, and feelings towards, surveillance, and the potential relationships between these factors. Furthermore, separate analyses are dedicated to the social

and economic costs of surveillance – covering also the additional aspect of behaviour and behavioural intentions – which are specific tasks within the RESPECT project.

Further sections focus on how the results on various aspects of surveillance vary with gender, age, education level, and other demographic factors such as living in an area with increased security risks. The analyses in these sections are based on the total sample as the focus is on how results differ by demographic factors (e.g., gender and age).

The final section of this report provides an overview of country-specific results based on the quota samples that are representative of the population of each country in terms of age and gender. This analysis by country serves to highlight differences and similarities with a focus on the relationships between citizens' feelings and perceptions in different countries. Detailed findings for each country may be found in the separate respective RESPECT WP11 country report.

2. Citizens' knowledge of surveillance

2.1 Awareness of different types of surveillance

Generally, there can be observed a rather large spread in the awareness of different types and technologies of surveillance. A large proportion of respondents indicated that they have heard of CCTV surveillance (89.7%), surveillance of telecommunication (85.6%) or surveillance using Global Positioning Systems (83.2%), whereas only a third (36.6%) had heard of the surveillance of "suspicious" behaviour.

Table 3
Knowledge of types of surveillance

		Answer = YES		
		Total	**Female**	**Male**
Q1_1	**Biometric data**, e.g. analysis of fingerprints, palm prints, facial or body features	74.2%	70.1%	78%*
Q1_2	**"Suspicious" behaviour**, e.g. automated detection of raised voices, facial or body features	36.6%	29.9%	42.6%*
Q1_3	**Data and traffic on the internet**, e.g. Deep Packet/Content inspection	60.0%	50.3%	69%*
Q1_4	**Databases** containing personal information, e.g. searching state pension databases, or customer databases of private companies	70.7%	66.4%	74.7%*
Q1_5	**Online communication**, e.g. social network analysis, monitoring of chat rooms or forums	79.1%	75.6%	82.5%*
Q1_6	**Telecommunication**, e.g. monitoring of phone calls or SMS	85.6%	83.5%	87.5%*
Q1_7	**Electronic tagging / Radio Frequency Identification** (RFID), e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	62.4%	56.3%	68.1%*
Q1_8	**Global Positioning Systems** (GPS), e.g. tracking geolocation of cars or mobile phones	83.2%	78.1%	87.9%*
Q1_9	**CCTV cameras**, e.g. in public places, airports or supermarkets	89.7%	87.1%	92.1%*
Q1_10	**Financial information**, e.g. tracking of debit/credit card transactions	77.6%	74.2%	80.8%*

Q1: Have you ever heard of the use of any of the below for the purpose of monitoring, observing or tracking of people's behaviour, activities or personal information?
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

2.2 Known reasons for surveillance

Most respondents are aware of the main reasons for deploying surveillance. The reason for use of surveillance that is most known about is the detection of crime (81%), and the least known is the use of surveillance for control of crowds (52.4%).

Table 4

Known reasons for surveillance

		Answer=YES	
		Female	**Male**
Q2_1	The reduction of crime	70.4%	76.3%*
Q2_2	The detection of crime	81.0%	85.4%*
Q2_3	The prosecution of crime	71.5%	78.5%*
Q2_4	Control of border-crossings	65.0%	69.4%*
Q2_5	Control of crowds	52.4%	65.3%*
Q2_6	Other	14.6%	23.2%*
Q2_7	I don't know of any reasons.	2.8%	1.7%*

Q2: What reasons for the setting up of surveillance do you know of?

Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

3. Perceived usefulness and effectiveness of surveillance

3.1 Perceived usefulness

CCTV is perceived to be the most useful of the different types of surveillance, followed by surveillance of financial transactions and geolocation surveillance. Surveillance of online social networking and surveillance using databases containing personal information were perceived to be the least useful. This applies to all three purposes of surveillance investigated: for the reduction, detection, and the prosecution of crime. Generally, most of the five types of surveillance were perceived to be most useful for the prosecution of crime, slightly less useful for the detection of crime, and less useful still for the reduction of crime.[5] Generally, though, the five types of surveillance investigated are perceived to be useful for the detection, prosecution, and reduction of crime (mean result in all categories is above the midpoint of 3.00 in Table 5).[6]

[5] With the exception of CCTV cameras and surveillance of online social networking which were perceived as most useful for the detection of crime (though with an only marginal difference to their perceived usefulness for the prosecution of crime).

[6] With the exception of surveillance using databases containing personal information and surveillance of online social networking for the purpose of reduction of crime.

Table 5

Perceived usefulness of surveillance

		Total		Female		Male	
Q3.1	**the reduction of crime**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
Q3.1_1	CCTV cameras	3.70	1.294	3.81	1.249	3.61*	1.325
Q3.1_2	Surveillance using databases containing personal information	2.82	1.328	2.88	1.304	2.77*	1.346
Q3.1_3	Surveillance of online social networking	2.90	1.363	3.06	1.330	2.76*	1.377
Q3.1_4	Surveillance of financial transactions	3.51	1.316	3.54	1.272	3.49	1.354
Q3.1_5	Geolocation surveillance	3.33	1.381	3.44	1.339	3.23*	1.409
Q3.2	**the detection of crime**						
Q3.2_1	CCTV cameras	3.93	1.219	4.02	1.176	3.85*	1.248
Q3.2_2	Surveillance using databases containing personal information	3.13	1.355	3.25	1.336	3.03*	1.362
Q3.2_3	Surveillance of online social networking	3.18	1.347	3.38	1.306	3.01*	1.356
Q3.2_4	Surveillance of financial transactions	3.81	1.216	3.86	1.181	3.77	1.242
Q3.2_5	Geolocation surveillance	3.55	1.354	3.72	1.286	3.39*	1.391
Q3.3	**the prosecution of crime**						
Q3.3_1	CCTV cameras	3.92	1.236	3.99	1.197	3.86*	1.265
Q3.3_2	Surveillance using databases containing personal information	3.28	1.345	3.37	1.328	3.2*	1.352
Q3.3_3	Surveillance of online social networking	3.14	1.363	3.33	1.337	2.98*	1.362
Q3.3_4	Surveillance of financial transactions	3.86	1.202	3.91	1.170	3.83*	1.225
Q3.3_5	Geolocation surveillance	3.76	1.252	3.89	1.207	3.66*	1.277

_____

Q3: How useful in general do you think the following types of surveillance are for […] (1=not useful at all; 5=very useful)
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

The potential relationships between the perceived usefulness of different types of surveillance for the reduction, detection and prosecution of crime were examined (See Table A3 in Appendix A). It appears that there is a relationship between beliefs about the usefulness of the various types of surveillance for different purposes. For example, if a respondent perceives surveillance of online social networking as useful for the reduction of crime then the respondent is also likely to perceive this form of surveillance as useful for the detection of crime and prosecution of crime. There is a similar pattern of responses for all types of surveillance. The relationship between perceived usefulness for reduction of crime and perceived usefulness for detection of crime was strongest for CCTV, the surveillance of databases containing personal information, and geolocation surveillance; for surveillance of online social networking and for the surveillance of financial transactions the strongest relationship was found between the perceived usefulness for detection and the usefulness for prosecution of crime. This pattern of responses suggests that the concepts of reduction, detection, and prosecution of crime may be somewhat entangled. However, it is also possible that some respondents decided on a general "usefulness setting" for each type of technology and answered the questions on the reduction, detection, and prosecution of crime in the same way.

The overall strongest relationship was found between the usefulness of surveillance of online social networking for detection and its usefulness for prosecution of crime. There were also strong links between the perceived usefulness of this type of surveillance for the reduction of crime and that of the detection of crime, and between its perceived usefulness for the reduction of crime and that of the prosecution of crime. Similarly strong connections are found for surveillance of databases containing personal information. Whilst these two types of surveillance are believed to be considerably less useful by respondents than the other types of surveillance investigated (financial

tracking, CCTV, and geolocation surveillance), this relationship between perceived usefulness in different situations may point at respondents not only having a somewhat blurred picture of these forms of surveillance, but also being under-informed.

Furthermore, strong relationships are observed between the perceived usefulness of surveillance of online social networking and the perceived usefulness of surveillance of databases containing personal information for the same purposes, in particular for the prosecution and for the detection of crime.

There is no correlation between the knowledge of general purposes of surveillance, and the assumed usefulness of specific types of surveillance for these purposes.

3.2 Perceived effectiveness in protection against crime

The results for perceived effectiveness of the different types of surveillance in protecting against crime follow, generally, the same pattern of results as for perceived usefulness of the same types of surveillance in the reduction, detection, and prosecution of crime. However, the different types of surveillance are generally perceived to be less effective in protection against crime than they are deemed to be useful for the reduction, detection, and prosecution of crime. Between 57%[7] (reduction of crime) and 62%[8] (detection of crime) of respondents believed that surveillance of financial transactions is useful, but only 53%[9] of respondents agreed that it is effective. CCTV is perceived to be the most effective surveillance measure in protection against crime, followed by surveillance of financial transactions and geolocation surveillance. Surveillance of online social-networking and surveillance using databases containing personal information are not seen as particularly effective methods of protection against crime.

[7] Answers 4 or 5 on a scale from 1 to 5, with 1=not useful at all and 5=very useful.
[8] Answers 4 or 5 on a scale from 1 to 5, with 1=not useful at all and 5=very useful.
[9] Answers 5, 6 or 7 on a scale from 1 to 7, with 1=disagree and 7=agree.

Table 6

Perceived effectiveness of surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	4.63	1.916	4.68	1.857	4.60	1.963
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.38	1.828	3.41	1.818	3.35	1.835
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.48	1.919	3.66	1.905	3.33*	1.918
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.34	1.894	4.31	1.847	4.38	1.935
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.02	1.943	4.17	1.905	3.9*	1.962

Q5.1.1: How much do you agree or disagree with the following statements […] (1=disagree; 7=agree)

Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

3.3 Relationship between perceived usefulness and perceived effectiveness

There is a clear relationship between the perceived usefulness of a type of surveillance in the reduction, detection, and prosecution of crime and the perceived effectiveness of that type of surveillance in the protection against crime (see Table A21 in Appendix A). The strongest relationship for most types of surveillance is found between perceived usefulness in detection of crime and perceived effectiveness in the protection against crime, as well as between perceived usefulness for reduction of crime and perceived effectiveness. The overall strongest connection could be found between the perceived effectiveness of CCTV and its perceived usefulness for the reduction of crime.

4. Perceptions of surveillance

4.1 Surveillance and feelings of security

As seen in the previous section, most of the different types of surveillance are perceived as useful in the reduction, detection, and prosecution of crime and, though at a lower level, effective in the protection against crime. At the same time, surveillance measures appear to make more respondents feel insecure than secure. For only 23% of respondents, the presence of surveillance makes them feel secure (4 or 5 on a 5-point scale, with 1=very insecure and 5=very secure), whereas 37% feel insecure (1 or 2 on a 5-point scale, with 1=very insecure and 5=very secure) when surveillance is present. The remaining respondents indicated either the mid-point of the scale (32%), or "I don't know" (8%).

4.2 Personal information collected through surveillance

Respondents generally feel a strong lack of control over the processing of personal information gathered via surveillance, irrespective of whether it has been gathered by government agencies or by private companies. There is also a visible lack of trust in both private companies and government agencies being able to protect personal information gathered via surveillance, but with more mistrust towards private companies than towards government agencies. Consequently, there may not only be a missing link between surveillance and feelings of security, but also perceptions of a substantial lack of data protection in connection with personal information gathered through surveillance.

Table 7

Feelings of security, control and trust

		Total		Female		Male	
4.3	**Security** (1=very insecure; 5=very secure)	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
	How secure does the presence of surveillance measures make you feel?	2.78	1.135	2.83	1.096	2.75*	1.167
4.4	**Control** (1= no control; 5=full control)						
4.4.1	How much control do you think you have over the processing of personal information gathered by government agencies via surveillance measures?	1.96	1.142	1.94	1.138	1.98	1.144
4.4.2	How much control do you think you have over the processing of personal information gathered by private companies via surveillance measures?	1.99	1.136	1.99	1.140	1.98	1.132
4.5	**Trust** (1=no trust; 5=complete trust)						
4.5.1	How much do you trust government agencies that they protect your personal information gathered via surveillance measures?	2.26	1.113	2.27	1.086	2.25	1.136
4.5.2	How much do you trust private companies that they protect your personal information gathered via surveillance measures?	1.76	0.928	1.80	0.932	1.73	0.923

Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

4.3 "Happiness" with surveillance

In line with whether they feel insecure or secure in the presence of surveillance, and their feelings of mistrust and lack of control over data collected through surveillance, more respondents feel unhappy than happy with most types of surveillance investigated (with the exception of CCTV). They feel most unhappy with surveillance using databases containing personal information (mean score 3.60, participants feeling unhappy 43%, participants feeling happy 11%[10]). Respondents are also unhappy with surveillance taking place without people knowing, where 54% felt unhappy, but only 16% felt happy.

[10] Scores 4 and 5 on a scale from 1=very happy to 5=very unhappy are classified as unhappy; Scores 1 and 2 are classified as happy.

Table 8

Happiness with surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
5.3_1	Feel happy/unhappy about CCTV cameras	2.85	1.123	2.75	1.043	2.93*	1.178
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.47	1.105	3.37	1.060	3.55*	1.135
5.3_3	Feel happy/unhappy about surveillance using databases	3.60	1.045	3.53	1.000	3.65*	1.077
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.11	1.106	3.09	1.042	3.13	1.157
5.3_5	Feel happy/unhappy about geolocation surveillance	3.33	1.104	3.19	1.030	3.44*	1.150
5.4	Feel happy/unhappy about surveillance taking place without noticing	3.66	1.176	3.65	1.129	3.67	1.218

_____

Q5.3: How happy do you feel about the following types of surveillance […] (1=very happy; 5=very unhappy)
Q5.4: How happy do you feel about surveillance taking place without being aware of it? (1=very happy; 5=very unhappy)
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

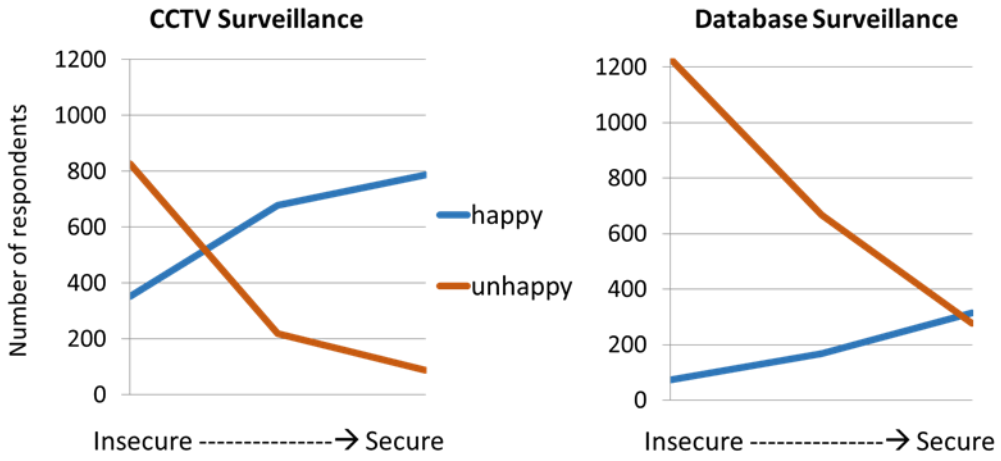
4.4 Relationship between security and happiness

There are, mostly, strong correlations between citizens' feelings of being happy, or unhappy, with different types of surveillance (see table A22 in Appendix A). For example, respondents who are happy or unhappy with geolocation surveillance are also happy or unhappy with CCTV, surveillance of databases containing personal information and social-networking surveillance. As was the case in Section 3.1 above, this may be the result of several respondents not distinguishing much between the different types of surveillance.

There is also a relationship, though more moderate, between generally feeling happy or unhappy about different types of surveillance and being happy or unhappy with surveillance taking place without one's knowledge, in particular for geolocation surveillance and surveillance of databases containing personal information.

Additionally, being happy or unhappy with different types of surveillance appears to be only moderately (or, in the case of surveillance of financial transactions, weakly) related to feelings of security as a consequence of the presence of surveillance; this relation is most evident for CCTV. However, when separating the relationships between feeling secure or feeling insecure in the presence of surveillance, and between feeling happy or feeling unhappy with surveillance, a different picture is revealed:

Figure 1
Relationships between happiness with surveillance and feeling secure/insecure in the presence of surveillance



Note: Respondents who in Q5.3 chose 4 and 5 were classified as unhappy (on a scale of 1=very happy to 5=very unhappy), those who chose 3 were classified as neither happy nor unhappy, and those who chose 1 and 2 were classified as happy in the presence of surveillance. The plots show the number of these respondents who in Q4.3 indicated that security makes them feel secure (4 or 5 on a 5-point scale, with 1=very insecure and 5=very secure), neither secure nor insecure (3 on the 5-point scale), or insecure (1 or 2 on the 5-point scale) in the cases of CCTV and Database surveillance.

For CCTV surveillance, the relationship between feelings of security and insecurity caused by surveillance in those who feel happy or unhappy in the presence of surveillance is almost an exact mirror image, although the gradient for those who feel unhappy is somewhat steeper. So, the number of respondents who are unhappy with CCTV and feel insecure in the presence of surveillance is almost equal to the number respondents who are happy with CCTV and feel secure in the presence of surveillance. However, far more happy-with-CCTV respondents feel insecure in the presence of surveillance than unhappy-with-CCTV respondents feel secure in the presence of surveillance. Nevertheless, one could conclude that those who feel secure in the presence of surveillance are more likely to also feel happy with CCTV surveillance and, similarly, those who feel insecure in the presence of surveillance are more likely to also feel unhappy with CCTV surveillance.

For database surveillance (and, similarly, for all other types of surveillance investigated except CCTV), the relationship between happiness with the surveillance type and feelings of security and insecurity in the presence of surveillance is markedly different. Whilst a large number of respondent who are unhappy with database surveillance also feel insecure in the presence of surveillance generally, an equal (and small) number of happy-with-database-surveillance respondents and unhappy-with-database-surveillance respondents feel secure in the presence of surveillance. Thus in the case of all types of surveillance investigated other than CCTV, feeling secure in the presence of surveillance is not strongly linked to being happy with the surveillance. It appears, thus, that the citizens' feeling of insecurity in the presence of surveillance may have a strong relationship with their feeling happy or unhappy with surveillance , but feelings of security in the presence of surveillance are not linked to whether citizens are happy or unhappy with surveillance.

Furthermore, being happy or unhappy with the different types of surveillance is linked to the perceived usefulness of this type of surveillance for the reduction, detection and prosecution of crimes. However, this relationship is mostly moderate to weak (see table A8 in Appendix A).

4.5 Surveillance and privacy

Table 9

Perceptions of privacy

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
5.1.2_1	CCTV has a negative impact on one's privacy	3.82	2.165	3.59	2.137	4.03*	2.166
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.58	2.094	4.37	2.100	4.76*	2.070
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.45	2.188	4.24	2.188	4.63*	2.171
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.01	2.134	3.88	2.126	4.11*	2.136
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.38	2.179	4.16	2.171	4.58*	2.167

Q5.1.2: How much do you agree or disagree with the following statements […] (1=disagree; 7=agree)
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

The majority of respondents agreed more than disagreed that most types of surveillance (except CCTV and surveillance of financial transactions) have a negative impact on privacy (Table 10). The highest negative impact on privacy was perceived for surveillance of databases containing personal information. Irrespective of their views on the impact of different types of surveillance on privacy, very few respondents are willing to accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (Table 11).

Table 10

Financial privacy trade-off

5.1.3	**Would you be willing to accept payment as compensation for greater invasion of your privacy, using:**	**Answer=YES**		
5.1.3_1	Surveillance via CCTV cameras	7.8%	5.2%	10.1%*
5.1.3_2	Surveillance of online social networks	8.8%	7.7%	9.7%
5.1.3_3	Surveillance utilising databases containing personal information	8.8%	8.0%	9.6%
5.1.3_4	Surveillance of financial transactions	10.4%	8.8%	11.8%
5.1.3_5	Geolocation surveillance	9.0%	7.9%	9.9%

Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

Perceived impact of surveillance on privacy was only weakly or very weakly related to respondents' feelings of security or insecurity due to the presence of surveillance, to feelings of trust in private companies and government agencies being able to protect personal information gathered via surveillance, and to feelings of control over processing of personal information gathered via surveillance (see table A23 in Appendix A). Therefore, despite the clearly perceived lack of trust and control in the context of personal information gathered during surveillance, and a clearly perceived negative impact of surveillance on privacy, these feelings appear not to be necessarily related.

4.6 Feelings, perceived effectiveness of surveillance measures, and related laws

Only a minority of respondents felt that they are well informed about laws and regulations regarding the protection of personal data gathered via surveillance, and only a small minority feel that these laws and regulations are effective.

Table 11
Surveillance laws and regulations – knowledge and perceived effectiveness

		Total		Female		Male	
4.1	Knowledge about surveillance laws & regulations	2.65	1.116	2.43	1.082	2.85*	1.194
4.2	Perceived effectiveness of these laws	2.57	1.022	2.60	1.013	2.55	1.027

_____

Q4.1: How much do you know about the laws and regulations of your country regarding the protection of your personal information gathered via surveillance measures? (1=I don't know anything about such laws and regulations, 5=I am very well informed)
Q4.2 How effective do you find these laws and regulations? (1=not effective at all, 5=very effective)
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

Amongst those respondents who feel they are not informed about laws and regulations, two thirds think that these laws are not effective and only a small minority think they are effective, whereas of those who feel informed only one third think laws are not effective and another third think they are effective, i.e. increasing the perceived knowledge about law may increase citizens' perceived effectiveness of these laws. Additionally, amongst those citizens who perceive laws and regulations regarding the protection of personal data gathered via surveillance as effective, the majority feel secure in the presence of surveillance. Increasing the perceived effectiveness of data protection laws related to surveillance may, therefore, substantially increase citizens' feelings of security in the presence of surveillance.

Table 12
Knowledge of surveillance laws, feelings of law effectiveness and feeling of security/insecurity

	Feel **not informed** about surveillance laws& regulations	Feel **informed** about surveillance laws & regulations	Feel **insecure** in the presence of surveillance	Feel **secure** in the presence of surveillance
Feel that surveillance laws & regulations are **not effective**	67%	37%	64%	11%
Feel that surveillance laws & regulations are **effective**	9%	32%	12%	63%

This link between perceived effectiveness of laws and regulations and citizens' feeling of security/insecurity in the presence of surveillance is stronger than the link between perceived effectiveness of surveillance measures themselves and feelings of security/insecurity (see table 13 below, and tables A24 and A25 Appendix A).

Table 13
Effectiveness of surveillance and feelings of security/insecurity

	Feel **insecure** in the presence of surveillance	Feel **secure** in the presence of surveillance		Feel **insecure** in the presence of surveillance	Feel **secure** in the presence of surveillance
Feel that **CCTV surveillance** is **not effective**	68%	7%	Feel that **database surveillance** is **not effective**	55%	13%
Feel that **CCTV surveillance** is **effective**	24%	38%	Feel that **database surveillance** is **effective**	18%	48%

Furthermore, there are only weak or very weak relationships between the respondents feeling secure due to the presence of surveillance, and feelings of control over their personal data collected through surveillance. Only feelings of security due to the presence of surveillance and trust that personal data gathered by government agencies through surveillance is protected show a moderate link. Similarly, increased perceived knowledge of laws is only weakly related to perceived control, but it may have some effect of increasing trust that government agencies or private companies protect personal information.

Table 14
Knowledge of surveillance laws, feelings of control and trust

	Feel **not in control** over personal information gathered via surveillance	Feel **in control** over personal information gathered via surveillance	Feel **no trust** in governments handling personal information gathered via surveillance	Feel **trust** in governments handling personal information gathered via surveillance
Feel **not informed** about surveillance laws& regulations	77%	12%	66%	12%
Feel **informed** about surveillance laws & regulations	69%	14%	59%	22%

Finally, there is a connection between knowledge about laws and regulations regarding the protection of personal data gathered via surveillance and the behavioural change of keeping oneself informed about technical possibilities to protect one's personal data. This connection is stronger than any other correlation between citizens' feelings/perceptions investigated and behavioural changes due to perceived surveillance (see also chapter 14 ("Analysis by country") and table B14 in Appendix B).

5. Awareness of surveillance taking place

5.1 Noticing CCTV

Table 15

Whether CCTV is noticed

Q5.2.1	Total	Female	Male
I never notice CCTV cameras.	5.1%	7.1%	3.3%*
I rarely notice CCTV cameras.	17.6%	21.7%	13.8%*
I sometimes notice CCTV cameras.	35.7%	40.1%	31.7%*
I often notice CCTV cameras.	30.8%	22.9%	38.2%*
I always notice CCTV cameras.	8.5%	5.5%	11.2%*
I don't know / No answer	2.3%	2.6%	1.9%

Q5.2.1: Which of the following best describes you? […]
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

Overall, two out of five respondents (39.3%) often or always notice CCTV cameras, whereas only 22.7% of respondents, rarely or never notice CCTV cameras.

5.2 Beliefs about surveillance taking place

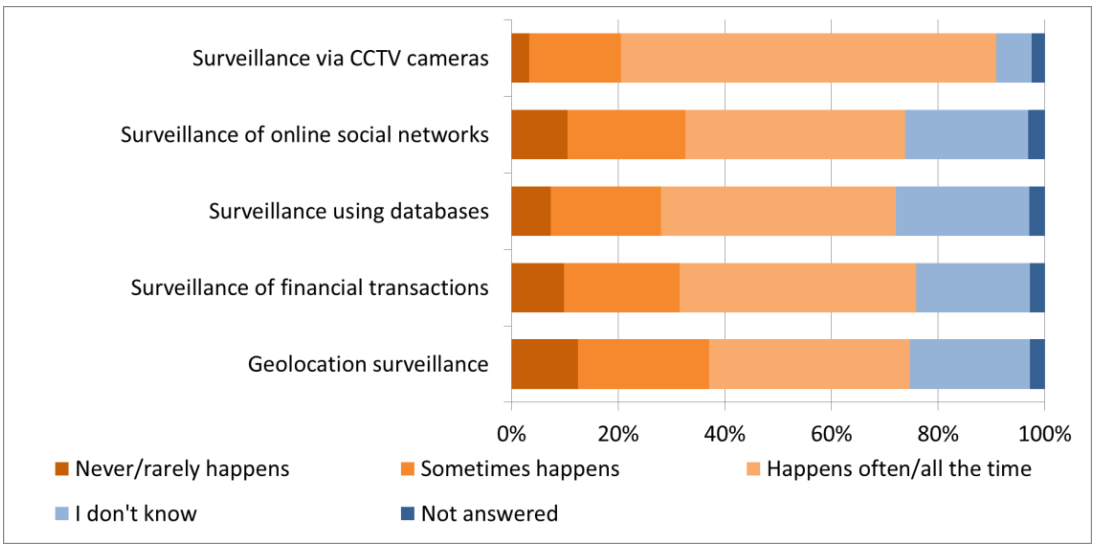


Figure 2: Q5.2.2 – In your opinion, how often do the following types of surveillance take place in the country where you live?

Not very surprisingly, a majority of respondents believes that CCTV surveillance takes place often or all the time in the country where they live (70%). Fewer respondents believe that the other types of surveillance take place (often or all the time), between 37% and 44% for surveillance of online social-networking, surveillance using databases containing personal information, surveillance of financial transactions and geolocation surveillance. Interesting, though, is the considerable proportion of respondents who indicated for these types of surveillance that they, actually, "don't know" whether or how often such surveillance takes place in their country (21-25%).

6. Acceptability of data sharing practices

Table 16

Acceptability of data sharing practices of government agencies

	Sharing citizens' information gathered via surveillance measures with other government agencies	Sharing citizens' information gathered via surveillance measures with foreign governments	Sharing citizens' information gathered via surveillance measures with private companies
Fully acceptable in all circumstances	4.9%	3.2%	2.9%
Acceptable only if the citizen is suspected of wrong-doing	16.3%	15.6%	10.5%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	37.3%	36.3%	21.6%
Acceptable if the citizen is informed	13.7%	11.3%	10.0%
Acceptable if the citizen has given consent	18.0%	17.4%	22.2%
Not acceptable in any circumstances	6.1%	12.1%	28.5%
I don't know	3.8%	4.2%	4.3%

_____

Q7.1: Please indicate the extent to which you believe the following practices of government agencies for fighting crime are acceptable or not: Government agencies share a citizen's information gathered via surveillance measures with […]

Generally, the sharing of information gathered through surveillance by government agencies with other government agencies or with foreign governments is deemed acceptable by the majority of respondents if the citizen is suspected of wrong-doing. However, most of these respondents believe it is necessary that the surveillance needs to be legally authorised for it to be acceptable. Less than one out of five participants believe it is acceptable for information gathered through surveillance by government agencies to be shared with other government agencies or, slightly less, with foreign governments if the citizen has given consent. Whilst results regarding the sharing of information with other government agencies or foreign governments are fairly similar, sharing information with private companies is less acceptable even if surveillance has been lawfully authorised for somebody suspected of wrong-doing. Many respondents (28.5%) think it is unacceptable in all circumstances or only if the citizen has given consent (22.2%) for government agencies to share information gathered through surveillance with private companies.

Table 17

Acceptability of data sharing practices of private companies

	Sharing citizens' information gathered via surveillance measures with government agencies	Sharing citizens' information gathered via surveillance measures with foreign governments	Sharing citizens' information gathered via surveillance measures with other private companies
Fully acceptable in all circumstances	3.1%	2.3%	2.5%
Acceptable only if the citizen is suspected of wrong-doing	13.3%	10.3%	8.0%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	30.7%	24.3%	17.9%
Acceptable if the citizen is informed	11.6%	9.1%	8.8%
Acceptable if the citizen has given consent	21.1%	19.5%	23.6%
Not acceptable in any circumstances	16.1%	29.5%	34.7%
I don't know	4.2%	4.9%	4.6%

Q7.2: Please indicate the extent to which you believe the following practices of private companies for fighting crime are acceptable or not: Private companies share a citizen's information gathered via surveillance measures with […]

There is an even lower number of respondents who find it fully acceptable (or acceptable if the citizen is suspected of wrong-doing) if private companies share a citizen's personal information. Lawfulness still has a strong effect, but it is generally less strong than with government sharing practices. Generally, there is a considerable number of respondents who feel that, unless information or consent has been given, private data should "stay private" – particularly information sharing practices between private companies and between private companies and foreign governments are deemed unacceptable in any circumstances (34.7%).

7. Acceptability of surveillance in different locations

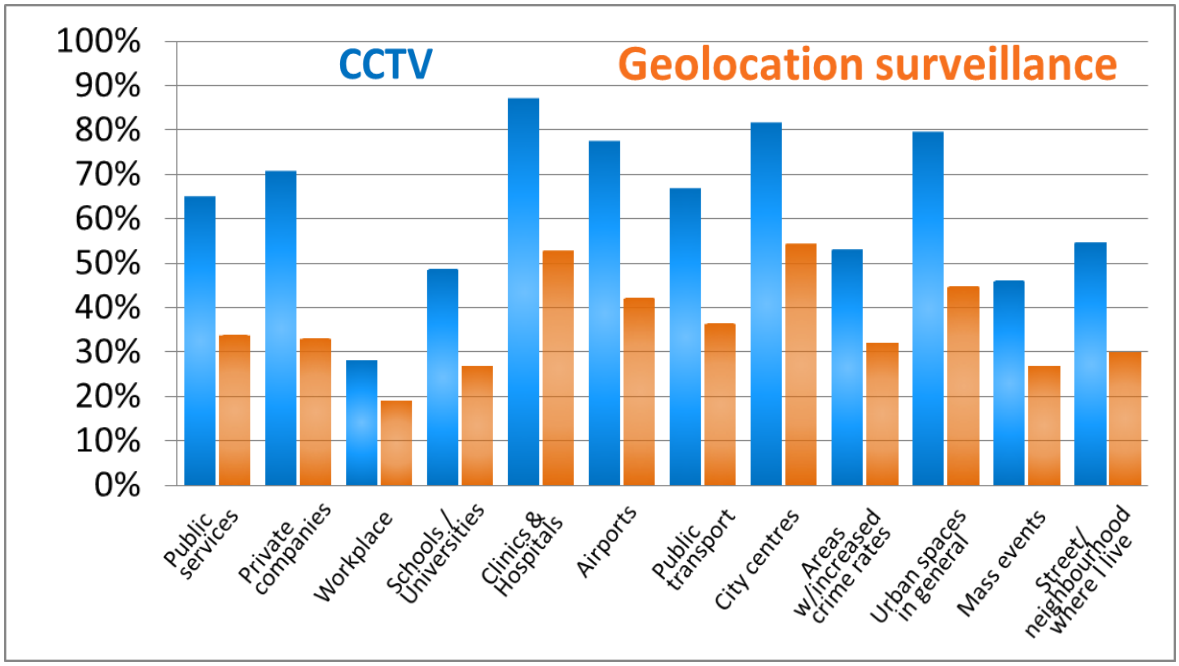


Figure 3: Acceptability of surveillance in different locations
Q6.1 – In which of the following locations or events would you find the different types of surveillance for fighting crime acceptable?

CCTV surveillance is perceived as clearly more acceptable than geolocation surveillance for the purposes of fighting crime in all the events and locations investigated. Acceptance rates for CCTV are typically 50% to 100% higher than those for geolocation surveillance.

Both types of surveillance are least accepted in the workplace (CCTV 28%; geolocation surveillance 19%). The highest acceptance of surveillance by CCTV is in clinics and hospitals (87%), city centres (82%) and urban spaces in general (80%), with geolocation surveillance in clinics and hospitals also seen as acceptable by a majority of respondents (53%). A possible explanation for this rather surprising result could be that such acceptance levels of surveillance in clinics and hospitals may be related to high levels of trust in the care provided by these institutions, or to an increased perceived vulnerability in these locations that requires higher levels of protection through surveillance. Acceptance levels for CCTV in airports and private companies are also rather high (71-78%), which in itself is unsurprising, but CCTV surveillance in specific areas with increased crime rates is much less acceptable (53%). This may be due to respondents having become accustomed to surveillance in city centres and urban areas.

No relationships could be found between the acceptance of surveillance measures and their perceived effectiveness, or between acceptance and perceived social benefits of surveillance (protection of the individual and/or the community). Additionally, there are no links between acceptance of surveillance and feelings of control over personal data gathered via surveillance, trust into government or private companies that they protect such personal information, and feelings or security or insecurity in the presence of surveillance.

8. Economic costs of surveillance

Some respondents (12.4%) believed that the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in their country is "just right"; however, 23.4% indicated that, in their opinion, there was too little or far too little money allocated, whilst only 17% believed it was too much or far too much. But overall almost half of the respondents felt that they, actually, "don't know" whether sufficient funds were allocated to government agencies for carrying out surveillance for the purpose of fighting crime.

Those respondents who thought that the money allocated to government agencies for carrying out surveillance to fight crime was too little or far too little were asked whether they are prepared to pay higher taxes so that more money can be allocated for this purpose. About one out of three respondents (30.7%) indicated they would be willing to do so whilst almost half (44.7%) replied that they would not.

Table 18
Beliefs about money allocated to surveillance

	Total	Female	Male
far too little	5.3%	4.8%	5.8%
too little	18.1%	17.4%	18.8%
just right	12.4%	10.3%	14.5%*
too much	8.6%	6.5%	10.7%*
far too much	8.4%	6.2%	10.3%*
I don't know	46.1%	53.4%	39.2%*
No answer	1.0%	1.3%	0.8%

Q6.2: In your opinion is the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in your country […]?
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

Table 19
Willingness to pay more taxes to increase budget allocated to carry out surveillance to fight crime

	Total	Female	Male
Yes	30.7%	21.7%	38.6%*
No	44.7%	47.3%	42.1%
I don't know	20.8%	26.7%	15.9%*
No answer	3.8%	4.3%	3.4%

Q6.2.1: Would you be willing to pay more taxes so that more money is allocated for carrying out surveillance to fight crime?
Note: Results in this table related to gender and marked with an asterisk (*) are statistically significant (p<.05); for all other results the respective tests did not show a statistically significant difference between gender.

9. Social costs of surveillance

9.1 Attitudes towards surveillance

Generally, both protection of the community and protection to the individual citizen were perceived as social benefits of surveillance. But the risks associated with surveillance seemed to be even more keenly felt. The highest perceived risks are that information gathered through surveillance is intentionally misused or misinterpreted, followed by the risk of privacy invasion and the risk that surveillance may violate citizens' right to control whether information about them is used. The risks that surveillance may cause discrimination, stigma and the limitation of citizens' rights also appear to be strong issues, though not at the level of data misuse and misinterpretation.

Table 20
Attitudes towards surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	4.28	1.959	4.33	1.929	4.24	1.980
Q8.1.2	Surveillance provides protection of the community	4.66	1.885	4.75	1.847	4.59*	1.913
Q8.1.3	Surveillance can be a source of personal excitement	3.62	2.311	3.53	2.304	3.69*	2.314
Q8.1.4	Surveillance can be something to play with	3.32	2.474	3.43	2.478	3.22*	2.467
Q8.1.5	Surveillance may cause discrimination towards specific groups of society	5.07	2.073	5.03	2.065	5.09	2.080
Q8.1.6	Surveillance may be a source of stigma	5.12	1.965	5.07	1.991	5.16	1.942
Q8.1.7	Surveillance may violate a person's privacy	5.89	1.688	5.87	1.685	5.91	1.690
Q8.1.8	Surveillance may violate citizens' right to control whether information about them is used	5.66	1.755	5.62	1.772	5.68	1.741
Q8.1.9	There is a potential that information gathered via surveillance could be intentionally misused	5.99	1.531	5.93	1.576	6.04*	1.486
Q8.1.10	There is a potential that information gathered via surveillance could be misinterpreted	5.96	1.477	5.91	1.535	6.01*	1.424
Q8.1.11	Surveillance may limit a citizen's right of expression and free speech	5.12	2.064	5.07	2.046	5.16	2.077
Q8.1.12	Surveillance may limit a citizen's right of communication	5.04	2.072	4.97	2.066	5.08	2.076

Q8.1.13	Surveillance may limit a citizen's right of information	4.81	2.117	4.71	2.102	4.88*	2.127

Q8.1: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views. (1=disagree; 7=agree)
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

9.2 Behavioural changes resulting from surveillance

Rather few respondents have made changes to their behaviour as a result of being aware of surveillance. The only change in behaviour that was undertaken by a slight majority of respondents was to stop exchanging their personal data for discounts or vouchers, but only a minority of respondents have taken more proactive moves such as restricting their activities, avoiding surveilled locations or taking defensive measures.

Table 21
Behaviour changes resulting from an awareness of surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q8.2.1	I have restricted my activities or the way I behave	2.82	2.128	2.58	2.050	3.04*	2.175
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.37	1.946	2.20	1.866	2.53*	2.000
Q8.2.3	I have taken defensive measures (hiding face, faking data, incapacitating surveillance device)	2.07	1.814	1.81	1.609	2.3*	1.951
Q8.2.4	I have made fun of it	2.42	2.039	2.13	1.878	2.69*	2.141
Q8.2.5	I have filed a complaint with the respective authorities	1.77	1.604	1.62	1.465	1.89*	1.705
Q8.2.6	I have informed the media	1.69	1.471	1.54	1.309	1.82*	1.592
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.90	1.716	1.69	1.518	2.07*	1.850
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	3.97	2.245	3.60	2.213	4.3*	2.221
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.48	2.432	4.31	2.482	4.63*	2.375

Q8.2: To what extent has your awareness of surveillance changed your personal behaviour? Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views. (1=disagree; 7=agree)
Note: Results in this table marked with an asterisk (*) signify that the results between males and females are statistically significantly different (p<.05). Other differences between males and females are not statistically significant.

9.3 Perceived social benefits and social costs: Relationships

The two perceived social benefits - protection for the individual citizen and protection for the community, are rather strongly related to each other. Many respondents have the same beliefs about both these benefits. However, these perceived benefits appear to be largely independent of the perceived social costs. Several respondents have the same attitude towards some of the perceived social costs, being likely to respond in the same manner as to

- whether surveillance limits the rights of free speech, communication and information;
- surveillance violating privacy and violating the right to control one's personal data;
- surveillance bearing the risk of misuse and misinterpretation;
- and surveillance potentially bearing the risk of discrimination and being a source of stigma (see table A16 in Appendix A).

Generally, it appears that respondents do perceive both social costs and benefits, but without necessarily "weighing" them against each other. Additionally, there is a, though mostly moderate to weak, relationship between the perceived social benefits of individual and community protection and the perceived usefulness and effectiveness of most types of surveillance measures investigated in this study (see table A19 in Appendix A). This relationship is most visible for CCTV and least for surveillance of financial transactions.

There are some moderate to strong links between changes in different behaviours as a result of awareness of surveillance. The strongest connections are between filing a complaint with the respective authorities and informing the media, and between avoiding locations where surveillance is suspected to take place and restricting activities (see Table A17 in Appendix A). These can be seen to represent certain "strategies" of protection against surveillance, with the latter being largely described as the "chilling effect" of surveillance, but it needs to be kept in mind that few respondents have acted in this way (see table 22 above). The one change of personal behaviour most often indicated by respondents - not accepting discounts/vouchers in exchange for personal data – is only weakly related to the other forms of behavioural changes (see table A17 in Appendix A).

In this study there is little evidence to support a relationship between the perceived negative effects of surveillance and behavioural changes as a result of surveillance (see table A18 in Appendix A). Those social costs which were perceived most often – data misuse, data misinterpretation and violation of privacy – show only very weak relationships with not accepting vouchers in exchange for personal data, and no relationship with other behavioural measures that could, perhaps, be expected in such case (e.g., filing complaints with the responsible authorities).

10. Surveillance and the role of gender

There are a number of statistically significant differences between female and male responses. Generally, male respondents show a higher level of knowledge of all different types of surveillance investigated. The differences range between 4-5 percentage points (surveillance of telecommunication, CCTV) and 19 percentage points (data and traffic on the internet). Similarly, there are significant gender differences in the knowledge of reasons for the setting up of surveillance, with the largest difference found for the control of crowds (12 percentage points, with males showing a higher knowledge than females). Additionally, male respondents indicated significantly more often than female respondents that they notice CCTV cameras and, across all types of surveillance, females indicated about 50% more often than males that they "don't know" whether surveillance takes place in the country where they live. They also answered more often than male respondents that they "don't know" about the economic costs of surveillance. At the same time, females found all types of surveillance (except surveillance of financial transactions) more useful than males, with the highest difference between female and male responses being for the usefulness of surveillance of online social networking. However, there were mostly no statistically significant gender differences in the respondents' perceived effectiveness of surveillance measures, or the effectiveness of surveillance-related data protection laws.

Regarding their feelings about surveillance, female respondents indicated that they felt less insecure in the presence of surveillance than male respondents and less unhappy with most types of surveillance. They also perceived a less negative impact on their privacy, a stronger social benefit (protection for the community), and some risks (data misuse, data misinterpretation, limitation of right of information) to be lower. Correspondingly, male respondents indicated significantly more often that they had changed their behaviour due to the risks perceived. However, there were no gender differences in the respondents' felt lack of control over data collected by government agencies or private companies via surveillance measures, and no differences between males and females in their felt lack of trust into the data handling of government agencies or private companies.

There are very similar female and male responses in the relationships between a number of factors:

- perceived usefulness vs. feeling happy/unhappy with surveillance (see table A26 in Appendix A),
- security vs. perceived effectiveness of surveillance measures (see table A28 in Appendix A),
- security vs. perceived effectiveness of surveillance laws (see table A27 in Appendix A),
- security vs. feelings of control or trust (see table A27 in Appendix A),
- security vs. feelings happy/unhappy with surveillance (see table A29 in Appendix A),
- perceived social benefits and risks (see tables A30a and A30b in Appendix A),
- behavioural changes (see table A31 in Appendix A),
- perceived social benefits and risks vs. behavioural changes (see table A32 in Appendix A), and
- perceived social benefits and risks vs. perceptions of privacy,

However, the relationships between factors for male responses are generally stronger than those between factors for female responses.

11. Surveillance and the role of age

There can also be identified some significant differences between age groups and patterns in the distribution of answers which reveal interesting, though not entirely surprising, aspects.

There are significant differences between the levels of knowledge of different types of surveillance, except for CCTV. Respondents aged 65+ show, mostly, the lowest knowledge, followed by respondents in the 18-24 age group; respondents aged 25-34 have the highest knowledge of most of the types of surveillance . (see table A1 in Appendix A). A similar pattern can be observed for responses regarding knowing about the reasons for the setting up of surveillance (see table A2 in Appendix A), knowledge about the economic costs of surveillance (see table A13 in Appendix A), as well as for the respondents' awareness of surveillance taking place in the country where they live. Particularly for the latter, the 65+ year olds show the largest proportion of answers indicating that they, actually, "don't know" whether or not the different types of surveillance are being used in the country where they live (see table A12 in Appendix A).

Regarding perceptions of usefulness and effectiveness of the different types of surveillance the same picture is revealed, with the 65+ year olds usually perceiving all types of surveillance as most useful and most effective whilst the 25-34 year olds perceiving them as least useful and least effective amongst all age groups (see tables A4 and A5 in Appendix A).

This distribution of responses also applies to feelings towards surveillance investigated in this survey. Respondents aged 65+ feel the least insecure in the presence of surveillance, the least unhappy with surveillance measures in general, and they perceived the least negative impact on their privacy, whereas respondents aged 25-34 feel the most insecure, most unhappy and the highest negative impact on their privacy (see tables A6, A7 and A9 in Appendix A). However, regarding control over one's personal data collected via surveillance measures, it is the 65+ year olds who feel least in control whilst the 18-24 year olds standing out feeling the least lack of control. Similarly, this age group (18-24 years) also feels the least lack of trust in government agencies or private companies handling personal data gathered via surveillance adequately.

Finally, respondents aged 25-34 perceive social risks related to surveillance to be significantly higher than all other age groups, whilst the youngest respondents (aged 18-24) show the lowest perception of risks. However, when it comes to behavioural changes it is, again, the 25-34 year olds who appear to be most active whereas respondents age 65+ show the least adaptations of behaviour (see tables A15a and A15b in Appendix A).

Regarding patterns of relationships between the respondents' feelings and perceptions, the strongest connections can be usually seen in the 45-54 age group, in particular for feelings of security/insecurity vs. the usefulness and effectiveness of surveillance measures (see tables A34 and A35 in Appendix A), and for feelings of security/insecurity vs. feeling happy/unhappy with surveillance (see table A36 in Appendix A). On the other hand, it is the 18-24 year olds who mostly show the weakest relationships between their different responses.

12. Analysis by education level

There can be observed a number of general patterns, or lack thereof, related to the respondents' education level. Overall, statistically significant differences can be found in the respondents' knowledge of surveillance types and technologies related to their education level (see table A37 in Appendix A), ranging between 49 percentage points (for surveillance of online communication) and 19 percentage points (for surveillance of "suspicious" behaviour). Similarly, results for known reasons for the setting up of surveillance (see table A38 in Appendix A) are related to education level, with differences between 30 percentage points (for the detection of crime) and 16 percentage points (for the control of crowds).

However, there are mostly no statistically significant differences between the respondents' perceptions of usefulness of surveillance that would be related to their education level (see table A39 in Appendix A).

Regarding feelings towards surveillance, respondents with a lower education level indicated that they feel significantly less insecure in the presence of surveillance (see table A40 in Appendix A), less negative impact on their privacy (see table A42 in Appendix A), less lack of control, and generally less unhappy with the different types of surveillance (see table A41 in Appendix A). However, lack of trust in government agencies or private companies handling personal data gathered via surveillance appears to be mostly unrelated to the respondents' education level.

The perception of risks, again, appears to increase with higher education levels but, on the other hand, behavioural changes show mostly no significant differences, except for those types of behaviour that are directly related to "formal" knowledge (keeping oneself informed about technical possibilities to protect personal data, and stopping to accept discounts/voucher if they are in exchange for personal information; see tables A43a and A43b in Appendix A).

13. Perceived exposure to security risks and surveillance

To investigate the extent to which the perceived exposure to security risks may shape the attitudes, feelings and perceptions of citizens towards surveillance, respondents were asked whether they see themselves as living in an area of increased security risks. As a result, respondents who feel that they live in an area of increased security risks perceive the usefulness (and effectiveness) of most surveillance measures to be significantly higher than those who do not live in such area (see table A44 in Appendix A). However, the perceived usefulness of CCTV for the detection and prosecution of crime appears not to be related to perceptions of local security risks.

Similarly, it appears there is no relation between citizens' feeling secure or insecure in the presence of surveillance measures and their perceived exposure to local security risks, nor were there any significant differences in their feelings of control over their personal data collected via surveillance, or in their trust in government agencies or private companies in handling their personal data (see table A45 in Appendix A). However, those respondents who feel that they live in an area with increased security risks do feel less unhappy about almost all surveillance measures investigated[11] (see table A46 in Appendix A), they perceive CCTV and geolocation surveillance to have less of a negative impact on their privacy (see table A47 in Appendix A), and they indicated more often than other respondents that, in their opinion, far too little or too little money is allocated by governments to surveillance (see table A48 in Appendix A). Similarly, respondents who feel that they live in an area with increased security risks indicated that they perceive less social risks of surveillance than all others and they had also changed their behaviour more often (see tables A49a and A49b in Appendix A).

Overall, these results suggest that perceived personal exposure to security risks has an effect on attitudes and perceptions towards surveillance, but it does not reduce feelings of insecurity in the presence of surveillance.

Regarding the potential influence of other demographic factors that expose citizens to surveillance, it appears that the more frequently respondents travel abroad (and, thus, it can be assumed that they are subject to surveillance at border-crossings) the lower they perceive the usefulness of surveillance to be. At the same time, the frequency of respondents visiting mass events (where surveillance measures for security purposes can be assumed to be in place) seems not to be related to perceived usefulness.

[11] This is the case for all types of surveillance investigated except for CCTV, where respondents who perceive themselves as living in an area with increased security risks, and those who do not perceive themselves to live in such area, feel similarly happy with this type of surveillance.

14. Analysis by country[12]

For thirteen European countries[13], the respective number of respondents met the required target quota to be representative on age and gender for the respective country's population aged 18 years and above (with the exception of Austria where the sample is only representative for the population aged between 18 and 64 years).

The results show a large spread of knowledge about different types of surveillance and surveillance technologies between these countries, ranging between a minimum of 22 percentage points (for surveillance of "suspicious" behaviour) and 62 percentage points (for surveillance of data and traffic on the internet, e.g. Deep Packet/Content Inspection). Generally, respondents from East European countries, in particular Bulgaria, Romania, Slovakia and, partially, the Czech Republic, indicated less often than others that they had heard of the various types and technologies of surveillance. One exception is Sweden, where respondents had heard significantly less often than most respondents in other countries of surveillance of "suspicious" behaviour (see table B1 in Appendix B).

Despite these rather large differences between countries in knowledge of the various types of surveillance, in their awareness and beliefs of surveillance measures actually taking place, the respondents of most countries show rather similar levels, and the previously described "East-West difference" is much less evident. The UK respondents stand out as indicating significantly more often than those in other countries their belief that CCTV surveillance, but also all other types of surveillance investigated, "happens all the time" (see tables B5 and B6 in Appendix B).

Regarding citizens' beliefs about the economic costs of surveillance, between 33% (Bulgaria) and 62% (Netherlands) of respondents indicated that they "don't know" whether or not the money that is allocated to government agencies for carrying out surveillance for the purpose of fighting crime is adequate. However, in most countries, more respondents believe that too little or much too little is allocated to surveillance for the purpose of fighting crime than believe that too much or far too much is spent. This is particularly the case in Italy, Malta and Slovenia. Only in Austria, Germany, Slovakia and Sweden a substantial minority believes that too much money is allocated to surveillance for the purpose of fighting crime (see table B7 in Appendix B)

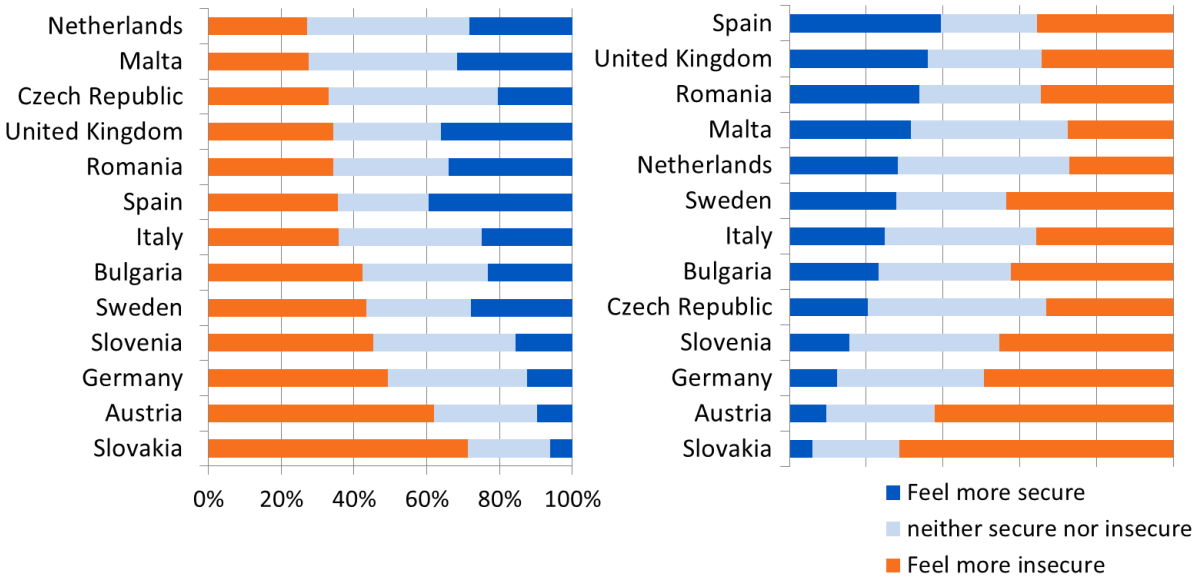
The perceived effectiveness of surveillance types (see table B9 in Appendix B) in Austria, Germany, Slovakia and Sweden is considerably lower than in all other countries. Acceptance rates of CCTV in different locations follow a very similar pattern in all countries (see table B11 in Appendix B), with the highest acceptance of surveillance in clinics/hospitals and the lowest acceptance in the workplace. Interestingly, the lowest variability (though still rather elevated with 38 percentage points) is found for the acceptance of surveillance in the street/neighbourhood where one lives. A potential reason may be that, beyond considerable differences of actual safety in different neighbourhoods, factors other than surveillance come into play here.

Regarding feelings of security, or insecurity, in most countries more respondents feel insecure than secure in the presence of surveillance (see table B2 in Appendix B and Figure 4 below). This is particularly the case in Slovakia, Austria, Germany, Slovenia, Sweden and Bulgaria. But there is also a number of countries where the number of respondents who feel insecure and the number of respondents who feel secure is rather similar (UK, Malta, Netherlands, Romania). This points, as previously mentioned, to citizens showing two distinct, and very different, reactions to surveillance.

[12] All analyses in this chapter are based on the country quota sample consisting of 3,115 respondents from 13 countries, as described in chapter 1.

[13] Austria, Bulgaria, Czech Republic, Germany, Italy, Malta, the Netherlands, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

Figure 4
Feelings of security and insecurity (ranking of countries)



_____

Note: Responses to Q4.3 were classified as "feeling more secure" (answers 4 or 5 on a 5-point scale, with 1=very insecure and 5=very secure), "neither secure nor insecure" (answer 3 on the 5-point scale), or "feeling more insecure" (answers 1 or 2 on the 5-point scale).
Left Panel: Results by country ranked in increasing order of feelings of insecurity in the presence of surveillance.
Right Panel: Results by country ranked in decreasing order of feelings of security in the presence of surveillance.

There is little difference between countries in respondents' feeling of lack of control over the processing of personal information gathered through surveillance by government agencies or private companies. With the exception of Spain, where slightly more respondents feel in control than not in control over the processing of personal information gathered through surveillance, respondents in all countries feel a strong lack of control, with little difference between felt lack of control towards private companies and towards government agencies (see table B2 in Appendix 2). Similarly, in all countries (including Spain) respondents felt a strong lack of trust in government agencies and private companies protecting personal information gathered via surveillance but, here, with considerably more distrust in private companies than in government agencies. The largest "gap" between trust in government agencies and in private companies can be found with respondents in Sweden, the smallest in Bulgaria, Romania and Slovakia where levels of distrust are generally high.

In the majority of countries most respondents feel more unhappy than happy with the different types of surveillance investigated, with the exception of CCTV where they feel more happy than unhappy. However, in Austria, Germany, Slovakia and Slovenia the majority of respondents feels more unhappy than happy with CCTV. Particularly in Austria and Germany they also feel more unhappy about all other types of surveillance than respondents in the remaining countries, whereas respondents in the UK (and, partially, in Romania and Italy) feel least unhappy.

There are a number of considerable differences between countries regarding the relationships between feelings of security/insecurity in the presence of surveillance and feeling happy/unhappy about the use of different types of surveillance (see table B12 in Appendix B). In Sweden there is a strong to very strong link between being happy/unhappy about different types of surveillance and feeling secure/insecure when surveillance is present, moderate to strong links are evident in the UK, the Netherlands, Germany and Austria (and, partially, in Spain),

whereas in Bulgaria, Malta, Romania and Slovenia the relationship is weak or very weak. When separating the relationships between feeling secure or feeling insecure, and between feeling happy or feeling unhappy, the following picture is revealed:

Table 22
Relationships between feeling secure/insecure in the presence of surveillance and feeling happy/unhappy about CCTV and Database surveillance by country

	CCTV surveillance			Database surveillance		
	link unhappy-insecure	no link	link happy-secure	link unhappy-insecure	no link	link happy-secure
Austria	X			X		
Bulgaria	X		X	X		
Czech Republic	X		X	X		
Germany	X			X		
Italy	X		(weak)	X		
Malta	X		X		X	
Netherlands	X		X		X	
Romania		X			X	
Slovakia	X			X		
Slovenia	X			X		
Spain	X		X		X	
Sweden	X		X		X	
UK	X		X			X

Note: Respondents who in Q5.3 chose 4 and 5 were classified as feeling unhappy (on a scale of 1=very happy to 5=very unhappy) and those who chose 1 and 2 were classified as feeling happy with the respective type of surveillance (CCTV, database surveillance). Respondents who in Q4.3 chose 4 and 5 were classified as feeling secure (on a scale of 1=very insecure and 5=very secure) and those who chose 1 and 2 were classified as feeling insecure in the presence of surveillance. If, in a country sample, a large number of respondents (60%-100%) who indicated that they feel unhappy also indicated that they feel insecure, a "link unhappy-insecure" was assumed. Accordingly, If a considerable number of respondents who indicated that they feel happy also indicated that they feel secure (more than 40%), a "link happy-secure" was assumed. If only a small number of respondents (less than 20%) indicated that they feel insecure and unhappy (or secure and happy), it was assumed that there is no link.

As can be seen from Table 22, there are countries where, independent from the type of surveillance, there is a connection between feeling insecure and feeling unhappy, but no link between feeling secure and feeling happy. This applies to Austria, Germany, Slovakia, Slovenia and, partially, Italy. In another distinct "group" of countries (Spain, Sweden, Malta, Netherlands), there is no connection between feeling happy/unhappy and feeling secure/ insecure for the less well known types of surveillance[14], but for well-known types of surveillance[15] both links become distinct. Two countries stand out in this analysis with very different results: the UK with a clear relationship between feeling happy and feeling secure for both types of surveillance, and Romania with no connections between feeling happy/unhappy and feeling secure/insecure at all.

[14] Represented by database surveillance; results for surveillance of online social networking, surveillance of financial transactions and geolocation surveillance show very similar results.
[15] Represented by CCTV surveillance.

Particularly the latter results point at feelings of security, and insecurity, being influenced by a number of factors that may range from perceptions of CCTV cameras being part of everyday life to surveillance in general being judged critically due to historic reasons and/or legal environments, or to personal security appearing to be largely detached from perceptions of surveillance.

Consistent with the results described above, the perceived impact of different surveillance measures on a person's privacy varies from country to country (see table B4 in Appendix B). In Austria and Germany all types of surveillance investigated are perceived to have a rather high negative impact on privacy, whereas in Romania and Slovakia, but particularly in Sweden, the negative impact of surveillance on privacy is perceived to be considerably less, with some of these results being consistent with findings in previous projects[16]. In Sweden there was a strong relationship between surveillance producing feelings of security and the perceived low impact of surveillance on privacy, whilst in most other countries this relationship is weak. This confirms that, potentially, there exist very different beliefs associated with surveillance as well as different concepts of privacy (see table B10 in Appendix B).

In all countries the social risks associated with surveillance are perceived to be higher than the social benefits. In particular, respondents in Malta and the UK appear to perceive protection of the community as a social benefit of surveillance more than respondents in other countries. On the other hand it is, again, respondents in Austria and Germany who perceive higher risks than respondents in other countries, in particular the risks of discrimination/stigma and the risks of surveillance limiting citizens' rights of free speech, information and communication (see table B8a in Appendix B).

Changes in behaviour due to awareness of surveillance are similarly low in most countries. The highest variability is between accepting discounts/vouchers in exchange for personal information and keeping oneself informed about technical possibilities to protect one's personal data (highest incidence of changes in behaviour in Austria and Germany, lowest in Bulgaria), which were the only two changes in behaviour indicated by a majority of respondents in most countries (see table B8b in Appendix B).

Finally, testing for potential relationships between the behavioural change of keeping oneself informed about technical protection and any feelings or perceptions asked for in this study showed, mostly, no or only very weak correlations. Only feelings of security/insecurity in the presence of surveillance, perceived negative privacy impact of surveillance and knowledge of surveillance laws appeared to be related to changes in behaviour. The strongest, though still rather weak to moderate, relationship in most countries[17] was between changes in behaviour and knowledge of surveillance laws (see table B14 in Appendix B), which is consistent with the overall results.

[16] In the CONSENT project ("Consumer Sentiment regarding privacy on user generated content (UGC) services in the digital economy"; project co-financed by the European Union under the Seventh Framework Programme for Research and Technological Development), results of quantitative as well as qualitative research showed that in Romania the concept of privacy itself is little developed.

[17] With the exception of Sweden where the strongest connection was found with feelings of security and perceived privacy impact.

15. Conclusion

This study reveals that more citizens feel insecure in the presence of surveillance than feel secure. This feeling of insecurity in the presence of surveillance is also present for citizens who consider themselves to be living in an area with increased security risks. At the same time, only a minority of citizens feel that they are well informed about laws and regulations regarding the protection of personal data gathered via surveillance, and only a small minority feel that these laws and regulations are effective.

Amongst those who feel they are not informed about laws and regulations, two thirds think that the laws are not effective and only a small minority think they are effective. Whereas, of those who feel informed, only one third think laws are not effective and another third think they are effective, i.e., increasing the perceived knowledge about law appears to increase citizens' perceived effectiveness of these laws.

Although the majority of citizens feel insecure rather than secure in the presence of surveillance, the majority of those who perceive laws and regulations regarding the protection of personal data gathered via surveillance as effective feel secure in the presence of surveillance. Therefore, increasing the perceived effectiveness of data protection laws related to surveillance is likely to substantially increase citizens' feelings of security in the presence of surveillance. In this context, the study also revealed that the link between citizens' feeling of security/insecurity and perceived effectiveness of laws and regulations is, in most countries, stronger than the link between feelings of security/insecurity and perceived effectiveness of surveillance measures themselves.

Overall, a majority of citizens feel happy with CCTV but generally unhappy with the other types of surveillance investigated. The relationship between feeling insecure in the presence of surveillance and feeling happy or unhappy with surveillance appears to be stronger than the link between feelings of security in the presence of surveillance and feeling happy or unhappy with surveillance. Further research is needed to disentangle these relationships and effects between surveillance measures, feelings of security or insecurity, and citizens' feelings about the general quality of life.

APPENDICES

Appendix A – Figures and tables (total sample)

Appendix B – Figures and tables (quota sample)

Table A1: Knowledge of types of surveillance by age group

			Answer = YES					
		Total	**18-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65+**
Q1_1	**Biometric data**, e.g. analysis of fingerprints, palm prints, facial or body features	74.2%	70.7%*	79.9%*	76.5%	78.2%*	72.9%	66.8%*
Q1_2	**"Suspicious" behaviour**, e.g. automated detection of raised voices, facial or body features	36.6%	38.2%	41.3%*	43.1%*	39.5%	33.8%	24.3%*
Q1_3	**Data and traffic on the internet**, e.g. Deep Packet/Content inspection	60.0%	53.9%*	70.9%*	65.8%*	65.8%*	59.0%	44.2%*
Q1_4	**Databases** containing personal information, e.g. searching state pension databases, or customer databases of private companies	70.7%	62.6%*	79%*	74.3%	75.5%*	70.7%	61.6%*
Q1_5	**Online communication**, e.g. social network analysis, monitoring of chat rooms or forums	79.1%	84.4%*	89.4%*	84%*	82.8%*	77.4%	57.1%*
Q1_6	**Telecommunication**, e.g. monitoring of phone calls or SMS	85.6%	88.3%	92.1%*	86.8%	87.9%	85.0%	73.2%*
Q1_7	**Electronic tagging / Radio Frequency Identification** (RFID), e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	62.4%	57.4%*	62.3%	65.3%	69.8%*	65.6%	54.9%*
Q1_8	**Global Positioning Systems** (GPS), e.g. tracking geolocation of cars or mobile phones	83.2%	81.8%	88.3%*	88.9%*	87%*	83.8%	69.6%*
Q1_9	**CCTV cameras**, e.g. in public places, airports or supermarkets	89.7%	83.3%*	89.7%	90.5%	92.4%*	92.9%*	89.2%
Q1_10	**Financial information**, e.g. tracking of debit/credit card transactions	77.6%	78.3%	83.6%*	80.0%	81.4%*	77.6%	64.9%*

Q1: Have you heard of the use of any of the below for the purpose of monitoring, observing or tracking of people's behaviour, activities or personal information?

Note: Results in this table marked with an asterisk (*) show a statistically significant difference ($p<.05$) from all other age groups; for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A2: Known reasons for surveillance by age group

		Answer = YES						
		Total	**18-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65+**
Q2_1	The reduction of crime	73.5%	72.6%	75.6%	74.2%	73.0%	74.4%	71.1%
Q2_2	The detection of crime	83.2%	80.8%	86.3%*	84.0%	85.2%	83.8%	79.1%*
Q2_3	The prosecution of crime	75.1%	70.5%*	77.8%	76.4%	78.5%	77.0%	70.4%*
Q2_4	Control of border-crossings	67.3%	57.2%*	72.8%*	68.3%	69.8%	69.1%	65.8%
Q2_5	Control of crowds	59.2%	52.1%*	63.4%	59.8%	60.0%	61.7%	57.9%
Q2_6	Other	19.1%	11.8%*	22.7%*	23.4%*	24.3%*	18.4%	14.1%*
Q2_7	I don't know of any reasons.	2.2%	2.4%	1.7%	1.1%	1.6%	2.3%	4.3%*

Q2: What reasons for the setting up of surveillance do you know of?

Note: Results in this table marked with an asterisk (*) show a statistically significant difference ($p<.05$) from all other age groups); for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A3: Correlations – Usefulness for reduction, detection and prosecution of crime

Usefulness for **REDUCTION** of crime

			CCTV Q3.1_1	database Q3.1_2	SNS Q3.1_3	financialT Q3.1_4	geolocat. Q3.1_5
REDUCTION	CCTV	Q3.1_1	1.000	0.467	0.493	0.418	0.539
	database	Q3.1_2	0.467	1.000	0.622	0.518	0.601
	SNS	Q3.1_3	0.493	0.622	1.000	0.467	0.588
	financT	Q3.1_4	0.418	0.518	0.467	1.000	0.478
	Geoloc.	Q3.1_5	0.539	0.601	0.588	0.478	1.000
DETECTION	CCTV	Q3.2_1	0.676	0.382	0.410	0.335	0.424
	database	Q3.2_2	0.453	0.672	0.556	0.431	0.523
	SNS	Q3.2_3	0.445	0.513	0.698	0.376	0.483
	financT	Q3.2_4	0.384	0.398	0.385	0.625	0.375
	Geoloc.	Q3.2_5	0.489	0.498	0.499	0.395	0.639
PROSECUTION	CCTV	Q3.3_1	0.598	0.347	0.357	0.317	0.380
	database	Q3.3_2	0.434	0.579	0.479	0.399	0.442
	SNS	Q3.3_3	0.426	0.482	0.619	0.351	0.431
	financT	Q3.3_4	0.367	0.367	0.347	0.542	0.343
	Geoloc.	Q3.3_5	0.439	0.388	0.407	0.347	0.515

Usefulness for **DETECTION** of crime

			CCTV Q3.2_1	database Q3.2_2	SNS Q3.2_3	financialT Q3.2_4	geolocat. Q3.2_5
DETECTION	CCTV	Q3.2_1	1.000	0.508	0.493	0.469	0.569
	database	Q3.2_2	0.508	1.000	0.657	0.553	0.655
	SNS	Q3.2_3	0.493	0.657	1.000	0.500	0.614
	financT	Q3.2_4	0.469	0.553	0.500	1.000	0.524
	Geoloc.	Q3.2_5	0.569	0.655	0.614	0.524	1.000
PROSECUTION	CCTV	Q3.3_1	0.645	0.412	0.391	0.399	0.436
	database	Q3.3_2	0.432	0.654	0.519	0.455	0.507
	SNS	Q3.3_3	0.419	0.552	0.703	0.401	0.494
	financT	Q3.3_4	0.400	0.429	0.393	0.645	0.403
	Geoloc.	Q3.3_5	0.465	0.465	0.454	0.438	0.588

Usefulness for **PROSECUTION** of crime

			CCTV Q3.3_1	database Q3.3_2	SNS Q3.3_3	financialT Q3.3_4	geolocat. Q3.3_5
PROSECUTION	CCTV	Q3.3_1	1.000	0.507	0.478	0.520	0.579
	database	Q3.3_2	0.507	1.000	0.664	0.567	0.592
	SNS	Q3.3_3	0.478	0.664	1.000	0.509	0.576
	financT	Q3.3_4	0.520	0.567	0.509	1.000	0.576
	Geoloc.	Q3.3_5	0.579	0.592	0.576	0.576	1.000

Table A4: Perceived effectiveness of surveillance by age group

Q5.1.1	Effectiveness (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	4.63	1.916	4.63	1.746	4.30	1.879	4.45	1.981
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.38	1.828	3.46	1.664	3.08	1.706	3.08	1.712
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.48	1.919	3.49	1.785	3.12	1.802	3.46	1.958
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.34	1.894	4.06	1.666	4.05	1.850	4.26	1.932
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.02	1.943	4.05	1.781	3.61	1.889	3.77	1.962

Q5.1.1	Effectiveness (1=disagree; 7=agree)	45-54		55-64		65+	
		Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	4.51	2.031	4.76	1.919	5.16	1.816
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.28	1.923	3.59	1.878	3.85	1.977
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.38	1.952	3.67	1.971	3.92	1.988
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.36	2.027	4.60	1.900	4.81	1.864
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	3.98	2.025	4.30	1.929	4.54	1.930

Q5.1.1: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).

Note: Results marked with a letter in superscript, e.g. (^{A}), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A5: Perceived usefulness of surveillance by age group

		Total		18-24		25-34		35-44	
Q3.1	**the reduction of crime**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
Q3.1_1	CCTV cameras	3.70	1.294	3.70	1.217	3.44	1.322	3.57	1.326
Q3.1_2	Surveillance using databases containing personal information	2.82	1.328	2.82	1.263	2.57	1.298	2.65	1.291
Q3.1_3	Surveillance of online social networking	2.90	1.363	2.86	1.290	2.64	1.330	2.85	1.360
Q3.1_4	Surveillance of financial transactions	3.51	1.316	3.26	1.218	3.30	1.374	3.49	1.311
Q3.1_5	Geolocation surveillance	3.33	1.381	3.24	1.302	3.00	1.397	3.25	1.395
Q3.2	**the detection of crime**								
Q3.2_1	CCTV cameras	3.93	1.219	3.96	1.109	3.75	1.257	3.82	1.255
Q3.2_2	Surveillance using databases containing personal information	3.13	1.355	3.11	1.272	2.93	1.334	2.95	1.337
Q3.2_3	Surveillance of online social networking	3.18	1.347	3.18	1.290	3.01	1.327	3.12	1.371
Q3.2_4	Surveillance of financial transactions	3.81	1.216	3.65	1.147	3.71	1.233	3.72	1.283
Q3.2_5	Geolocation surveillance	3.55	1.354	3.47	1.282	3.30	1.377	3.40	1.431
Q3.3	**the prosecution of crime**								
Q3.3_1	CCTV cameras	3.92	1.236	3.91	1.166	3.80	1.282	3.84	1.239
Q3.3_2	Surveillance using databases containing personal information	3.28	1.345	3.27	1.260	3.10	1.368	3.14	1.313
Q3.3_3	Surveillance of online social networking	3.14	1.363	3.08	1.297	2.94	1.345	3.06	1.367
Q3.3_4	Surveillance of financial transactions	3.86	1.202	3.73	1.149	3.75	1.274	3.86	1.177
Q3.3_5	Geolocation surveillance	3.76	1.252	3.77	1.159	3.62	1.323	3.67	1.294

		45-54		55-64		65+	
Q3.1	**the reduction of crime**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
Q3.1_1	CCTV cameras	3.67	1.365	3.85	1.261	4.00	1.184
Q3.1_2	Surveillance using databases containing personal information	2.72	1.362	3.06	1.347	3.17	1.310
Q3.1_3	Surveillance of online social networking	2.86	1.409	3.13	1.362	3.15	1.368
Q3.1_4	Surveillance of financial transactions	3.52	1.385	3.76	1.267	3.80	1.221
Q3.1_5	Geolocation surveillance	3.30	1.424	3.58	1.366	3.68	1.277
Q3.2	**the detection of crime**						
Q3.2_1	CCTV cameras	3.84	1.314	4.02	1.199	4.19	1.110
Q3.2_2	Surveillance using databases containing personal information	3.09	1.420	3.37	1.368	3.39	1.334
Q3.2_3	Surveillance of online social networking	3.08	1.398	3.41	1.339	3.37	1.311
Q3.2_4	Surveillance of financial transactions	3.82	1.270	3.95	1.173	4.04	1.133
Q3.2_5	Geolocation surveillance	3.50	1.413	3.80	1.286	3.89	1.205

Q3.3	**the prosecution of crime**						
Q3.3_1	CCTV cameras	3.81	1.330	4.01	1.221	4.15	1.124
Q3.3_2	Surveillance using databases containing personal information	3.21	1.413	3.47	1.330	3.55	1.319
Q3.3_3	Surveillance of online social networking	3.06	1.395	3.37	1.371	3.41	1.342
Q3.3_4	Surveillance of financial transactions	3.87	1.253	3.98	1.200	4.04	1.107
Q3.3_5	Geolocation surveillance	3.74	1.288	3.85	1.245	3.97	1.145

Q3: How useful in general do you think the following types of surveillance are for the reduction / detection / prosecution of crime? (1=not at all useful; 5=very useful)

Note: Results marked with a letter in superscript, e.g. (^{A}), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A6: Feelings of security, control and trust by age group

		Total		18-24		25-34		35-44	
4.3	**Security (1=very insecure; 5=very secure)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
	How secure does the presence of surveillance measures make you feel	2.78	1.135	2.72	1.060	2.51	1.067	2.67	1.116
4.4	**Control (1= no control; 7=full control)**								
4.4.1	Control over processing of personal information gathered via government agencies	1.96	1.142	2.16	1.150	1.90	1.033	2.03	1.189
4.4.2	Control over processing of personal information gathered via private companies	1.99	1.136	2.33	1.187	2.03	1.095	1.99	1.127
4.5	**Trust (1=no trust; 7=complete trust)**								
4.5.1	Trust into government that they protect personal information	2.26	1.113	2.44	1.100	2.20	1.076	2.22	1.111
4.5.2	Trust into private companies that they protect personal information	1.76	0.928	2.07	1.012	1.75	0.911	1.73	0.907

		45-54		55-64		65+	
4.3	**Security (1=very insecure; 5=very secure)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
	How secure does the presence of surveillance measures make you feel	2.75	1.152	3.02	1.168	3.08	1.148
4.4	**Control (1= no control; 7=full control)**						
4.4.1	Control over processing of personal information gathered via government agencies	1.89	1.146	1.95	1.155	1.87	1.170
4.4.2	Control over processing of personal information gathered via private companies	1.93	1.101	1.92	1.140	1.71	1.080
4.5	**Trust (1=no trust; 7=complete trust)**						
4.5.1	Trust into government that they protect personal information	2.19	1.122	2.24	1.104	2.28	1.153
4.5.2	Trust into private companies that they protect personal information	1.69	0.872	1.68	0.900	1.65	0.897

Q4.3: How secure does the presence of surveillance measures make you feel? (1=very insecure, 5=very secure)
Q4.4.1/Q4.4.2: How much control do you think you have over the processing of your personal information gathered via government agencies/private companies? (1=no control, 5=full control)
Q4.5.1/Q4.52: How much do you trust government agencies/private companies that they protect your personal information gathered via surveillance measures? (1=no trust, 5=complete trust)
Note: Results marked with a letter in superscript, e.g. (^{A}), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A7: Happiness with surveillance by age group

		Total		18-24		25-34		35-44	
5.3	**Happy/unhappy with surveillance (1=very happy, 5=very unhappy)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
5.3_1	Feel happy/unhappy about CCTV cameras	2.85	1.123	2.78	1.093	3.11	1.132	3.06	1.132
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.47	1.105	3.55	1.103	3.73	1.075	3.54	1.064
5.3_3	Feel happy/unhappy about surveillance using databases	3.60	1.045	3.52	0.999	3.80	1.028	3.70	1.008
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.11	1.106	3.20	1.083	3.23	1.114	3.20	1.082
5.3_5	Feel happy/unhappy about geolocation surveillance	3.33	1.104	3.41	1.086	3.58	1.094	3.47	1.083
5.4	**Feel happy/unhappy about surveillance taking place without noticing**	3.66	1.176	3.64	1.185	3.87	1.114	3.74	1.160

		45-54		55-64		65+	
5.3	**Happy/unhappy with surveillance (1=very happy, 5=very unhappy)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
5.3_1	Feel happy/unhappy about CCTV cameras	2.93	1.159	2.69	1.110	2.51	0.986
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.51	1.121	3.29	1.116	3.07	1.029
5.3_3	Feel happy/unhappy about surveillance using databases	3.68	1.065	3.52	1.090	3.31	1.004
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.18	1.159	2.96	1.099	2.87	1.039
5.3_5	Feel happy/unhappy about geolocation surveillance	3.34	1.129	3.13	1.111	2.98	0.995
5.4	**Feel happy/unhappy about surveillance taking place without noticing**	3.72	1.206	3.56	1.213	3.42	1.133

Q5.3: How happy or unhappy do you feel about the following types of surveillance? […}
Q5.4: Surveillance may take place without people knowing about it. How do you feel about this?
Note: Results marked with a letter in superscript, e.g. ([A]), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A8: Correlations – Usefulness and happiness / feeling of security

			HAPPINESS with surveillance					Feeling of SECURITY
			CCTV	Database	SNS	FinancT	Geoloc.	
			Q5.3_1	Q5.3_3	Q5.3_2	Q5.3_4	Q5.3_5	Q4.3
Usefulness for **REDUCTION** of crime	**CCTV**	Q3.1_1	-0.522	-0.361	-0.348	-0.256	-0.421	0.456
	database	Q3.1_2	-0.305	-0.389	-0.436	-0.267	-0.384	0.394
	SNS	Q3.1_3	-0.344	-0.470	-0.378	-0.246	-0.413	0.410
	financialT	Q3.1_4	-0.270	-0.286	-0.306	-0.390	-0.318	0.328
	geolocat.	Q3.1_5	-0.374	-0.380	-0.377	-0.267	-0.467	0.409
Usefulness for **DETECTION** of crime	**CCTV**	Q3.2_1	-0.480	-0.330	-0.314	-0.241	-0.384	0.421
	database	Q3.2_2	-0.334	-0.400	-0.435	-0.287	-0.415	0.407
	SNS	Q3.2_3	-0.350	-0.475	-0.379	-0.267	-0.402	0.402
	financialT	Q3.2_4	-0.289	-0.282	-0.294	-0.388	-0.318	0.318
	geolocat.	Q3.2_5	-0.407	-0.404	-0.376	-0.293	-0.482	0.401
Usefulness for **PROSECUTION** of crime	**CCTV**	Q3.3_1	-0.425	-0.276	-0.277	-0.222	-0.331	0.374
	database	Q3.3_2	-0.305	-0.350	-0.362	-0.256	-0.359	0.356
	SNS	Q3.3_3	-0.301	-0.412	-0.323	-0.232	-0.348	0.361
	financialT	Q3.3_4	-0.282	-0.258	-0.255	-0.351	-0.288	0.305
	geolocat.	Q3.3_5	-0.333	-0.289	-0.294	-0.257	-0.359	0.343

Table A9: Perceptions of privacy by age group

5.1.2	Privacy (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
5.1.2_1	CCTV has a negative impact on one's privacy	3.82	2.165	3.83	1.992	4.15	2.093	4.06	2.204
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.58	2.094	4.62	1.929	4.96	1.946	4.78	2.012
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.45	2.188	4.77	1.983	4.89	2.067	4.52	2.148
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.01	2.134	4.17	1.924	4.24	2.035	4.18	2.109
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.38	2.179	4.58	1.995	4.94	2.02	4.55	2.141

5.1.2	Privacy (1=disagree; 7=agree)	45-54		55-64		65+	
		Mean	STD	Mean	STD	Mean	STD
5.1.2_1	CCTV has a negative impact on one's privacy	3.93	2.216	3.56	2.189	3.37	2.201
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.63	2.190	4.31	2.202	4.05	2.182
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.41	2.241	4.13	2.264	3.74	2.256
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.00	2.252	3.78	2.194	3.59	2.222
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.41	2.255	3.98	2.223	3.66	2.221

Q5.1.2: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).

Note: Results marked with a letter in superscript, e.g. (^{A}), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A10: Financial privacy trade-off by age group

			ANSWER = YES					
5.1.3		**Total**	**18-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65+**
5.1.3_1	Surveillance via CCTV cameras	7.8%	11.4%*	8.1%	6.2%	5.8%	5.6%	9.2%
5.1.3_2	Surveillance of online social networks	8.8%	13.9%*	11.1%	7.2%	5.3%*	6.8%	6.4%
5.1.3_3	Surveillance utilising databases containing personal information	8.8%	13.6%*	10.7%	8.1%	7.1%	5.4%*	5.9%
5.1.3_4	Surveillance of financial transactions	10.4%	13.8%*	11.8%	10.6%	8.5%	7.4%*	9.2%
5.1.3_5	Geolocation surveillance	9.0%	14.6%*	9.6%	7.8%	7.0%	7.2%	6.4%

Q5.1.3: Would you be willing to accept payment as compensation for greater invasion or your privacy, using: […]
Note: Results in this table marked with an asterisk (*) show a statistically significant difference (p<.05) from all other age groups; for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A11: Awareness of CCTV by age group

Q5.2.1	**Which of the following best describes you?**	**Total**	**18-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65+**
	I never notice CCTV cameras.	5.1%	3.8%	3.6%*	3.9%	4.9%	4.7%	9.6%*
	I rarely notice CCTV cameras.	17.6%	14.7%	15.3%	15.0%	18.4%	20.3%	21.6%*
	I sometimes notice CCTV cameras.	35.7%	36.1%	35.4%	34.3%	33.3%	36.0%	39.0%
	I often notice CCTV cameras.	30.8%	31.4%	34.3%	34.1%	34.2%	28.6%	22.2%*
	I always notice CCTV cameras.	8.5%	11.4%*	9.7%	10.8%*	7.2%	7.9%	4.4%*
	I don't know / No answer	2.3%	2.4%	1.7%	1.8%	2.0%	2.5%	3.2%*

Q5.2.1: Which of the following best describes you?
Note: Results in this table marked with an asterisk (*) show a statistically significant difference (p<.05) from all other age groups; for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A12: Beliefs about surveillance taking place by age group

Q5.2.2	In your opinion, how often do the following types of surveillance take place in the country where you live?	Total	18-24	25-34	35-44	45-54	55-64	65+
Q5.2.2_1	**Surveillance via CCTV cameras**							
	Never happens	0.3%	0.5%	0.2%	0.7%*	0.1%	0.2%	0.2%
	Rarely happens	3.0%	4.5%*	4.0%	2.5%	3.4%	1.7%*	1.9%
	Sometimes happens	17.2%	17.8%	17.7%	17.6%	15.3%	16.0%	18.7%
	Often happens	41.1%	35.7%*	38.7%	45.9%*	43.3%	43.6%	40.4%
	Happens all the time	29.2%	34.5%*	32.7%*	28.0%	30.1%	29.1%	20.9%*
	I don't know	6.6%	5.7%	5.1%	4.1%*	5.8%	6.0%	12.6%*
	Not answered	2.5%	1.3%*	1.6%	1.2%*	2.1%	3.3%	5.3%*
Q5.2.2_2	**Surveillance of online social networks**							
	Never happens	0.8%	1.3%	1.1%	0.9%	0.5%	0.8%	0.5%
	Rarely happens	9.7%	12.6%*	10.3%	10.8%	8.9%	7.8%	7.6%*
	Sometimes happens	22.1%	22.6%	25.1%	24.0%	19.9%	21.8%	19.1%
	Often happens	26.3%	31.5%*	28.0%	26.8%	28.1%	27.0%	17.1%*
	Happens all the time	14.9%	14.7%	16.0%	17.0%	16.9%	15.3%	10%*
	I don't know	23.0%	15.5%*	17.9%*	18.7%*	22.6%	23.2%	39.4%*
	Not answered	3.1%	1.7%*	1.6%*	1.8%*	3.1%	4.0%	6.3%*
Q5.2.2_3	**Surveillance utilising databases containing personal information**							
	Never happens	0.7%	0.9%	0.2%	1.0%	0.8%	0.7%	0.4%
	Rarely happens	6.6%	7.9%	7.3%	6.6%	4.7%*	5.3%	7.4%
	Sometimes happens	20.7%	25.4%*	20.5%	21.2%	19.8%	20.1%	17.6%*
	Often happens	28.2%	27.6%	30.8%	31.6%	30.4%	28.1%	21.3%*
	Happens all the time	15.9%	14.1%	18.2%	17.7%	17.5%	17.1%	10.9%*
	I don't know	25.0%	23.0%	21.5%*	20.2%*	23.6%	25.1%	36.1%*
	Not answered	2.9%	1%*	1.6%*	1.7%	3.2%	3.6%	6.3%*
Q5.2.2_4	**Surveillance of financial transactions**							
	Never happens	0.9%	1.0%	1.0%	1.0%	1.2%	0.7%	0.3%
	Rarely happens	9.0%	9.8%	10.4%	7.6%	9.2%	7.6%	8.8%
	Sometimes happens	21.6%	29.2%*	21.8%	19.1%	19.5%	20.4%	19.7%
	Often happens	26.7%	25.9%	29.9%	30.0%	26.3%	27.4%	21%*
	Happens all the time	17.7%	13.3%*	18.2%	22.5%*	20.7%*	20.3%	12%*
	I don't know	21.3%	19.7%	17.1%*	18.2%	19.9%	20.1%	32.5%*
	Not answered	2.8%	1.1%*	1.7%*	1.6%*	3.2%	3.6%	5.5%*
Q5.2.2_5	**Geolocation surveillance**							
	Never happens	1.3%	2.1%*	1.4%	1.1%	1.0%	1.1%	1.0%
	Rarely happens	11.2%	14.3%*	14.2%*	12.7%	8.4%*	8.9%*	8.8%*
	Sometimes happens	24.6%	28.2%*	24.5%	25.2%	27.3%	23.2%	19.4%*
	Often happens	23.9%	24.1%	26.1%	26.1%	23.3%	25.4%	18.7%*
	Happens all the time	13.7%	11.7%	14.2%	14.6%	15.1%	16.1%	10.7%*
	I don't know	22.5%	18.7%*	17.9%*	18.8%*	22.0%	21.7%	35.5%*
	Not answered	2.8%	0.9%*	1.6%*	1.5%*	2.8%	3.7%	6%*

Q5.2.2: In your opinion, how often do the following types of surveillance take place in the country where you live?

Note: Results in this table marked with an asterisk (*) show a statistically significant difference (p<.05) from all other age groups; for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A13: Beliefs about economic costs of surveillance by age group

Q6.2	Total	18-24	25-34	35-44	45-54	55-64	65+
far too little	5.3%	5.4%	4.8%	3.9%	6.6%	5.8%	5.1%
too little	18.1%	21.7%*	13.9%*	17.3%	16.2%	19.3%	20.7%
just right	12.4%	14.0%	11.3%	12.7%	10.7%	13.5%	12.6%
too much	8.6%	10.0%	9.6%	10.0%	10.4%	6.8%	5.2%*
far too much	8.4%	7.7%	12.3%*	11.1%*	9.3%	6.6%	3.4%*
I don't know	46.1%	40.2%*	47.2%	44.6%	46.2%	46.8%	50.9%*
No answer	1.0%	0.9%	0.9%	0.4%	0.7%	1.2%	2.1%*

_____

Q6.2: In your opinion is the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in your country: […]

Note: Results in this table marked with an asterisk (*) show a statistically significant difference (p<.05) from all other age groups; for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A14: Willingness to increase economic costs of surveillance by age group

Q6.2.1	Total	18-24	25-34	35-44	45-54	55-64	65+
Yes	30.7%	22.9%*	28.4%	28.9%	30.8%	38.2%	34.7%
No	44.7%	50.0%	51.6%	48.6%	45.3%	37.7%	36.8%
I don't know	20.8%	25.4%	17.4%	16.8%	18.4%	19.3%	25.2%
No answer	3.8%	1.7%	2.6%	5.8%	5.5%	4.7%	3.3%

_____

Q6.2.1: Would you be willing to pay more taxes so that more money is allocated for carrying out surveillance to fight crime?

Note: Results in this table marked with an asterisk (*) show a statistically significant difference (p<.05) from all other age groups; for all other results the respective tests did not show a statistically significant difference between the individual age groups.

Table A15a: Social costs by age group – Attitudes and perceptions

Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	4.28	1.959	4.31	1.799	4.02	1.863	4.03	2.008
Q8.1.2	Surveillance provides protection of the community	4.66	1.885	4.67	1.698	4.35	1.813	4.49	1.964
Q8.1.3	Surveillance can be a source of personal excitement	3.62	2.311	3.67	2.105	3.83	2.260	3.68	2.327
Q8.1.4	Surveillance can be something to play with	3.32	2.474	3.38	2.333	3.45	2.458	3.30	2.451
Q8.1.5	Surveillance may cause discrimination	5.07	2.073	4.72	1.993	5.32	1.916	5.09	2.070
Q8.1.6	Surveillance may be a source of stigma	5.12	1.965	4.92	1.751	5.29	1.786	5.13	2.023
Q8.1.7	Surveillance may violate a person's privacy	5.89	1.688	5.80	1.627	6.16	1.402	5.85	1.749
Q8.1.8	Violation of citizens' right to control of information use	5.66	1.755	5.52	1.644	5.89	1.525	5.63	1.803
Q8.1.9	Potential that information could be intentionally misused	5.99	1.531	5.76	1.597	6.17	1.314	6.06	1.461
Q8.1.10	Potential that information could be misinterpreted	5.96	1.477	5.73	1.430	6.09	1.335	5.86	1.564
Q8.1.11	Limiting a citizen's right of expression and free speech	5.12	2.064	5.01	1.986	5.43	1.839	5.10	2.098
Q8.1.12	Surveillance may limit a citizen's right of communication	5.04	2.072	4.82	1.973	5.33	1.872	5.14	2.038
Q8.1.13	Surveillance may limit a citizen's right of information	4.81	2.117	4.57	1.973	5.05	1.951	4.84	2.141

Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	45-54		55-64		65+	
		Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	4.20	2.014	4.44	2.050	4.70	1.943
Q8.1.2	Surveillance provides protection of the community	4.56	1.965	4.83	1.961	5.13	1.814
Q8.1.3	Surveillance can be a source of personal excitement	3.53	2.420	3.42	2.353	3.54	2.389
Q8.1.4	Surveillance can be something to play with	3.29	2.559	3.22	2.510	3.22	2.533
Q8.1.5	Surveillance may cause discrimination	5.12	2.172	5.03	2.154	5.09	2.108

Q8.1.6	Surveillance may be a source of stigma	5.19	2.054	4.97	2.092	5.13	2.063
Q8.1.7	Surveillance may violate a person's privacy	5.93	1.745	5.83	1.747	5.71	1.841
Q8.1.8	Violation of citizens' right to control of information use	5.67	1.828	5.60	1.847	5.57	1.887
Q8.1.9	Potential that information could be intentionally misused	6.07	1.552	5.94	1.573	5.90	1.663
Q8.1.10	Potential that information could be misinterpreted	6.06	1.514	6.01	1.480	6.00	1.528
Q8.1.11	Limiting a citizen's right of expression and free speech	5.14	2.182	5.03	2.157	4.94	2.113
Q8.1.12	Surveillance may limit a citizen's right of communication	4.94	2.232	5.04	2.132	4.90	2.156
Q8.1.13	Surveillance may limit a citizen's right of information	4.73	2.266	4.84	2.184	4.76	2.184

_____

Q8.1: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).
Note: Results marked with a letter in superscript, e.g. (^{A}), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A15b: Social costs by age group – Behavioural changes

		Total		18-24		25-34		35-44	
Q8.2	**Changes of personal behaviour (1=disagree; 7=agree)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
Q8.2.1	I have restricted my activities or the way I behave	2.82	2.128	3.04	2.005	3.28	2.143	2.94	2.162
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.37	1.946	2.42	1.827	2.60	1.962	2.50	2.025
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	2.07	1.814	2.37	1.885	2.41	1.978	2.22	1.945
Q8.2.4	I have made fun of it	2.42	2.039	2.75	2.074	2.92	2.216	2.46	2.055
Q8.2.5	I have filed a complaint with the respective authorities	1.77	1.604	1.78	1.468	1.84	1.640	1.83	1.668
Q8.2.6	I have informed the media	1.69	1.471	1.72	1.364	1.79	1.549	1.76	1.517
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.90	1.716	2.17	1.790	2.20	1.900	1.93	1.767
Q8.2.8	have kept myself informed about technical possibilities to protect my personal data	3.97	2.245	3.98	2.058	4.33	2.106	4.08	2.274

Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.48	2.432	4.26	2.253	4.70	2.321	4.50	2.424

		45-54		55-64		65+	
Q8.2	**Changes of personal behaviour (1=disagree; 7=agree)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
Q8.2.1	I have restricted my activities or the way I behave	2.86	2.211	2.56	2.121	2.19	1.932
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.44	2.045	2.26	1.937	1.99	1.809
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	2.03	1.853	1.80	1.615	1.50	1.313
Q8.2.4	I have made fun of it	2.36	2.060	2.05	1.841	1.90	1.714
Q8.2.5	I have filed a complaint with the respective authorities	1.78	1.632	1.76	1.658	1.60	1.541
Q8.2.6	I have informed the media	1.71	1.531	1.68	1.501	1.47	1.320
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.77	1.645	1.73	1.624	1.52	1.390
Q8.2.8	have kept myself informed about technical possibilities to protect my personal data	4.15	2.265	3.82	2.309	3.39	2.357
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.66	2.426	4.50	2.507	4.20	2.625

Q8.2: To what extent has your awareness of surveillance changed your personal behaviour? Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).

Note: Results marked with a letter in superscript, e.g. (^{A}), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A16: Correlations – Social costs (perceptions)

Social costs I (perceptions)		Protection of individual citizen	Protection of community	Source of excitement	Something to play with	Cause of discrimination	Source of stigma	Violates privacy	Violates right to control data	Potential misuse	Potential mis-interpretation	Limits right of free speech	Limits right of communi cation	Limits right of information
		Q8.1_1	Q8.1_2	Q8.1_3	Q8.1_4	Q8.1_5	Q8.1_6	Q8.1_7	Q8.1_8	Q8.1_9	Q8.1_10	Q8.1_11	Q8.1_12	Q8.1_13
Protection individual citizen	Q8.1_1	1.000												
Protection of community	Q8.1_2	0.701	1.000											
Source of excitement	Q8.1_3	0.105	0.081	1.000										
Something to play with	Q8.1_4	0.030	-0.002	0.382	1.000									
Cause of discrimi-nation	Q8.1_5	-0.251	-0.243	0.162	0.157	1.000								
Source of stigma	Q8.1_6	-0.246	-0.230	0.164	0.150	0.648	1.000							
Violates privacy	Q8.1_7	-0.196	-0.154	0.146	0.139	0.523	0.530	1.000						
Violates right of control data	Q8.1_8	-0.209	-0.174	0.145	0.160	0.531	0.557	0.665	1.000					
Potential misuse	Q8.1_9	-0.144	-0.128	0.141	0.161	0.444	0.476	0.543	0.559	1.000				
Potential mis-interpre-tation	Q8.1_10	-0.129	-0.119	0.146	0.156	0.481	0.508	0.552	0.551	0.651	1.000			
Limits right of free speech	Q8.1_11	-0.257	-0.285	0.158	0.182	0.586	0.574	0.537	0.552	0.456	0.450	1.000		
Limits right of communi-cation	Q8.1_12	-0.250	-0.252	0.131	0.161	0.566	0.567	0.541	0.581	0.448	0.459	0.704	1.000	
Limits right of information	Q8.1_13	-0.241	-0.254	0.174	0.183	0.532	0.536	0.480	0.523	0.395	0.414	0.636	0.657	1.000

Table A17: Correlations – Social costs (behaviour)

Social costs II (behaviour)		restricted activities	avoided locations	defensive measures	made fun of it	filed complaint	informed the media	counter-surveillance	info about technical protection	stopped accepting vouchers
		Q8.2_1	Q8.2_2	Q8.2_3	Q8.2_4	Q8.2_5	Q8.2_6	Q8.2_7	Q8.2_8	Q8.2_9
restricted activities	Q8.2_1	1.000								
avoided locations	Q8.2_2	0.559	1.000							
defensive measures	Q8.2_3	0.480	0.525	1.000						
made fun of it	Q8.2_4	0.301	0.277	0.354	1.000					
filed complaint	Q8.2_5	0.324	0.401	0.416	0.227	1.000				
informed the media	Q8.2_6	0.328	0.403	0.458	0.291	0.573	1.000			
counter-surveillance	Q8.2_7	0.357	0.445	0.500	0.331	0.487	0.527	1.000		
info about technical protection	Q8.2_8	0.390	0.318	0.332	0.223	0.254	0.254	0.305	1.000	
stopped accepting vouchers	Q8.2_9	0.331	0.301	0.257	0.151	0.205	0.173	0.207	0.373	1.000

Table A18: Correlations – Social costs (perceptions vs. behaviour)

Social costs III (perceptions vs behaviour)		restricted activities	avoided locations	defensive measures	made fun of it	filed complaint	informed the media	counter-surveillance	info about technical protection	stopped accepting vouchers
		Q8.2_1	Q8.2_2	Q8.2_3	Q8.2_4	Q8.2_5	Q8.2_6	Q8.2_7	Q8.2_8	Q8.2_9
Protection of individual citizen	Q8.1_1	-0.246	-0.273	-0.234	-0.165	-0.124	-0.136	-0.203	-0.154	-0.185
Protection of community	Q8.1_2	-0.275	-0.303	-0.267	-0.160	-0.136	-0.152	-0.228	-0.150	-0.201
Source of excitement	Q8.1_3	0.070	0.050	0.064	0.090	0.041	0.039	0.019	0.002	-0.013
Something to play with	Q8.1_4	0.063	0.074	0.053	0.080	0.044	0.055	0.038	0.005	0.046
Cause of discrimination	Q8.1_5	0.248	0.219	0.166	0.159	0.097	0.084	0.134	0.185	0.208
Source of stigma	Q8.1_6	0.246	0.223	0.176	0.164	0.080	0.081	0.136	0.190	0.247
Violates privacy	Q8.1_7	0.211	0.147	0.105	0.106	0.008	-0.019	0.067	0.192	0.255
Violates right to control data	Q8.1_8	0.241	0.171	0.121	0.126	0.037	0.027	0.096	0.191	0.250
Potential misuse	Q8.1_9	0.176	0.126	0.081	0.097	-0.005	-0.018	0.050	0.167	0.216
Potential misinterpretation	Q8.1_10	0.181	0.125	0.072	0.109	0.010	-0.011	0.053	0.164	0.211
Limits right of free speech	Q8.1_11	0.306	0.270	0.210	0.158	0.123	0.096	0.167	0.212	0.235
Limits right of communi cation	Q8.1_12	0.301	0.257	0.192	0.148	0.119	0.101	0.173	0.201	0.240
Limits right of information	Q8.1_13	0.301	0.264	0.211	0.146	0.121	0.109	0.181	0.199	0.216

Table A19: Correlations – Social benefits, usefulness and effectiveness of surveillance

			PROTECTION for	
			individual citizen	community
			Q8.1_1	Q8.1_2
Usefulness for **REDUCTION** of crime	**CCTV**	Q3.1_1	0.473	0.501
	database	Q3.1_2	0.395	0.406
	SNS	Q3.1_3	0.389	0.411
	financialT	Q3.1_4	0.323	0.329
	geolocat.	Q3.1_5	0.410	0.442
Usefulness for **DETECTION** of crime	**CCTV**	Q3.2_1	0.416	0.462
	database	Q3.2_2	0.406	0.421
	SNS	Q3.2_3	0.382	0.426
	financialT	Q3.2_4	0.299	0.347
	geolocat.	Q3.2_5	0.393	0.424
Usefulness for **PROSECUTION** of crime	**CCTV**	Q3.3_1	0.371	0.398
	database	Q3.3_2	0.365	0.373
	SNS	Q3.3_3	0.348	0.364
	financialT	Q3.3_4	0.292	0.323
	geolocat.	Q3.3_5	0.338	0.357
EFFECTIVENESS	**CCTV**	Q5.1.1_1	0.495	0.543
	database	Q5.1.1_2	0.454	0.465
	SNS	Q5.1.1_3	0.412	0.447
	financialT	Q5.1.1_4	0.336	0.381
	geolocat.	Q5.1.1_5	0.463	0.483

Table A20: Correlations – Social costs and privacy in surveillance

		Surveillance measures having a negative impact on privacy				
		Q5.1.2_1	Q5.1.2_2	Q5.1.2_3	Q5.1.2_4	Q5.1.2_5
	Social costs (perceptions)	**CTV**	**Databases**	**SNS**	**FinTrac**	**Geoloc.**
Q8.1_1	Protection individual citizen	-0.277	-0.288	-0.256	-0.191	-0.275
Q8.1_2	Protection of community	-0.304	-0.280	-0.256	-0.203	-0.284
Q8.1_3	Source of excitement	0.054	0.037	0.057	0.094	0.065
Q8.1_4	Something to play with	0.071	0.070	0.053	0.091	0.075
Q8.1_5	Cause of discrimination	0.286	0.322	0.311	0.250	0.312
Q8.1_6	Source of stigma	0.316	0.340	0.342	0.253	0.319
Q8.1_7	Violates privacy	0.242	0.322	0.303	0.236	0.310
Q8.1_8	Violates right of control data	0.260	0.332	0.316	0.240	0.308
Q8.1_9	Potential misuse	0.178	0.253	0.240	0.178	0.243
Q8.1_10	Potential misinterpretation	0.194	0.246	0.225	0.169	0.226
Q8.1_11	Limits right of free speech	0.315	0.341	0.356	0.274	0.339
Q8.1_12	Limits right of communication	0.318	0.338	0.338	0.274	0.328
Q8.1_13	Limits right of information	0.310	0.328	0.313	0.262	0.329
	Social costs (behaviour)					
Q8.2_1	restricted activities	0.284	0.274	0.283	0.248	0.304
Q8.2_2	avoided locations	0.301	0.254	0.243	0.225	0.279
Q8.2_3	defensive measures	0.286	0.212	0.214	0.202	0.248
Q8.2_4	made fun of it	0.188	0.173	0.170	0.139	0.199
Q8.2_5	filed complaint	0.172	0.128	0.131	0.143	0.149
Q8.2_6	informed the media	0.185	0.135	0.132	0.136	0.160
Q8.2_7	counter-surveillance	0.240	0.201	0.176	0.158	0.227
Q8.2_8	info about technical protection	0.196	0.238	0.219	0.180	0.224
Q8.2_9	stopped accepting vouchers	0.199	0.252	0.220	0.152	0.213

Table A21: Correlations – Usefulness vs. effectiveness of surveillance

			EFFECTIVENESS against crime				
			CCTV	**Database**	**SNS**	**FinancT**	**Geoloc.**
			Q5.1.1_1	Q5.1.1_2	Q5.1.1_3	Q5.1.1_4	Q5.1.1_5
Usefulness for	**REDUCTION**	**CCTV**	Q3.1_1	0.700	0.433	0.445	0.356	0.510
		database	Q3.1_2	0.390	0.627	0.503	0.388	0.508
		SNS	Q3.1_3	0.421	0.535	0.674	0.357	0.507
		financT	Q3.1_4	0.340	0.413	0.378	0.616	0.414
		Geoloc.	Q3.1_5	0.451	0.503	0.483	0.376	0.632
	DETECTION	**CCTV**	Q3.2_1	0.649	0.409	0.414	0.354	0.466
		database	Q3.2_2	0.423	0.636	0.532	0.412	0.535
		SNS	Q3.2_3	0.419	0.512	0.673	0.363	0.501
		financT	Q3.2_4	0.363	0.410	0.372	0.616	0.404
		Geoloc.	Q3.2_5	0.453	0.501	0.481	0.389	0.633
	PROSECUTION	**CCTV**	Q3.3_1	0.581	0.362	0.356	0.326	0.412
		database	Q3.3_2	0.399	0.566	0.475	0.370	0.474
		SNS	Q3.3_3	0.380	0.464	0.613	0.325	0.437
		financT	Q3.3_4	0.369	0.360	0.345	0.559	0.364
		Geoloc.	Q3.3_5	0.430	0.405	0.392	0.358	0.529

Table A22: Correlations – Security and happiness

			Feeling of **SECURITY**	Feeling of **HAPPINESS**					Happiness about **NOT KNOWING**
				CCTV	**SNS**	**Database**	**FinancT**	**Geoloc.**	
			Q4.3	Q5.3_1	Q5.3_2	Q5.3_3	Q5.3_4	Q5.3_5	Q5.4
Feeling of **SECURITY**		Q4.3	1.000						
Feeling of **HAPPINESS**	**CCTV**	Q5.3_1	-0.493	1.000					
	SNS	Q5.3_2	-0.467	0.555	1.000				
	Database	Q5.3_3	-0.464	0.538	0.681	1.000			
	FinancT	Q5.3_4	-0.355	0.492	0.517	0.576	1.000		
	Geoloc.	Q5.3_5	-0.488	0.655	0.657	0.667	0.556	1.000	
Happiness about **NOT KNOWING**		Q5.4	-0.451	0.460	0.522	0.532	0.389	0.537	1.000

Table A23: Correlations – Impact on privacy and feelings of security, trust and control

		NEGATIVE IMPACT on PRIVACY				
		CCTV	database	SNS	financialT	geolocat.
		Q5.1.2_1	Q5.1.2_2	Q5.1.2_3	Q5.1.2_4	Q5.1.2_5
Feeling of security	Q4.3	-0.274	-0.317	-0.294	-0.241	-0.304
Feeling of control I	Q4.4.1	-0.021	-0.078	-0.067	-0.071	-0.058
Feeling of control II	Q4.4.2	0.007	-0.043	-0.016	-0.020	-0.015
Trust I	Q4.5.1	-0.213	-0.251	-0.225	-0.218	-0.231
Trust II	Q4.5.2	-0.122	-0.177	-0.137	-0.087	-0.130

Table A24: Correlations – Feelings of security, trust and control vs. effectiveness of laws

		Knowledge of laws	Effective-ness of laws	Feeling of security	Feeling of control I	Feeling of control II	Trust I	Trust II
		Q4.1	Q4.2	Q4.3	Q4.4.1	Q4.4.2	Q4.5.1	Q4.5.2
Knowledge of laws	Q4.1	1.000						
Effectiveness of laws	Q4.2	0.274	1.000					
Feeling of security	Q4.3	0.075	0.534	1.000				
Feeling of control I	Q4.4.1	0.086	0.298	0.263	1.000			
Feeling of control II	Q4.4.2	0.051	0.208	0.192	0.640	1.000		
Trust I	Q4.5.1	0.104	0.441	0.459	0.443	0.275	1.000	
Trust II	Q4.5.2	0.053	0.299	0.320	0.331	0.432	0.500	1.000

Table A25: Correlations – Feelings of security, trust and control vs. effectiveness of surveillance measures

		EFFECTIVENESS				
		CCTV	database	SNS	financialT	geolocat.
		Q5.1.1_1	Q5.1.1_2	Q5.1.1_3	Q5.1.1_4	Q5.1.1_5
Feeling of security	Q4.3	0.498	0.467	0.454	0.381	0.467
Feeling of control I	Q4.4.1	0.143	0.214	0.200	0.158	0.177
Feeling of control II	Q4.4.2	0.115	0.195	0.177	0.126	0.152
Trust I	Q4.5.1	0.265	0.299	0.271	0.253	0.263
Trust II	Q4.5.2	0.206	0.271	0.232	0.139	0.223

Table A26: Correlations by gender – Usefulness and happiness / feeling of security

FEMALE

			HAPPINESS with surveillance					Feeling of SECURITY
			CCTV	Database	SNS	FinancT	Geoloc.	
			Q5.3_1	Q5.3_3	Q5.3_2	Q5.3_4	Q5.3_5	Q4.3
Usefulness for **REDUCTION** of crime	**CCTV**	Q3.1_1	-0.490	-0.346	-0.315	-0.252	-0.390	0.405
	database	Q3.1_2	-0.278	-0.385	-0.438	-0.277	-0.383	0.352
	SNS	Q3.1_3	-0.311	-0.463	-0.366	-0.255	-0.393	0.366
	financialT	Q3.1_4	-0.210	-0.266	-0.279	-0.377	-0.296	0.250
	geolocat.	Q3.1_5	-0.345	-0.351	-0.350	-0.273	-0.451	0.351
Usefulness for **DETECTION** of crime	**CCTV**	Q3.2_1	-0.460	-0.299	-0.280	-0.228	-0.365	0.384
	database	Q3.2_2	-0.297	-0.371	-0.409	-0.288	-0.386	0.351
	SNS	Q3.2_3	-0.331	-0.468	-0.363	-0.278	-0.380	0.383
	financialT	Q3.2_4	-0.253	-0.260	-0.280	-0.339	-0.306	0.270
	geolocat.	Q3.2_5	-0.373	-0.375	-0.346	-0.275	-0.459	0.357
Usefulness for **PROSECUTION** of crime	**CCTV**	Q3.3_1	-0.400	-0.237	-0.234	-0.180	-0.289	0.327
	database	Q3.3_2	-0.296	-0.345	-0.362	-0.247	-0.349	0.338
	SNS	Q3.3_3	-0.289	-0.393	-0.310	-0.233	-0.326	0.324
	financialT	Q3.3_4	-0.271	-0.241	-0.253	-0.319	-0.274	0.266
	geolocat.	Q3.3_5	-0.322	-0.246	-0.261	-0.229	-0.337	0.311

MALE

			HAPPINESS with surveillance					Feeling of SECURITY
			CCTV	Database	SNS	FinancT	Geoloc.	
			Q5.3_1	Q5.3_3	Q5.3_2	Q5.3_4	Q5.3_5	Q4.3
Usefulness for **REDUCTION** of crime	**CCTV**	Q3.1_1	-0.538	-0.362	-0.366	-0.258	-0.434	0.493
	database	Q3.1_2	-0.318	-0.388	-0.432	-0.258	-0.381	0.423
	SNS	Q3.1_3	-0.354	-0.465	-0.377	-0.236	-0.415	0.440
	financialT	Q3.1_4	-0.310	-0.298	-0.324	-0.398	-0.333	0.386
	geolocat.	Q3.1_5	-0.387	-0.393	-0.392	-0.260	-0.470	0.450
Usefulness for **DETECTION** of crime	**CCTV**	Q3.2_1	-0.489	-0.345	-0.332	-0.249	-0.389	0.444
	database	Q3.2_2	-0.353	-0.416	-0.451	-0.287	-0.427	0.447
	SNS	Q3.2_3	-0.348	-0.468	-0.381	-0.260	-0.399	0.411
	financialT	Q3.2_4	-0.306	-0.292	-0.299	-0.421	-0.321	0.353
	geolocat.	Q3.2_5	-0.420	-0.413	-0.389	-0.304	-0.483	0.429
Usefulness for **PROSECUTION** of crime	**CCTV**	Q3.3_1	-0.438	-0.296	-0.302	-0.250	-0.354	0.405
	database	Q3.3_2	-0.305	-0.349	-0.361	-0.263	-0.361	0.367
	SNS	Q3.3_3	-0.298	-0.417	-0.325	-0.233	-0.349	0.387
	financialT	Q3.3_4	-0.284	-0.265	-0.252	-0.370	-0.293	0.335
	geolocat.	Q3.3_5	-0.327	-0.306	-0.307	-0.273	-0.361	0.359

Table A27: Correlations by gender – Feelings of security, trust and control vs. effectiveness of laws

FEMALE

		Knowledge of laws	Effective-ness of laws	Feeling of security	Feeling of control I	Feeling of control II	Trust I	Trust II
		Q4.1	Q4.2	Q4.3	Q4.4.1	Q4.4.2	Q4.5.1	Q4.5.2
Knowledge of laws	Q4.1	1.000						
Effectiveness of laws	Q4.2	0.267	1.000					
Feeling of security	Q4.3	0.057	0.504	1.000				
Feeling of control I	Q4.4.1	0.063	0.257	0.215	1.000			
Feeling of control II	Q4.4.2	0.015	0.189	0.130	0.654	1.000		
Trust I	Q4.5.1	0.099	0.388	0.420	0.452	0.286	1.000	
Trust II	Q4.5.2	0.071	0.313	0.319	0.332	0.418	0.536	1.000

MALE

		Knowledge of laws	Effective-ness of laws	Feeling of security	Feeling of control I	Feeling of control II	Trust I	Trust II
		Q4.1	Q4.2	Q4.3	Q4.4.1	Q4.4.2	Q4.5.1	Q4.5.2
Knowledge of laws	Q4.1	1.000						
Effectiveness of laws	Q4.2	0.291	1.000					
Feeling of security	Q4.3	0.106	0.556	1.000				
Feeling of control I	Q4.4.1	0.103	0.327	0.306	1.000			
Feeling of control II	Q4.4.2	0.083	0.219	0.240	0.629	1.000		
Trust I	Q4.5.1	0.117	0.478	0.491	0.437	0.266	1.000	
Trust II	Q4.5.2	0.055	0.283	0.317	0.331	0.444	0.467	1.000

Table A28: Correlations by gender – Security and effectiveness of surveillance measures

			EFFECTIVENESS				
			CCTV	**database**	**SNS**	**financialT**	**geolocat.**
			Q5.1.1_1	Q5.1.1_2	Q5.1.1_3	Q5.1.1_4	Q5.1.1_5
Q4.3	Feeling of security	FEMALE	0.449	0.426	0.422	0.337	0.429
		MALE	0.534	0.500	0.476	0.420	0.493

Table A29: Correlations by gender – Security and happiness

FEMALE

		Feeling of **SECURITY**	Feeling of **HAPPINESS**					Happiness about **NOT KNOWING**
			CCTV	**SNS**	**Database**	**FinancT**	**Geoloc.**	
		Q4.3	Q5.3_1	Q5.3_2	Q5.3_3	Q5.3_4	Q5.3_5	Q5.4
Feeling of **SECURITY**	Q4.3	1.000						
Feeling of **HAPPINESS** **CCTV**	Q5.3_1	-0.457	1.000					
Feeling of **HAPPINESS** **SNS**	Q5.3_2	-0.428	0.520	1.000				
Feeling of **HAPPINESS** **Database**	Q5.3_3	-0.408	0.476	0.653	1.000			
Feeling of **HAPPINESS** **FinancT**	Q5.3_4	-0.315	0.455	0.508	0.569	1.000		
Feeling of **HAPPINESS** **Geoloc.**	Q5.3_5	-0.447	0.620	0.640	0.631	0.551	1.000	
Happiness about **NOT KNOWING**	Q5.4	-0.395	0.425	0.474	0.513	0.389	0.495	1.000

MALE

		Feeling of **SECURITY**	Feeling of **HAPPINESS**					Happiness about **NOT KNOWING**
			CCTV	**SNS**	**Database**	**FinancT**	**Geoloc.**	
		Q4.3	Q5.3_1	Q5.3_2	Q5.3_3	Q5.3_4	Q5.3_5	Q5.4
Feeling of **SECURITY**	Q4.3	1.000						
Feeling of **HAPPINESS** **CCTV**	Q5.3_1	-0.516	1.000					
Feeling of **HAPPINESS** **SNS**	Q5.3_2	-0.495	0.571	1.000				
Feeling of **HAPPINESS** **Database**	Q5.3_3	-0.502	0.575	0.699	1.000			
Feeling of **HAPPINESS** **FinancT**	Q5.3_4	-0.384	0.515	0.523	0.580	1.000		
Feeling of **HAPPINESS** **Geoloc.**	Q5.3_5	-0.518	0.673	0.663	0.689	0.560	1.000	
Happiness about **NOT KNOWING**	Q5.4	-0.496	0.483	0.559	0.543	0.387	0.570	1.000

Table A30a: Correlations by gender – Social costs (perceptions) – female respondents

		FEMALE												
Social costs I (perceptions)		Protection of individual citizen	Protection of community	Source of excitement	Something to play with	Cause of discrimination	Source of stigma	Violates privacy	Violates right to control data	Potential misuse	Potential mis-interpretation	Limits right of free speech	Limits right of communi cation	Limits right of information
		Q8.1_1	Q8.1_2	Q8.1_3	Q8.1_4	Q8.1_5	Q8.1_6	Q8.1_7	Q8.1_8	Q8.1_9	Q8.1_10	Q8.1_11	Q8.1_12	Q8.1_13
Protection individual citizen	Q8.1_1	1.000												
Protection of community	Q8.1_2	0.680	1.000											
Source of excitement	Q8.1_3	0.095	0.063	1.000										
Something to play with	Q8.1_4	0.007	-0.027	0.394	1.000									
Cause of discrimi-nation	Q8.1_5	-0.201	-0.196	0.157	0.189	1.000								
Source of stigma	Q8.1_6	-0.207	-0.180	0.173	0.207	0.650	1.000							
Violates privacy	Q8.1_7	-0.185	-0.127	0.144	0.156	0.534	0.553	1.000						
Violates right of control data	Q8.1_8	-0.172	-0.140	0.146	0.182	0.526	0.556	0.651	1.000					
Potential misuse	Q8.1_9	-0.127	-0.093	0.148	0.195	0.454	0.469	0.546	0.550	1.000				
Potential mis-interpre-tation	Q8.1_10	-0.084	-0.087	0.128	0.208	0.476	0.507	0.544	0.532	0.632	1.000			
Limits right of free speech	Q8.1_11	-0.221	-0.244	0.149	0.219	0.574	0.561	0.540	0.526	0.442	0.424	1.000		
Limits right of communi-cation	Q8.1_12	-0.202	-0.207	0.151	0.208	0.556	0.581	0.551	0.574	0.444	0.463	0.699	1.000	
Limits right of information	Q8.1_13	-0.195	-0.201	0.214	0.235	0.538	0.546	0.472	0.528	0.391	0.405	0.609	0.659	1.000

Table A30b: Correlations by gender – Social costs (perceptions) – male respondents

		MALE												
Social costs I (perceptions)		**Protection of individual citizen**	**Protection of community**	**Source of excitement**	**Something to play with**	**Cause of discrimination**	**Source of stigma**	**Violates privacy**	**Violates right to control data**	**Potential misuse**	**Potential mis-interpretation**	**Limits right of free speech**	**Limits right of communi cation**	**Limits right of information**
		Q8.1_1	Q8.1_2	Q8.1_3	Q8.1_4	Q8.1_5	Q8.1_6	Q8.1_7	Q8.1_8	Q8.1_9	Q8.1_10	Q8.1_11	Q8.1_12	Q8.1_13
Protection individual citizen	Q8.1_1	1.000												
Protection of community	Q8.1_2	0.717	1.000											
Source of excitement	Q8.1_3	0.116	0.100	1.000										
Something to play with	Q8.1_4	0.047	0.014	0.377	1.000									
Cause of discrimi-nation	Q8.1_5	-0.292	-0.280	0.165	0.133	1.000								
Source of stigma	Q8.1_6	-0.275	-0.269	0.153	0.104	0.648	1.000							
Violates privacy	Q8.1_7	-0.204	-0.174	0.148	0.126	0.511	0.511	1.000						
Violates right of control data	Q8.1_8	-0.240	-0.201	0.143	0.143	0.534	0.557	0.676	1.000					
Potential misuse	Q8.1_9	-0.160	-0.156	0.132	0.133	0.433	0.484	0.538	0.565	1.000				
Potential mis-interpre-tation	Q8.1_10	-0.166	-0.144	0.164	0.112	0.488	0.511	0.564	0.572	0.673	1.000			
Limits right of free speech	Q8.1_11	-0.284	-0.315	0.164	0.155	0.595	0.584	0.533	0.574	0.468	0.476	1.000		
Limits right of communi-cation	Q8.1_12	-0.287	-0.286	0.114	0.123	0.574	0.552	0.529	0.585	0.449	0.456	0.708	1.000	
Limits right of information	Q8.1_13	-0.275	-0.293	0.141	0.143	0.525	0.528	0.485	0.517	0.395	0.423	0.659	0.653	1.000

Table A31: Correlations by gender – Social costs (behaviour)

		FEMALE								
Social costs II (behaviour)		restricted activities	avoided locations	defensive measures	made fun of it	filed complaint	informed the media	counter-surveillance	info about technical protection	stopped accepting vouchers
		Q8.2_1	Q8.2_2	Q8.2_3	Q8.2_4	Q8.2_5	Q8.2_6	Q8.2_7	Q8.2_8	Q8.2_9
restricted activities	Q8.2_1	1.000								
avoided locations	Q8.2_2	0.541	1.000							
defensive measures	Q8.2_3	0.448	0.530	1.000						
made fun of it	Q8.2_4	0.301	0.282	0.349	1.000					
filed complaint	Q8.2_5	0.322	0.407	0.435	0.210	1.000				
informed the media	Q8.2_6	0.337	0.408	0.485	0.270	0.597	1.000			
counter-surveillance	Q8.2_7	0.318	0.433	0.484	0.333	0.513	0.516	1.000		
info about technical protection	Q8.2_8	0.357	0.314	0.295	0.187	0.275	0.257	0.286	1.000	
stopped accepting vouchers	Q8.2_9	0.318	0.298	0.218	0.142	0.207	0.161	0.187	0.347	1.000

		MALE								
Social costs II (behaviour)		restricted activities	avoided locations	defensive measures	made fun of it	filed complaint	informed the media	counter-surveillance	info about technical protection	stopped accepting vouchers
		Q8.2_1	Q8.2_2	Q8.2_3	Q8.2_4	Q8.2_5	Q8.2_6	Q8.2_7	Q8.2_8	Q8.2_9
restricted activities	Q8.2_1	1.000								
avoided locations	Q8.2_2	0.564	1.000							
defensive measures	Q8.2_3	0.489	0.509	1.000						
made fun of it	Q8.2_4	0.282	0.259	0.338	1.000					
filed complaint	Q8.2_5	0.313	0.390	0.393	0.225	1.000				
informed the media	Q8.2_6	0.310	0.395	0.429	0.289	0.553	1.000			
counter-surveillance	Q8.2_7	0.368	0.439	0.492	0.314	0.460	0.527	1.000		
info about technical protection	Q8.2_8	0.397	0.303	0.334	0.223	0.223	0.235	0.299	1.000	
stopped accepting vouchers	Q8.2_9	0.333	0.294	0.277	0.144	0.193	0.173	0.211	0.387	1.000

Table A32: Correlations by gender – Social costs (perceptions vs. behaviour)

		FEMALE								
Social costs III (perceptions vs behaviour)		restricted activities	avoided locations	defensive measures	made fun of it	filed complaint	informed the media	countersurveillance	info about technical protection	stopped accepting vouchers
		Q8.2_1	Q8.2_2	Q8.2_3	Q8.2_4	Q8.2_5	Q8.2_6	Q8.2_7	Q8.2_8	Q8.2_9
Protection of individual citizen	Q8.1_1	-0.216	-0.232	-0.177	-0.137	-0.101	-0.085	-0.125	-0.085	-0.178
Protection of community	Q8.1_2	-0.251	-0.270	-0.227	-0.154	-0.136	-0.139	-0.181	-0.113	-0.196
Source of excitement	Q8.1_3	0.092	0.081	0.071	0.074	0.037	0.034	0.023	-0.020	-0.034
Something to play with	Q8.1_4	0.091	0.125	0.067	0.075	0.038	0.072	0.058	0.012	0.061
Cause of discrimination	Q8.1_5	0.229	0.192	0.107	0.136	0.079	0.037	0.095	0.195	0.202
Source of stigma	Q8.1_6	0.218	0.211	0.136	0.141	0.049	0.048	0.093	0.162	0.237
Violates privacy	Q8.1_7	0.195	0.134	0.065	0.089	-0.012	-0.050	0.030	0.164	0.250
Violates right to control data	Q8.1_8	0.211	0.150	0.078	0.115	0.005	-0.019	0.065	0.166	0.259
Potential misuse	Q8.1_9	0.141	0.103	0.036	0.077	-0.040	-0.044	0.008	0.123	0.203
Potential misinterpretation	Q8.1_10	0.151	0.098	0.029	0.082	-0.017	-0.036	0.029	0.129	0.196
Limits right of free speech	Q8.1_11	0.267	0.250	0.159	0.138	0.091	0.061	0.127	0.176	0.195
Limits right of communi cation	Q8.1_12	0.266	0.237	0.154	0.129	0.091	0.064	0.138	0.178	0.227
Limits right of information	Q8.1_13	0.282	0.247	0.172	0.130	0.085	0.073	0.151	0.180	0.194
		MALE								
Social costs III (perceptions vs behaviour)		restricted activities	avoided locations	defensive measures	made fun of it	filed complaint	informed the media	countersurveillance	info about technical protection	stopped accepting vouchers
		Q8.2_1	Q8.2_2	Q8.2_3	Q8.2_4	Q8.2_5	Q8.2_6	Q8.2_7	Q8.2_8	Q8.2_9
Protection of individual citizen	Q8.1_1	-0.267	-0.301	-0.270	-0.183	-0.136	-0.170	-0.247	-0.205	-0.188
Protection of community	Q8.1_2	-0.288	-0.320	-0.289	-0.157	-0.128	-0.157	-0.249	-0.171	-0.199
Source of excitement	Q8.1_3	0.045	0.021	0.053	0.093	0.040	0.036	0.011	0.010	0.002
Something to play with	Q8.1_4	0.050	0.040	0.053	0.096	0.055	0.047	0.035	0.012	0.038
Cause of discrimination	Q8.1_5	0.262	0.239	0.207	0.177	0.108	0.118	0.159	0.177	0.213
Source of stigma	Q8.1_6	0.267	0.229	0.201	0.179	0.099	0.102	0.162	0.212	0.254
Violates privacy	Q8.1_7	0.225	0.157	0.133	0.121	0.022	0.001	0.089	0.216	0.261
Violates right to control data	Q8.1_8	0.267	0.186	0.151	0.132	0.058	0.059	0.114	0.210	0.242
Potential misuse	Q8.1_9	0.204	0.141	0.109	0.109	0.017	-0.005	0.075	0.200	0.227
Potential misinterpretation	Q8.1_10	0.205	0.145	0.101	0.126	0.027	0.004	0.065	0.190	0.224
Limits right of free speech	Q8.1_11	0.338	0.284	0.245	0.171	0.142	0.119	0.192	0.243	0.269
Limits right of communi cation	Q8.1_12	0.328	0.269	0.216	0.161	0.135	0.124	0.192	0.215	0.249
Limits right of information	Q8.1_13	0.312	0.272	0.231	0.153	0.142	0.129	0.194	0.205	0.232

Table A33: Correlations by gender – Social costs and privacy in surveillance

FEMALE

		Surveillance measures having a negative impact on privacy				
		Q5.1.2_1	Q5.1.2_2	Q5.1.2_3	Q5.1.2_4	Q5.1.2_5
	Social costs (perceptions)	**CTV**	**Databases**	**SNS**	**FinTrac**	**Geoloc.**
Q8.1_1	Protection individual citizen	-0.238	-0.246	-0.223	-0.143	-0.231
Q8.1_2	Protection of community	-0.256	-0.246	-0.227	-0.163	-0.253
Q8.1_3	Source of excitement	0.037	-0.004	0.029	0.053	0.041
Q8.1_4	Something to play with	0.115	0.090	0.092	0.130	0.116
Q8.1_5	Cause of discrimination	0.270	0.316	0.294	0.250	0.306
Q8.1_6	Source of stigma	0.311	0.348	0.350	0.272	0.323
Q8.1_7	Violates privacy	0.244	0.335	0.320	0.241	0.311
Q8.1_8	Violates right of control data	0.243	0.330	0.319	0.227	0.309
Q8.1_9	Potential misuse	0.159	0.242	0.231	0.176	0.222
Q8.1_10	Potential misinterpretation	0.171	0.230	0.201	0.148	0.202
Q8.1_11	Limits right of free speech	0.296	0.337	0.332	0.278	0.326
Q8.1_12	Limits right of communication	0.301	0.332	0.323	0.276	0.332
Q8.1_13	Limits right of information	0.318	0.331	0.318	0.268	0.346

MALE

		Surveillance measures having a negative impact on privacy				
		Q5.1.2_1	Q5.1.2_2	Q5.1.2_3	Q5.1.2_4	Q5.1.2_5
	Social costs (perceptions)	**CTV**	**Databases**	**SNS**	**FinTrac**	**Geoloc.**
Q8.1_1	Protection individual citizen	-0.301	-0.317	-0.279	-0.227	-0.307
Q8.1_2	Protection of community	-0.335	-0.301	-0.272	-0.232	-0.302
Q8.1_3	Source of excitement	0.062	0.065	0.074	0.125	0.080
Q8.1_4	Something to play with	0.045	0.063	0.029	0.066	0.052
Q8.1_5	Cause of discrimination	0.298	0.325	0.323	0.247	0.315
Q8.1_6	Source of stigma	0.314	0.327	0.332	0.236	0.313
Q8.1_7	Violates privacy	0.240	0.311	0.286	0.231	0.309
Q8.1_8	Violates right of control data	0.275	0.335	0.314	0.251	0.308
Q8.1_9	Potential misuse	0.193	0.262	0.245	0.177	0.259
Q8.1_10	Potential misinterpretation	0.211	0.259	0.243	0.188	0.245
Q8.1_11	Limits right of free speech	0.327	0.342	0.375	0.269	0.349
Q8.1_12	Limits right of communication	0.329	0.341	0.348	0.270	0.323
Q8.1_13	Limits right of information	0.297	0.321	0.305	0.254	0.309

Table A34: Correlations by age group – Security vs. usefulness and effectiveness

			Q4.3 Feeling of SECURITY					
			AGE GROUP					
			18-24	25-34	35-44	45-54	54-64	65+
Usefulness for **REDUCTION** of crime	**CCTV**	Q3.1_1	0.306	0.431	0.508	0.550	0.443	0.395
	database	Q3.1_2	0.294	0.404	0.382	0.390	0.396	0.380
	SNS	Q3.1_3	0.365	0.409	0.405	0.465	0.389	0.320
	financialT	Q3.1_4	0.269	0.309	0.331	0.380	0.308	0.248
	geolocat.	Q3.1_5	0.344	0.384	0.433	0.422	0.408	0.341
Usefulness for **DETECTION** of crime	**CCTV**	Q3.2_1	0.307	0.387	0.439	0.480	0.445	0.385
	database	Q3.2_2	0.322	0.412	0.411	0.408	0.406	0.390
	SNS	Q3.2_3	0.363	0.399	0.392	0.427	0.401	0.358
	financialT	Q3.2_4	0.274	0.324	0.273	0.352	0.300	0.307
	geolocat.	Q3.2_5	0.320	0.425	0.387	0.419	0.348	0.389
Usefulness for **PROSECUTION** of crime	**CCTV**	Q3.3_1	0.259	0.364	0.364	0.431	0.391	0.369
	database	Q3.3_2	0.263	0.344	0.369	0.402	0.332	0.342
	SNS	Q3.3_3	0.277	0.332	0.374	0.400	0.336	0.360
	financialT	Q3.3_4	0.197	0.313	0.265	0.401	0.288	0.296
	geolocat.	Q3.3_5	0.334	0.393	0.335	0.375	0.248	0.298
EFFECTIVENESS for protection against crime	**CCTV**	Q5.1.1_1	0.362	0.477	0.544	0.570	0.510	0.426
	database	Q5.1.1_2	0.392	0.483	0.440	0.493	0.451	0.455
	SNS	Q5.1.1_3	0.396	0.436	0.476	0.503	0.435	0.396
	financialT	Q5.1.1_4	0.325	0.337	0.349	0.445	0.394	0.332
	geolocat.	Q5.1.1_5	0.387	0.477	0.463	0.500	0.445	0.425

Table A35: Correlations by age group – Feelings of security, trust and control vs. effectiveness of laws

		AGE GROUP					
		18-24	25-34	35-44	45-54	55-64	65+
		Q4.2 Effectiveness of laws					
Feeling of security	Q4.3	0.451	0.504	0.573	0.567	0.563	0.509
Feeling of control I	Q4.4.1	0.267	0.260	0.319	0.280	0.351	0.293
Feeling of control II	Q4.4.2	0.192	0.171	0.250	0.182	0.256	0.200
Trust I	Q4.5.1	0.448	0.423	0.410	0.458	0.463	0.424
Trust II	Q4.5.2	0.307	0.306	0.337	0.264	0.285	0.282
		Q4.3 Feeling of security					
Feeling of control I	Q4.4.1	0.254	0.278	0.307	0.268	0.234	0.284
Feeling of control II	Q4.4.2	0.230	0.198	0.233	0.188	0.180	0.250
Trust I	Q4.5.1	0.518	0.466	0.457	0.440	0.442	0.466
Trust II	Q4.5.2	0.313	0.407	0.377	0.311	0.284	0.323
		Q4.4.1 Feeling of control I					
Feeling of control II	Q4.4.2	0.592	0.569	0.645	0.683	0.657	0.697
Trust I	Q4.5.1	0.371	0.440	0.475	0.454	0.431	0.473
Trust II	Q4.5.2	0.297	0.293	0.338	0.350	0.367	0.312
		Q4.4.2 Feeling of control II					
Trust I	Q4.5.1	0.243	0.230	0.337	0.285	0.274	0.259
Trust II	Q4.5.2	0.380	0.411	0.444	0.420	0.465	0.409
		Q4.5.1 Feeling of trust I					
Trust II	Q4.5.2	0.477	0.483	0.554	0.519	0.467	0.492

Table A36: Correlations by age group – Security and happiness with surveillance

			Q4.3 Feeling of security					
			AGE GROUP					
			18-24	25-34	35-44	45-54	55-64	65+
Feeling of **HAPPINESS**	**CCTV**	Q5.3_1	-0.423	-0.485	-0.493	-0.574	-0.481	-0.383
	SNS	Q5.3_2	-0.414	-0.460	-0.472	-0.495	-0.446	-0.394
	Database	Q5.3_3	-0.407	-0.489	-0.452	-0.496	-0.455	-0.392
	FinancT	Q5.3_4	-0.306	-0.338	-0.368	-0.425	-0.339	-0.258
	Geoloc.	Q5.3_5	-0.454	-0.495	-0.469	-0.558	-0.485	-0.326
Happiness about **NOT KNOWING**		Q5.4	-0.382	-0.431	-0.492	-0.513	-0.435	-0.380

Table A37: Knowledge of types of surveillance by education level

			Answer = YES				
		Total	**No formal schooling**	**Primary school**	**Secondary school/High school**	**Tertiary education**	**Post-graduate**
Q1_1	**Biometric data**, e.g. analysis of fingerprints, palm prints, facial or body features	74.2%	41.5%	56.6%	67.4%	76.0%	80.9%
Q1_2	**"Suspicious" behaviour**, e.g. automated detection of raised voices, facial or body features	36.6%	26.8%	23.1%	30.4%	38.1%	41.8%
Q1_3	**Data and traffic on the internet**, e.g. Deep Packet/Content inspection	60.0%	31.7%	33.6%	48.9%	62.2%	70.6%
Q1_4	**Databases** containing personal information, e.g. searching state pension databases, or customer databases of private companies	70.7%	41.5%	50.3%	61.7%	72.8%	78.6%
Q1_5	**Online communication**, e.g. social network analysis, monitoring of chat rooms or forums	79.1%	39.0%	42.0%	69.5%	83.0%	87.8%
Q1_6	**Telecommunication**, e.g. monitoring of phone calls or SMS	85.6%	48.8%	58.0%	82.7%	88.5%	88.8%
Q1_7	**Electronic tagging / Radio Frequency Identification** (RFID), e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	62.4%	34.1%	34.3%	55.6%	66.3%	66.5%
Q1_8	**Global Positioning Systems** (GPS), e.g. tracking geolocation of cars or mobile phones	83.2%	46.3%	52.4%	79.7%	85.5%	88.7%
Q1_9	**CCTV cameras**, e.g. in public places, airports or supermarkets	89.7%	73.2%	76.9%	84.8%	90.9%	93.9%
Q1_10	**Financial information**, e.g. tracking of debit/credit card transactions	77.6%	39.0%	55.2%	69.8%	80.6%	84.0%

Q1: Have you heard of the use of any of the below for the purpose of monitoring, observing or tracking of people's behaviour, activities or personal information?
Note: All differences between results in this table are statistically significant (p<.05).

Table A38: Known reasons of surveillance by education level

			Answer = YES				
		Total	No formal schooling	Primary school	Secondary school/High school	Tertiary education	Post-graduate
Q2_1	The reduction of crime	73.5%	58.5%	66.4%	68.2%	76.4%	75.4%
Q2_2	The detection of crime	83.2%	56.1%	65.7%	78.9%	86.0%	86.3%
Q2_3	The prosecution of crime	75.1%	51.2%	61.5%	69.8%	77.4%	79.3%
Q2_4	Control of border-crossings	67.3%	51.2%	66.4%	60.4%	67.7%	74.8%
Q2_5	Control of crowds	59.2%	46.3%	55.2%	53.9%	61.2%	62.5%
Q2_6	Other	19.1%	9.8%	4.9%	12.8%	19.9%	25.7%
Q2_7	I don't know of any reasons.	2.2%	12.2%	7.7%	2.8%	1.6%	1.4%

Q2: What reasons for the setting up of surveillance do you know of?
Note: All differences between results in this table are statistically significant (p<.05).

Table A39: Perceived usefulness of surveillance by education level

		Total		No formal schooling		Primary school	
Q3.1	**the reduction of crime**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
Q3.1_1	CCTV cameras	3.70	1.294	3.88	1.365	3.88	1.253
Q3.1_2	Surveillance using databases containing personal information	2.82	1.328	3.07	1.517	3.07	1.431
Q3.1_3	Surveillance of online social networking	2.90	1.363	3.20	1.658	3.09	1.396
Q3.1_4	Surveillance of financial transactions	3.51	1.316	3.47	1.502	3.79	1.278
Q3.1_5	Geolocation surveillance	3.33	1.381	3.17	1.659	3.51	1.413
Q3.2	**the detection of crime**						
Q3.2_1	CCTV cameras	3.93	1.219	3.84	1.439	4.23	1.112
Q3.2_2	Surveillance using databases containing personal information	3.13	1.355	3.17	1.614	3.41	1.403
Q3.2_3	Surveillance of online social networking	3.18	1.347	3.68	1.517	3.22	1.412
Q3.2_4	Surveillance of financial transactions	3.81	1.216	3.84	1.463	3.96	1.350
Q3.2_5	Geolocation surveillance	3.55	1.354	3.72	1.429	3.81	1.368
Q3.3	**the prosecution of crime**						
Q3.3_1	CCTV cameras	3.92	1.236	4.20	1.270	3.93	1.196
Q3.3_2	Surveillance using databases containing personal information	3.28	1.345	3.36	1.578	3.34	1.441
Q3.3_3	Surveillance of online social networking	3.14	1.363	3.40	1.500	3.17	1.366
Q3.3_4	Surveillance of financial transactions	3.86	1.202	3.44	1.583	3.81	1.261
Q3.3_5	Geolocation surveillance	3.76	1.252	3.48	1.620	3.75	1.356

		Secondary school/High school		Tertiary education		Post-graduate	
Q3.1	**the reduction of crime**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
Q3.1_1	CCTV cameras	3.81	1.275	3.66	1.305	3.65	1.288
Q3.1_2	Surveillance using databases containing personal information	2.92	1.359	2.78	1.319	2.76	1.303
Q3.1_3	Surveillance of online social networking	3.07	1.402	2.85	1.353	2.83	1.334
Q3.1_4	Surveillance of financial transactions	3.58	1.324	3.44	1.312	3.58	1.308
Q3.1_5	Geolocation surveillance	3.47	1.389	3.30	1.381	3.24	1.365
Q3.2	**the detection of crime**						
Q3.2_1	CCTV cameras	3.98	1.222	3.90	1.220	3.91	1.212
Q3.2_2	Surveillance using databases containing personal information	3.28	1.381	3.07	1.344	3.09	1.336
Q3.2_3	Surveillance of online social networking	3.29	1.367	3.14	1.337	3.16	1.331
Q3.2_4	Surveillance of financial transactions	3.78	1.257	3.78	1.211	3.87	1.170
Q3.2_5	Geolocation surveillance	3.66	1.375	3.50	1.352	3.51	1.336
Q3.3	**the prosecution of crime**						
Q3.3_1	CCTV cameras	3.94	1.264	3.89	1.248	3.95	1.192
Q3.3_2	Surveillance using databases containing personal information	3.40	1.349	3.24	1.343	3.24	1.323

Q3.3_3	Surveillance of online social networking	3.31	1.389	3.07	1.356	3.11	1.344
Q3.3_4	Surveillance of financial transactions	3.87	1.224	3.84	1.198	3.94	1.162
Q3.3_5	Geolocation surveillance	3.81	1.291	3.75	1.242	3.75	1.221

Q3: How useful in general do you think the following types of surveillance are for the reduction / detection / prosecution of crime? (1=not at all useful; 5=very useful)
Note: Most differences between results are statistically insignificant.

Table A40: Feelings of security, trust and control by education level

.

		Total		No formal schooling		Primary school	
4.3	**Security (1=very insecure; 5=very secure)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
	How secure does the presence of surveillance measures make you feel	2.78	1.135	3.09	1.466	3.10	1.257
4.4	**Control (1= no control; 7=full control)**						
4.4.1	Control over processing of personal information gathered via government agencies	1.96	1.142	3.14	1.481	2.41	1.492
4.4.2	Control over processing of personal information gathered via private companies	1.99	1.136	2.93	1.466	2.28	1.389
4.5	**Trust (1=no trust; 7=complete trust)**						
4.5.1	Trust into government that they protect personal information	2.26	1.113	2.68	1.600	2.28	1.235
4.5.2	Trust into private companies that they protect personal information	1.76	0.928	2.33	1.398	1.86	0.907

		Secondary school/High school		Tertiary education		Post-graduate	
4.3	**Security (1=very insecure; 5=very secure)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
	How secure does the presence of surveillance measures make you feel	2.86	1.190	2.78	1.113	2.69	1.095
4.4	**Control (1= no control; 7=full control)**						
4.4.1	Control over processing of personal information gathered via government agencies	1.95	1.149	1.95	1.128	1.93	1.086
4.4.2	Control over processing of personal information gathered via private companies	2.01	1.180	1.95	1.099	1.99	1.117
4.5	**Trust (1=no trust; 7=complete trust)**						
4.5.1	Trust into government that they protect personal information	2.22	1.123	2.27	1.095	2.27	1.109
4.5.2	Trust into private companies that they protect personal information	1.87	1.004	1.75	0.907	1.68	0.878

Q4.3: How secure does the presence of surveillance measures make you feel? (1=very insecure, 5=very secure)
Q4.4.1/Q4.4.2: How much control do you think you have over the processing of your personal information gathered via government agencies/private companies? (1=no control, 5=full control)
Q4.5.1/Q4.52: How much do you trust government agencies/private companies that they protect your personal information gathered via surveillance measures? (1=no trust, 5=complete trust)
Note: Differences between results in this table are mostly statistically significant.

Table A41: Happiness with surveillance by education level

		Total		No formal schooling		Primary school	
5.3	**Happy/unhappy with surveillance (1=very happy, 5=very unhappy)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
5.3_1	Feel happy/unhappy about CCTV cameras	2.85	1.123	2.72	1.334	2.78	1.053
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.47	1.105	3.32	1.359	3.31	1.037
5.3_3	Feel happy/unhappy about surveillance using databases	3.60	1.045	3.36	1.255	3.26	1.014
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.11	1.106	3.50	1.103	3.12	0.974
5.3_5	Feel happy/unhappy about geolocation surveillance	3.33	1.104	3.40	1.314	3.11	0.969
5.4	**Feel happy/unhappy about surveillance taking place without noticing**	3.66	1.176	3.37	1.330	3.57	1.114

		Secondary school/High school		Tertiary education		Post-graduate	
5.3	**Happy/unhappy with surveillance (1=very happy, 5=very unhappy)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
5.3_1	Feel happy/unhappy about CCTV cameras	2.75	1.086	2.87	1.135	2.92	1.134
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.33	1.085	3.48	1.102	3.58	1.119
5.3_3	Feel happy/unhappy about surveillance using databases	3.45	1.015	3.62	1.041	3.71	1.057
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.04	1.074	3.13	1.111	3.13	1.137
5.3_5	Feel happy/unhappy about geolocation surveillance	3.17	1.090	3.36	1.103	3.41	1.110
5.4	**Feel happy/unhappy about surveillance taking place without noticing**	3.50	1.192	3.68	1.170	3.79	1.167

Q5.3: How happy or unhappy do you feel about the following types of surveillance? […}
Q5.4: Surveillance may take place without people knowing about it. How do you feel about this?
Note: Differences between results in this table are mostly statistically significant.

Table A42: Perceptions of privacy by education level

		Total		No formal schooling		Primary school	
5.1.2	**Privacy (1=disagree; 7=agree)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
5.1.2_1	CCTV has a negative impact on one's privacy	3.82	2.165	4.09	2.374	3.67	2.208
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.58	2.094	4.52	2.242	4.18	2.184
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.45	2.188	4.35	2.365	3.68	2.258
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.01	2.134	4.07	2.292	3.68	2.287
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.38	2.179	4.28	2.151	3.79	2.278

		Secondary school/High school		Tertiary education		Post-graduate	
5.1.2	**Privacy (1=disagree; 7=agree)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
5.1.2_1	CCTV has a negative impact on one's privacy	3.59	2.181	3.81	2.135	4.00	2.171
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.19	2.146	4.60	2.091	4.87	1.996
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.20	2.225	4.46	2.182	4.67	2.128
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	3.83	2.174	3.97	2.110	4.24	2.103
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.06	2.224	4.40	2.162	4.65	2.127

Q5.1.2: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).
Note: Differences between results in this table are mostly statistically significant.

Table A43a: Social costs by education level – Attitudes and perceptions

Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	Total		No formal schooling		Primary school	
		Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	4.28	1.959	4.82	2.019	4.66	2.172
Q8.1.2	Surveillance provides protection of the community	4.66	1.885	4.93	1.960	4.90	2.084
Q8.1.3	Surveillance can be a source of personal excitement	3.62	2.311	4.42	2.388	3.64	2.429
Q8.1.4	Surveillance can be something to play with	3.32	2.474	4.40	2.517	3.31	2.466
Q8.1.5	Surveillance may cause discrimination towards specific groups of society	5.07	2.073	4.92	1.976	5.03	2.181
Q8.1.6	Surveillance may be a source of stigma	5.12	1.965	5.42	1.805	4.71	2.245
Q8.1.7	Surveillance may violate a person's privacy	5.89	1.688	5.24	1.943	5.48	2.093
Q8.1.8	Surveillance may violate citizens' right to control whether information about them is used	5.66	1.755	4.96	2.150	5.27	2.081
Q8.1.9	There is a potential that information gathered via surveillance could be intentionally misused	5.99	1.531	5.48	2.002	5.58	1.989
Q8.1.10	There is a potential that information gathered via surveillance could be misinterpreted	5.96	1.477	5.46	1.726	5.68	1.869
Q8.1.11	Surveillance may limit a citizen’s right of expression and free speech	5.12	2.064	5.38	1.722	4.88	2.262
Q8.1.12	Surveillance may limit a citizen's right of communication	5.04	2.072	5.00	2.166	4.79	2.211
Q8.1.13	Surveillance may limit a citizen's right of information	4.81	2.117	5.36	1.846	4.57	2.300

Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	Secondary school/High school		Tertiary education		Post-graduate	
		Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	4.41	2.056	4.26	1.931	4.17	1.903
Q8.1.2	Surveillance provides protection of the community	4.76	1.966	4.65	1.866	4.58	1.820
Q8.1.3	Surveillance can be a source of personal excitement	3.63	2.312	3.53	2.283	3.74	2.346

Q8.1.4	Surveillance can be something to play with	3.43	2.484	3.31	2.484	3.25	2.449
Q8.1.5	Surveillance may cause discrimination towards specific groups of society	4.72	2.179	5.09	2.055	5.31	1.983
Q8.1.6	Surveillance may be a source of stigma	4.84	2.032	5.15	1.937	5.28	1.926
Q8.1.7	Surveillance may violate a person's privacy	5.61	1.917	5.95	1.622	6.05	1.529
Q8.1.8	Surveillance may violate citizens' right to control whether information about them is used	5.35	1.886	5.71	1.727	5.86	1.629
Q8.1.9	There is a potential that information gathered via surveillance could be intentionally misused	5.75	1.727	6.04	1.476	6.14	1.378
Q8.1.10	There is a potential that information gathered via surveillance could be misinterpreted	5.69	1.671	6.01	1.432	6.12	1.318
Q8.1.11	Surveillance may limit a citizen’s right of expression and free speech	4.87	2.167	5.15	2.046	5.27	1.992
Q8.1.12	Surveillance may limit a citizen's right of communication	4.70	2.194	5.12	2.052	5.16	1.973
Q8.1.13	Surveillance may limit a citizen's right of information	4.55	2.177	4.91	2.092	4.82	2.099

Q8.1: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).
Note: Differences between results in this table are mostly statistically significant (with the exception of Q8.1.2, Q8.1.3 and Q8.1.4 where no significant differences occurred).

Table A43b: Social costs by educational level – Behavioural changes

Q8.2	Changes of personal behaviour (1=disagree; 7=agree)	Total		No formal schooling		Primary school	
		Mean	STD	Mean	STD	Mean	STD
Q8.2.1	I have restricted my activities or the way I behave	2.82	2.128	3.12	2.389	2.50	2.218
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.37	1.946	2.56	2.225	2.02	1.794
Q8.2.3	I have taken defensive measures (hiding face, faking data, incapacitating surveillance device)	2.07	1.814	2.33	2.130	1.78	1.716
Q8.2.4	I have made fun of it	2.42	2.039	2.30	1.964	1.98	1.859
Q8.2.5	I have filed a complaint with the respective authorities	1.77	1.604	2.44	2.063	1.73	1.554
Q8.2.6	I have informed the media	1.69	1.471	1.96	1.837	1.58	1.358
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.90	1.716	2.41	2.117	1.76	1.580
Q8.2.8	have kept myself informed about technical possibilities to protect my personal data	3.97	2.245	3.16	2.322	2.68	2.290
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.48	2.432	3.77	2.438	3.19	2.542

Q8.2	Changes of personal behaviour (1=disagree; 7=agree)	Secondary school/High school		Tertiary education		Post-graduate	
		Mean	STD	Mean	STD	Mean	STD
Q8.2.1	I have restricted my activities or the way I behave	2.52	2.013	2.89	2.141	2.98	2.164
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.33	1.951	2.41	1.940	2.37	1.963
Q8.2.3	I have taken defensive measures (hiding face, faking data, incapacitating surveillance device)	1.96	1.741	2.10	1.828	2.10	1.847
Q8.2.4	I have made fun of it	2.24	1.934	2.49	2.055	2.54	2.120
Q8.2.5	I have filed a complaint with the respective authorities	1.72	1.528	1.75	1.569	1.82	1.698
Q8.2.6	I have informed the media	1.64	1.415	1.70	1.470	1.71	1.499

Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.82	1.639	1.90	1.703	1.96	1.796
Q8.2.8	have kept myself informed about technical possibilities to protect my personal data	3.63	2.282	4.12	2.198	4.15	2.222
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.02	2.477	4.67	2.390	4.62	2.372

Q8.2: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).
Note: Statistically significant differences between education levels could only be found for Q8.2.1, Q8.2.4, Q8.2.8 and Q8.2.9).

Table A44: Perceived usefulness of surveillance by living / not living in an area with increased security risks

		Total		Living in area with increased security risks: YES		NO	
Q3.1	**the reduction of crime**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
Q3.1_1	CCTV cameras	3.70	1.294	3.80	1.325	3.66*	1.295
Q3.1_2	Surveillance using databases containing personal information	2.82	1.328	3.03	1.372	2.74*	1.305
Q3.1_3	Surveillance of online social networking	2.90	1.363	3.15	1.388	2.79*	1.352
Q3.1_4	Surveillance of financial transactions	3.51	1.316	3.61	1.328	3.48*	1.321
Q3.1_5	Geolocation surveillance	3.33	1.381	3.54	1.347	3.26*	1.392
Q3.2	**the detection of crime**						
Q3.2_1	CCTV cameras	3.93	1.219	3.99	1.247	3.90	1.221
Q3.2_2	Surveillance using databases containing personal information	3.13	1.355	3.43	1.336	3.03*	1.350
Q3.2_3	Surveillance of online social networking	3.18	1.347	3.47	1.327	3.08*	1.345
Q3.2_4	Surveillance of financial transactions	3.81	1.216	3.92	1.203	3.79*	1.216
Q3.2_5	Geolocation surveillance	3.55	1.354	3.80	1.303	3.47*	1.366
Q3.3	**the prosecution of crime**						
Q3.3_1	CCTV cameras	3.92	1.236	3.94	1.329	3.91	1.222
Q3.3_2	Surveillance using databases containing personal information	3.28	1.345	3.54	1.334	3.20*	1.344
Q3.3_3	Surveillance of online social networking	3.14	1.363	3.35	1.398	3.06*	1.361
Q3.3_4	Surveillance of financial transactions	3.86	1.202	3.95	1.216	3.87	1.194
Q3.3_5	Geolocation surveillance	3.76	1.252	3.90	1.229	3.73*	1.259

Q3: How useful in general do you think the following types of surveillance are for the reduction / detection / prosecution of crime? (1=not at all useful; 5=very useful)

Note: Results in this table marked with an asterisk (*) signify that the results between respondents living in an area with increased security risks and respondents not living in such area are statistically significantly different (p<.05). Other differences between these two categories of responses are not statistically significant.

Table A45: Feelings of security, control and trust by living / not living in an area with increased security risks

				Living in area with increased security risks			
4.3	**Security (1=very insecure; 5=very secure)**	**Total**		**YES**		**NO**	
	How secure does the presence of surveillance measures make you feel	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
4.4	**Control (1= no control; 5=full control)**	2.78	1.135	2.79	1.234	2.78	1.104
4.4.1	Control over processing of personal information gathered via government agencies						
4.4.2	Control over processing of personal information gathered via private companies	1.96	1.142	1.99	1.165	1.94	1.127
4.5	**Trust (1=no trust; 5=complete trust)**	1.99	1.136	2.02	1.179	1.96	1.123
4.5.1	Trust into government that they protect personal information						
4.5.2	Trust into private companies that they protect personal information	2.26	1.113	2.24	1.136	2.28	1.109

_____

Q4.3: How secure does the presence of surveillance measures make you feel? (1=very insecure, 5=very secure)
Q4.4.1/Q4.4.2: How much control do you think you have over the processing of your personal information gathered via government agencies/private companies? (1=no control, 5=full control)
Q4.5.1/Q4.52: How much do you trust government agencies/private companies that they protect your personal information gathered via surveillance measures? (1=no trust, 5=complete trust)
Note: Results in this table marked with an asterisk (*) signify that the results between respondents living in an area with increased security risks and respondents not living in such area are statistically significantly different (p<.05). Other differences between these two categories of responses are not statistically significant.

Table A46: Happiness with surveillance by living / not living in an area with increased security risks

		Total		Living in area with increased security risks: YES		Living in area with increased security risks: NO	
5.3	**Happy/unhappy with surveillance (1=very happy, 5=very unhappy)**	**Mean**	**STD**	**Mean**	**STD**	**Mean**	**STD**
5.3_1	Feel happy/unhappy about CCTV cameras	2.85	1.123	2.81	1.179	2.89	1.122
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.47	1.105	3.34	1.181	3.54*	1.087
5.3_3	Feel happy/unhappy about surveillance using databases	3.60	1.045	3.50	1.115	3.65*	1.033
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.11	1.106	3.03	1.165	3.14*	1.103
5.3_5	Feel happy/unhappy about geolocation surveillance	3.33	1.104	3.22	1.134	3.38*	1.108
5.4	**Feel happy/unhappy about surveillance taking place without noticing**	3.66	1.176	3.60	1.245	3.7*	1.165

Q5.3: How happy or unhappy do you feel about the following types of surveillance? […}
Q5.4: Surveillance may take place without people knowing about it. How do you feel about this?
Note: Results in this table marked with an asterisk (*) signify that the results between respondents living in an area with increased security risks and respondents not living in such area are statistically significantly different (p<.05). Other differences between these two categories of responses are not statistically significant.

Table A47: Perceptions of privacy by living / not living in an area with increased security risks

		Total		Living in area with increased security risks: YES		NO	
		Mean	STD	Mean	STD	Mean	STD
5.1.2_1	CCTV has a negative impact on one's privacy	3.82	2.165	3.68	2.166	3.9*	2.168
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.58	2.094	4.50	2.109	4.64	2.099
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.45	2.188	4.36	2.193	4.51	2.201
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.01	2.134	4.05	2.158	4.01	2.147
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.38	2.179	4.22	2.190	4.45*	2.191

Q5.1.2: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).
Note: Results in this table marked with an asterisk (*) signify that the results between respondents living in an area with increased security risks and respondents not living in such area are statistically significantly different (p<.05). Other differences between these two categories of responses are not statistically significant.

Table A48: Beliefs about economic costs of surveillance by living / not living in an area with increased security risks

		Living in area with increased security risks	
Q6.2	**Total**	**YES**	**NO**
far too little	5.3%	8.7%	4.5%*
too little	18.1%	21.3%	17.6%*
just right	12.4%	14.2%	12.2%
too much	8.6%	9.2%	9.2%
far too much	8.4%	12.1%	7.9%*
I don't know	46.1%	33.7%	48.1%*
No answer	1.0%	0.7%	0.5%

Q6.2: In your opinion is the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in your country: […]
Note: Results in this table marked with an asterisk (*) signify that the results between respondents living in an area with increased security risks and respondents not living in such area are statistically significantly different (p<.05). Other differences between these two categories of responses are not statistically significant.

Table A49a: Social costs by living / not living in an area with increased security risks – Attitudes and perceptions

				Living in an area with increased security risks			
		Total		YES		NO	
Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	4.28	1.959	4.51	1.958	4.22*	1.970
Q8.1.2	Surveillance provides protection of the community	4.66	1.885	4.84	1.849	4.62*	1.904
Q8.1.3	Surveillance can be a source of personal excitement	3.62	2.311	3.84	2.239	3.54*	2.330
Q8.1.4	Surveillance can be something to play with	3.32	2.474	3.33	2.421	3.28	2.498
Q8.1.5	Surveillance may cause discrimination towards specific groups of society	5.07	2.073	4.81	2.129	5.18*	2.063
Q8.1.6	Surveillance may be a source of stigma	5.12	1.965	4.89	2.004	5.19*	1.957
Q8.1.7	Surveillance may violate a person's privacy	5.89	1.688	5.62	1.857	5.98*	1.633
Q8.1.8	Surveillance may violate citizens' right to control whether information about them is used	5.66	1.755	5.40	1.873	5.74*	1.732
Q8.1.9	There is a potential that information gathered via surveillance could be intentionally misused	5.99	1.531	5.89	1.564	6.02*	1.535
Q8.1.10	There is a potential that information gathered via surveillance could be misinterpreted	5.96	1.477	5.81	1.568	6.02*	1.453
Q8.1.11	Surveillance may limit a citizen's right of expression and free speech	5.12	2.064	4.99	2.066	5.16*	2.081
Q8.1.12	Surveillance may limit a citizen's right of communication	5.04	2.072	4.77	2.142	5.13*	2.057
Q8.1.13	Surveillance may limit a citizen's right of information	4.81	2.117	4.48	2.141	4.9*	2.119

Q8.1: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).

Note: Results in this table marked with an asterisk (*) signify that the results between respondents living in an area with increased security risks and respondents not living in such area are statistically significantly different (p<.05). Other differences between these two categories of responses are not statistically significant.

Table A49b: Social costs by living / not living in an area with increased security risks – Behavioural changes

Q8.2	Changes of personal behaviour (1=disagree; 7=agree)	Total		Living in an area with increased security risks: YES		NO	
Q8.2.1	I have restricted my activities or the way I behave	2.82	2.128	2.94	2.217	2.84	2.125
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.37	1.946	2.57	2.066	2.34*	1.925
Q8.2.3	I have taken defensive measures (hiding face, faking data, incapacitating surveillance device)	2.07	1.814	2.29	2.005	2.03*	1.788
Q8.2.4	I have made fun of it	2.42	2.039	2.45	2.062	2.49	2.071
Q8.2.5	I have filed a complaint with the respective authorities	1.77	1.604	2.02	1.792	1.72*	1.564
Q8.2.6	I have informed the media	1.69	1.471	1.89	1.671	1.64*	1.429
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.90	1.716	2.04	1.823	1.89*	1.719
Q8.2.8	have kept myself informed about technical possibilities to protect my personal data	3.97	2.245	4.19	2.217	4.01	2.243
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.48	2.432	4.45	2.456	4.54	2.425

Q8.2: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).

Note: Results in this table marked with an asterisk (*) signify that the results between respondents living in an area with increased security risks and respondents not living in such area are statistically significantly different (p<.05). Other differences between these two categories of responses are not statistically significant.

Table B1: Knowledge of types of surveillance by country

		Answer = YES												
		Austria	**Bulgaria**	**Czech Rep.**	**Germany**	**Italy**	**Malta**	**Netherl.**	**Romania**	**Slovakia**	**Slovenia**	**Spain**	**Sweden**	**UK**
Q1_1	**Biometric data**, e.g. analysis of fingerprints, palm prints, facial or body features	92%	62%	76%	87%	74%	86%	71%	62%	53%	69%	68%	66%	84%
Q1_2	**"Suspicious" behaviour**, e.g. automated detection of raised voices, facial or body features	50%	30%	28%	38%	43%	37%	38%	32%	31%	32%	36%	28%	42%
Q1_3	**Data and traffic on the internet**, e.g. Deep Packet/Content inspection	89%	48%	40%	81%	71%	59%	59%	45%	26%	48%	61%	68%	60%
Q1_4	**Databases** containing personal information, e.g. searching state pension databases, or customer databases of private companies	88%	65%	54%	77%	74%	82%	71%	63%	41%	64%	74%	75%	84%
Q1_5	**Online communication**, e.g. social network analysis, monitoring of chat rooms or forums	96%	68%	68%	90%	79%	86%	79%	57%	53%	80%	75%	87%	91%
Q1_6	**Telecommunication**, e.g. monitoring of phone calls or SMS	98%	59%	84%	94%	89%	92%	87%	79%	61%	89%	80%	87%	93%
Q1_7	**Electronic tagging / Radio Frequency Identification** (RFID), e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	91%	48%	49%	84%	67%	61%	79%	51%	31%	41%	51%	41%	81%

Q1_8	**Global Positioning Systems** (GPS), e.g. tracking geolocation of cars or mobile phones	97%	72%	78%	92%	83%	84%	86%	80%	60%	76%	79%	82%	90%
Q1_9	**CCTV cameras**, e.g. in public places, airports or supermarkets	99%	92%	90%	96%	97%	96%	94%	79%	66%	78%	88%	95%	98%
Q1_10	**Financial information**, e.g. tracking of debit/credit card transactions	92%	68%	68%	86%	94%	83%	75%	66%	53%	81%	69%	71%	90%

Q1: Have you heard of the use of any of the below for the purpose of monitoring, observing or tracking of people's behaviour, activities or personal information?
Note: Differences between results in this table are mostly statistically significant (p<.05).

Table B2: Feelings of security, control and trust by country

		Austria	Bulgaria	Czech Rep	Germany	Italy	Malta	Netherl.	Romania	Slovakia	Slovenia	Spain	Sweden	UK
4.3	**Security** (1=very insecure; 5=very secure)													
	How secure does the presence of surveillance measures make you feel?	2.25	2.76	2.86	2.39	2.87	3.08	2.98	3.07	1.95	2.57	3.07	2.66	2.97
4.4	**Control** (1= no control; 5=full control)													
4.4.1	How much control do you think you have over the processing of personal information gathered by government agencies via surveillance measures?	1.62	1.87	1.66	1.65	1.92	1.76	1.71	1.9	1.67	1.53	3.37	1.9	1.65
4.4.2	How much control do you think you have over the processing of personal information gathered by private companies via surveillance measures?	1.54	1.8	1.51	1.5	1.85	1.87	1.85	2.09	1.72	1.75	3.38	1.48	1.75
4.5	**Trust (1=no trust; 5=complete trust)**													
4.5.1	How much do you trust government agencies that they protect your personal information gathered via surveillance measures?	2.07	1.95	2.27	2.08	2.34	2.18	2.43	2.16	1.79	2.28	2.44	2.53	2.13
4.5.2	How much do you trust private companies that they protect your personal information gathered via surveillance measures?	1.43	1.76	1.52	1.42	1.67	1.87	1.85	2.25	1.71	1.73	2	1.61	1.53

Q4.3: How secure does the presence of surveillance measures make you feel? (1=very insecure, 5=very secure)

Q4.4.1/Q4.4.2: How much control do you think you have over the processing of your personal information gathered via government agencies/private companies? (1=no control, 5=full control)
Q4.5.1/Q4.52: How much do you trust government agencies/private companies that they protect your personal information gathered via surveillance measures? (1=no trust, 5=complete trust)
Note: Differences between results in this table are mostly statistically significant (p<.05).

Table B3: Happiness with surveillance by country

		Mean results (1=very happy; 5=very unhappy)												
		Austria	**Bulgaria**	**Czech Rep**	**Germany**	**Italy**	**Malta**	**Netherl.**	**Romania**	**Slovakia**	**Slovenia**	**Spain**	**Sweden**	**UK**
5.3_1	Feel happy/unhappy about CCTV cameras	3.56	2.93	2.72	3.52	2.59	2.46	2.61	2.53	3.42	3.09	2.89	2.73	2.4
5.3_2	Feel happy/unhappy about surveillance of online social networks	4.09	3.5	3.35	4.03	3.41	3.33	3.38	3.22	3.49	3.43	3.3	3.71	3.05
5.3_3	Feel happy/unhappy about surveillance using databases containing personal information	4.19	3.48	3.45	4.08	3.48	3.61	3.57	3.27	3.64	3.55	3.44	3.75	3.37
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.5	3.23	2.96	3.42	2.7	3.17	3.12	2.95	3.36	3.13	3.14	3.17	3.02
5.3_5	Feel happy/unhappy about geolocation surveillance	4.04	3.34	3.26	3.93	2.94	3.18	3.18	2.99	3.37	3.47	3.2	3.45	2.95
5.4	Feel happy/unhappy about surveillance taking place without noticing	4.17	3.73	3.63	4.18	3.51	3.74	3.44	3.45	4.03	3.7	3.62	3.65	3.18

Q5.3: How happy or unhappy do you feel about the following types of surveillance? […}
Q5.4: Surveillance may take place without people knowing about it. How do you feel about this?
Note: Differences between results in this table are mostly statistically significant (p<.05).

Table B4: Perceptions of privacy by country

		Mean results (1=disagree; 7=agree)												
		Austria	**Bulgaria**	**Czech Rep.**	**Germany**	**Italy**	**Malta**	**Netherl.**	**Romania**	**Slovakia**	**Slovenia**	**Spain**	**Sweden**	**UK**
5.1.2_1	CCTV has a negative impact on one's privacy	4.65	3.43	3.91	4.38	3.43	3.63	3.75	3.47	3.18	3.83	4.18	3.03	3.53
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	5.33	4.16	4.46	5.08	4.44	4.82	4.7	4.04	4.00	4.39	4.72	4.02	4.31
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	5.2	4.23	4.29	4.84	4.33	4.55	4.38	3.89	3.88	4.48	4.64	3.89	4.08
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.29	3.98	4.03	4.05	3.77	4.46	4.25	3.75	3.69	4.01	4.06	3.3	3.92
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	5.24	4.14	4.51	4.79	4.05	4.56	4.23	3.81	3.88	4.44	4.47	3.76	3.94

Q5.1.2: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).
Note: Differences between results in this table are mostly statistically significant (p<.05).

Table B5: Awareness of CCTV by country

Q5.2.1	Which of the following best describes you?	Austria	Bulgaria	Czech Rep.	Germany	Italy	Malta	Netherl.	Romania	Slovakia	Slovenia	Spain	Sweden	UK
	Unanswered	0.00%	0.50%	0.50%	0.00%	0.00%	1.20%	0.00%	0.50%	1.50%	0.50%	1.40%	0.60%	0.00%
	I never notice CCTV cameras	0.7%*	3.50%	10.50%	2.80%	4.50%	2.3%*	3.40%	12.5%*	7.50%	11%*	6.80%	6.50%	1.2%*
	I rarely notice CCTV cameras	11.90%	19.00%	28.5%*	17.20%	21.00%	10.4%*	18.60%	27%*	23.00%	23.00%	15.20%	21.80%	13.60%
	I sometimes notice CCTV cameras	37.80%	35.00%	31.50%	36.40%	36.00%	36.50%	45.4%*	31.00%	30.00%	35.00%	33.00%	31.80%	33.60%
	I often notice CCTV cameras	42.2%*	32.00%	24.00%	36.00%	28.50%	37.70%	28.60%	16.5%*	25.00%	24.50%	31.00%	35.90%	38.8%*
	I always notice CCTV cameras	7.40%	9.00%	3%*	6.80%	8.50%	11.20%	3.7%*	6.50%	10.50%	4.00%	11.60%	1.8%*	12.8%*
	I don't know	0.00%	1.00%	2.00%	0.80%	1.50%	0.80%	0.30%	6%*	2.50%	2.00%	1.00%	1.80%	0.00%

Q5.2.1: Which of the following best describes you?
Note: Results in this table marked with an asterisk (*) show a statistically significant difference (p<.05) from all other countries; for all other results the respective tests did not show a statistically significant difference between countries.

Table B6: Beliefs about surveillance taking place by country

.

Q5.2.2 In your opinion, how often do the following types of surveillance take place in the country where you live?

Surveillance via CCTV cameras	**Austria**	**Bulgaria**	**Czech Rep.**	**Germany**	**Italy**	**Malta**	**Netherl.**	**Romania**	**Slovakia**	**Slovenia**	**Spain**	**Sweden**	**UK**
Unanswered	1.50%	0.00%	0.50%	2.00%	0.00%	1.50%	0.00%	2.50%	29.00%	2.00%	2.20%	1.80%	0.00%
Never happens	0.00%	0.00%	0.00%	0.00%	0.00%	0.40%	0.00%	0.50%	0.50%	1.00%	0.20%	0.00%	0.00%
Rarely happens	1.50%	3.00%	1.50%	0.80%	3.50%	2.70%	1.70%	7.5%*	5.00%	7%*	2.00%	5.9%*	0.4%*
Sometimes happens	17.00%	17.50%	18.00%	18.80%	15.50%	26.20%	13.1%*	30%*	17.50%	24.00%	16.00%	32.4%*	3.2%*
Often happens	52.60%	47.50%	41.50%	47.60%	62%*	46.20%	42.60%	25%*	28.5%*	38.50%	48%*	44.70%	14.4%*
Happens all the time	26.70%	25.00%	33.50%	27.60%	15.5%*	18.5%*	34.6%*	20.00%	12%*	15.5%*	21.2%*	10%*	78.4%*
I don't know	0.7%*	7.00%	5.00%	3.2%*	3.50%	4.60%	8.00%	14.50%	7.50%	12%*	10.4%*	5.30%	3.60%
Surveillance of online social networks	**Austria**	**Bulgaria**	**Czech Rep.**	**Germany**	**Italy**	**Malta**	**Netherl.**	**Romania**	**Slovakia**	**Slovenia**	**Spain**	**Sweden**	**UK**
Unanswered	0.00%	0.50%	0.50%	1.20%	0.00%	1.90%	0.60%	3.00%	37.50%	1.00%	2.00%	1.80%	0.40%
Never happens	0.00%	1.50%	1.00%	0.40%	1.00%	1.90%	0.60%	0.00%	1.00%	0.50%	0.60%	0.00%	0.40%
Rarely happens	15.6%*	9.00%	13.50%	14.4%*	15%*	12.70%	5.1%*	13.00%	10.50%	12.50%	5.2%*	13.50%	3.2%*
Sometimes happens	18.50%	24.00%	23.50%	21.60%	25.00%	27.30%	24.30%	21.50%	16.50%	27.00%	18.40%	21.80%	13.2%*
Often happens	26.70%	23.50%	22.00%	28.00%	25.50%	18.1%*	28.60%	18%*	14%*	24.50%	34%*	20.60%	30.40%
Happens all the time	17.00%	7.5%*	11.00%	19.2%*	10.50%	6.2%*	19.4%*	13.50%	4%*	7.5%*	12.20%	11.80%	34.8%*
I don't know	22.20%	34%*	28.50%	15.2%*	23.00%	31.9%*	21.40%	31.00%	16.5%*	27.00%	27.60%	30.60%	17.6%*
Surveillance using databases containing personal information	**Austria**	**Bulgaria**	**Czech Rep.**	**Germany**	**Italy**	**Malta**	**Netherl.**	**Romania**	**Slovakia**	**Slovenia**	**Spain**	**Sweden**	**UK**
Unanswered	0.00%	0.00%	0.50%	1.60%	0.50%	1.50%	0.00%	2.00%	37.5%*	2.00%	2.00%	2.40%	0.40%
Never happens	0.70%	2.50%	0.50%	0.00%	0.00%	1.50%	0.30%	3.00%	0.00%	0.50%	0.60%	0.60%	0.40%
Rarely happens	6.70%	5.00%	7.00%	7.60%	7.00%	10.4%*	5.70%	6.00%	7.50%	10.5%*	5.60%	9.40%	1.6%*
Sometimes happens	25.90%	23.50%	24.00%	17.60%	21.50%	25.80%	23.40%	22.50%	12.5%*	23.00%	19.00%	16.50%	11.6%*
Often happens	32.60%	25.00%	27.50%	32.40%	42.50%	18.8%*	27.40%	21.50%	21.50%	29.50%	31.60%	22.90%	24.00%
Happens all the time	17.80%	12.50%	12.50%	20.4%*	6%*	7.3%*	18.30%	17.00%	7.5%*	9%*	12.00%	12.40%	40.8%*

I don't know	16.3%*	31.50%	28.00%	20.40%	22.50%	34.6%*	24.90%	28.00%	13.5%*	25.50%	29.20%	35.9%*	21.20%
Surveillance of financial transactions	**Austria**	**Bulgaria**	**Czech Rep.**	**Germany**	**Italy**	**Malta**	**Netherl.**	**Romania**	**Slovakia**	**Slovenia**	**Spain**	**Sweden**	**UK**
Unanswered	0.00%	0.00%	1.00%	0.80%	0.00%	1.50%	0.30%	1.00%	36%*	1.00%	2.20%	1.80%	0.00%
Never happens	0.70%	2.50%	0.00%	0.00%	1.50%	1.50%	0.00%	1.00%	0.50%	0.50%	1.80%	1.20%	0.00%
Rarely happens	19.3%*	7.50%	9.50%	10.80%	14%*	9.60%	6.00%	6.00%	9.00%	11.50%	9.00%	10.00%	4%*
Sometimes happens	23.70%	20.50%	32.5%*	20.40%	22.00%	20.40%	25.40%	27.00%	14.50%	20.50%	19.60%	14.70%	12%*
Often happens	20.00%	23.00%	23.00%	32.40%	35.5%*	24.6%*	26.9%*	22.50%	20.50%	28.50%	25%*	25.90%	28.00%
Happens all the time	21.50%	18.00%	13.50%	19.60%	13.00%	11.90%	17.40%	14.00%	7.5%*	15.00%	12.8*	18.80%	36.8%*
I don't know	14.80%	28.50%	20.50%	16%*	14%*	30.4%*	24.00%	28.50%	12%*	23.00%	29.6%*	27.60%	19.20%
Geolocation surveillance	**Austria**	**Bulgaria**	**Czech Rep.**	**Germany**	**Italy**	**Malta**	**Netherl.**	**Romania**	**Slovakia**	**Slovenia**	**Spain**	**Sweden**	**UK**
Unanswered	0.00%	0.00%	0.50%	0.80%	0.00%	1.90%	0.60%	2.00%	36.5%*	1.00%	1.80%	2.40%	0.40%
Never happens	0.70%	2.00%	1.00%	1.20%	1.00%	5%*	0.30%	2.50%	2.00%	1.00%	0.60%	1.20%	0.00%
Rarely happens	10.40%	13.00%	12.00%	10.40%	9.00%	16.5%*	7.1%*	12.50%	9.50%	16.5%*	10.80%	13.50%	4.4%*
Sometimes happens	25.20%	22.50%	30.00%	26.80%	30.50%	27.30%	30.00%	23.00%	16%*	30.50%	25.00%	21.80%	10.4%*
Often happens	28.10%	23.00%	27.00%	28.00%	33.00%	10.8%*	25.40%	22.00%	16.50%	16.00%	23.60%	15.90%	26.80%
Happens all the time	20%*	7%*	9.50%	19.6%*	5.5%*	5%*	14.60%	12.00%	4%*	9.00%	7.2%*	9.40%	37.2%*
I don't know	15.6%*	32.5%*	20.00%	13.2%*	21.00%	33.5%*	22.00%	26.00%	15.5%*	26.00%	31%*	35.9%*	20.80%

Q5.2.2: In your opinion, how often do the following types of surveillance take place in the country where you live?
Note: Results in this table marked with an asterisk (*) show a statistically significant difference (p<.05) from all other countries; for all other results the respective tests did not show a statistically significant difference between countries.

Table B7: Beliefs about economic costs of surveillance by country

Q6.2	Austria	Bulgaria	Czech Rep.	Germany	Italy	Malta	Netherl.	Romania	Slovakia	Slovenia	Spain	Sweden	UK
far too little	5.2%	7.0%	2.5%	2.8%	5.0%	8.8%	0.9%	7.5%	7.0%	10.0%	5.0%	2.9%	5.6%
too little	8.1%	26.0%	16.5%	14.0%	29.0%	23.8%	14.3%	20.0%	12.5%	27.5%	17.6%	11.2%	20.8%
just right	8.1%	10.0%	21.0%	10.8%	16.5%	7.3%	10.0%	13.5%	15.0%	12.0%	14.0%	10.0%	10.4%
too much	14.1%	12.5%	2.5%	14.0%	6.5%	1.9%	8.3%	8.5%	11.0%	10.0%	4.6%	3.5%	11.6%
far too much	11.1%	11.5%	2.5%	13.2%	3.0%	1.2%	4.0%	8.0%	20.5%	3.0%	7.2%	17.1%	9.2%
I don't know	52.6%	32.5%	54.5%	44.8%	39.0%	55.8%	62.0%	41.0%	33.0%	37.0%	49.6%	52.9%	42.0%
No answer	0.7%	0.5%	0.5%	0.4%	1.0%	1.2%	0.6%	1.5%	1.0%	0.5%	2.0%	2.4%	0.4%

Q6.2: In your opinion is the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in your country: […]
Note: Results in this table marked with an asterisk (*) show a statistically significant difference (p<.05) from all other countries; for all other results the respective tests did not show a statistically significant difference between countries.

Table B8a: Social costs by country – Attitudes and perceptions

Q8.1	Attitudes& perceptions (1=disagree; 7=agree)	Austria	Bulgaria	Czech Rep.	Germany	Italy	Malta	Netherl.	Romania	Slovakia	Slovenia	Spain	Sweden	UK
Q8.1_1	Surveillance provides protection to the individual citizen	3.33	4.37	4.36	3.32	4.66	5.19	4.32	4.67	4.21	3.91	4.39	4.18	4.69
Q8.1_2	Surveillance provides protection of the community	3.42	4.86	4.18	3.64	4.94	5.51	4.96	5.21	4.47	4.16	4.86	4.62	5.29
Q8.1_3	Surveillance can be a source of personal excitement	3.22	4.77	3.75	2.91	3.05	3.51	3.99	3.19	4.53	5.91	3.13	3.54	3.34
Q8.1_4	Surveillance can be something to play with	3.03	2.39	3.91	2.9	2.74	3.88	3.18	3.45	5.4	3.43	3.56	2.24	3.1
Q8.1_5	Surveillance may cause discrimination	6.05	4.82	4.68	6.13	4.7	4.69	4.96	4.36	4.44	5.61	4.86	5.63	4.71
Q8.1_6	Surveillance may be a source of stigma	6.11	4.54	4.89	6.23	4.6	4.53	5.06	4.18	4.6	5.57	4.98	5.55	4.93
Q8.1_7	Surveillance may violate a person's privacy	6.75	5.68	6.3	6.6	5.21	5.81	5.98	5.08	5.72	6.04	5.46	5.99	5.68
Q8.1_8	Violation of citizens' right to control of information use	6.52	5.46	5.84	6.39	4.84	5.63	5.63	4.8	5.42	5.71	5.35	5.77	5.54
Q8.1_9	Potential that information could be intentionally misused	6.57	6.01	6.37	6.4	5.66	6.04	5.82	5.32	6.17	6.41	5.61	6.14	5.99
Q8.1_10	Potential that information could be misinterpreted	6.63	5.81	6.08	6.47	5.45	5.94	5.94	5.28	5.96	6.29	5.62	6.23	6.03

Q8.1_11	Limiting a citizen's right of expression and free speech	6.12	4.69	5.05	6.11	4.42	4.95	4.78	4.54	5.37	5.49	4.94	5.52	4.84
Q8.1_12	Surveillance may limit a citizen's right of communication	6.45	4.73	4.78	6.26	4.27	4.83	4.9	4.2	4.82	5.18	4.86	5.25	4.77
Q8.1_13	Surveillance may limit a citizen's right of information	6.1	4.42	4.18	6.14	3.93	4.46	4.64	4.2	4.8	5.06	4.6	5.18	4.73

Q8.1: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).
Note: Differences between results in this table are mostly statistically significant (p<.05).

Table B8b: Social costs by country – Behavioural changes

Q8.2	Changes of personal behaviour (1=disagree; 7=agree)	Austria	Bulgaria	Czech Rep.	Germany	Italy	Malta	Netherl.	Romania	Slovakia	Slovenia	Spain	Sweden	UK
Q8.2_1	I have restricted my activities or the way I behave	3.9	2.32	2.83	3.61	2.27	2.85	2.48	2.66	3.64	3.01	2.3	2.94	2.48
Q8.2_2	I have avoided locations or activities where I suspect surveillance is taking place	3.17	1.99	2.77	3.05	1.94	2.12	2.03	2.32	3.3	2.74	2.32	2.1	1.8
Q8.2_3	I have taken defensive measures	2.5	1.68	1.87	2.63	1.77	1.69	1.66	2.05	2.79	2.21	2.11	1.76	1.87
Q8.2_4	I have made fun of it	3.22	1.88	2.65	2.35	1.84	1.76	2.8	2.64	2.43	2.17	2.1	3.64	2.12

Q8.2_5	I have filed a complaint with the respective authorities	1.99	1.65	1.51	1.76	1.86	1.73	1.5	2.06	2.3	1.78	1.78	1.48	1.59
Q8.2_6	I have informed the media	1.74	1.54	1.35	1.66	1.74	1.55	1.49	1.84	2.21	1.54	1.84	1.49	1.55
Q8.2_7	I have promoted or participated in collective actions of counter-surveillance	2.18	1.78	1.57	2.17	1.77	1.69	1.59	2.16	2.51	1.65	1.86	1.81	1.65
Q8.2_8	have kept myself informed about technical possibilities to protect my personal data	4.95	3.17	2.85	4.92	4.03	4.05	4.06	3.67	3.66	3.88	3.29	3.62	4.16
Q8.2_9	I have stopped accepting discounts/vouchers in exchange for my personal data	5.19	3.14	4.65	5.56	4.52	4.46	4.83	3.26	4.27	4.12	4.23	3.63	4.52

Q8.2: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).
Note: Differences between results in this table are mostly statistically significant (p<.05).

Table B9: Perceived effectiveness of surveillance by country

		Austria	Bulgaria	Czech Rep.	Germany	Italy	Malta	Netherl.	Romania	Slovakia	Slovenia	Spain	Sweden	UK
Q5.1.1_1	CCTV is an effective way to protect against crime.	3.64	4.88	5.04	3.43	4.82	5.64	4.95	5.27	3.81	3.86	4.88	4.41	5.09
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime.	2.57	3.51	3.05	2.41	3.49	3.74	3.56	3.82	3.11	3.27	3.71	2.93	3.76
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime.	2.40	3.55	3.62	2.32	3.40	4.01	3.52	3.91	3.31	3.41	4.03	2.97	3.95
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime.	3.65	4.54	4.29	3.66	4.92	4.62	4.27	4.68	3.70	4.79	4.72	3.82	4.32
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	3.09	4.35	3.87	2.97	4.42	4.74	4.28	4.48	3.78	4.06	4.31	3.38	4.28

Q5.1.1: Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views (1=disagree; 7=agree).
Note: Differences between results in this table are mostly statistically significant (p<.05).

Table B10: Correlations - Feelings of security vs. perceived privacy impact

			Austria	Bulgaria	Czech Rep.	Germany	Italy	Malta	Netherl.	Romania	Slovakia	Slovenia	Spain	Sweden	UK
Q4.3 vs.	Q5.1.2_1	**CCTV**	-0.514	-0.159	-0.326	-0.4	-0.144	-0.134	-0.343	0.089	0.071	-0.136	-0.242	-0.595	-0.426
	Q5.1.2_2	**SNS**	-0.531	-0.255	-0.203	-0.32	-0.125	-0.251	-0.311	0.014	-0.135	-0.277	-0.287	-0.608	-0.443
	Q5.1.2_3	**Database**	-0.437	-0.339	-0.272	-0.271	-0.066	-0.292	-0.283	0.071	-0.062	-0.286	-0.251	-0.582	-0.432
	Q5.1.2_4	**FinTrac.**	-0.374	-0.222	-0.203	-0.36	-0.109	-0.19	-0.31	0.056	-0.073	-0.211	-0.09	-0.569	-0.45
	Q5.1.2_5	**Geoloc.**	-0.482	-0.194	-0.266	-0.395	-0.172	-0.209	-0.363	0.078	-0.012	-0.228	-0.208	-0.584	-0.43

Table B11: Acceptance of CCTV surveillance by country

Q6.1 Acceptance of CCTV in different locations	Austria	Bulgaria	Czech Rep.	Germany	Italy	Malta	Netherl.	Romania	Slovakia	Slovenia	Spain	Sweden	UK	Max spread
Public services	38%	85%	69%	40%	71%	80%	79%	76%	43%	59%	73%	48%	74%	**47%**
Private companies	59%	78%	77%	53%	81%	84%	81%	72%	41%	69%	74%	73%	74%	**43%**
Workplace	7%	31%	21%	3%	35%	48%	21%	43%	21%	14%	36%	14%	48%	**45%**
Schools/universities	26%	56%	40%	22%	52%	73%	57%	68%	25%	51%	52%	41%	65%	**48%**
Clinics & hospitals	83%	89%	95%	80%	95%	95%	93%	87%	55%	92%	88%	87%	89%	**40%**
Airports	69%	65%	78%	73%	89%	91%	84%	78%	48%	71%	80%	76%	88%	**53%**
Public transport	33%	73%	86%	48%	68%	82%	79%	82%	43%	58%	61%	59%	84%	**51%**
City centres	67%	93%	95%	68%	89%	95%	91%	86%	51%	87%	84%	72%	86%	**49%**
Specific areas with increased crime rates	20%	57%	68%	28%	65%	65%	60%	69%	43%	36%	53%	38%	66%	**49%**
Urban spaces in general	65%	84%	83%	72%	84%	89%	90%	78%	53%	81%	84%	84%	90%	**47%**
Mass events	23%	47%	57%	17%	65%	68%	37%	63%	39%	28%	48%	30%	63%	**51%**
The street / neighbour-hood where I live	35%	62%	56%	32%	62%	64%	58%	70%	35%	42%	61%	51%	66%	**38%**

Q6.1: In which of the following locations or events would you find the different types of surveillance for fighting crime acceptable (CCTV; answer “acceptable”)?
Note: Differences between results in this table are mostly statistically significant (p<.05).

Table B12: Correlations – Happiness vs. feeling of security / perceived effectiveness by country

	Correlations Happiness vs. security.					Correlations Happiness vs. effectiveness				
	CCTV	Databases	SNS	FinTrack.	Geoloc.	CCTV	Databases	SNS	FinTrack.	Geoloc.
Austria	-0.499	-0.534	-0.444	-0.381	-0.599	0.603	0.413	0.547	0.575	0.585
Bulgaria	-0.379	-0.286	-0.364	-0.227	-0.41	0.272	0.256	0.407	0.149	0.297
Czech Rep.	-0.435	-0.506	-0.399	-0.287	-0.449	0.499	0.462	0.529	0.381	0.462
Germany	-0.61	-0.484	-0.535	-0.425	-0.555	0.67	0.52	0.594	0.552	0.548
Italy	-0.322	-0.34	-0.414	-0.386	-0.36	0.469	0.48	0.504	0.56	0.478
Malta	-0.299	-0.288	-0.285	-0.205	-0.279	0.385	0.445	0.33	0.414	0.432
Netherl.	-0.497	-0.56	-0.541	-0.513	-0.498	0.529	0.532	0.596	0.469	0.57
Romania	-0.059	-0.125	-0.224	-0.135	-0.142	0.31	0.23	0.269	0.288	0.237
Slovakia	-0.409	-0.372	-0.398	-0.297	-0.31	0.625	0.308	0.282	0.455	0.466
Slovenia	-0.235	-0.301	-0.258	-0.153	-0.312	0.347	0.243	0.408	0.317	0.328
Spain	-0.563	-0.487	-0.467	-0.32	-0.464	0.489	0.482	0.484	0.204	0.392
Sweden	-0.685	-0.685	-0.704	-0.607	-0.731	0.647	0.563	0.5	0.694	0.611
UK	-0.575	-0.515	-0.495	-0.409	-0.583	0.665	0.537	0.544	0.497	0.603

Table B13: Correlations – Feeling of security vs. perceived effectiveness by country

	Security vs. effectiveness				
	CCTV	**Databases**	**SNS**	**FinTrack.**	**Geoloc.**
Austria	0.505	0.499	0.552	0.427	0.486
Bulgaria	0.517	0.374	0.361	0.263	0.314
Czech Rep.	0.423	0.231	0.323	0.342	0.292
Germany	0.502	0.458	0.342	0.353	0.433
Italy	0.344	0.371	0.371	0.389	0.401
Malta	0.262	0.32	0.259	0.317	0.377
Netherl.	0.498	0.473	0.492	0.383	0.453
Romania	0.241	0.28	0.332	0.076	0.241
Slovakia	0.465	0.115	0.229	0.22	0.208
Slovenia	0.323	0.498	0.409	0.386	0.462
Spain	0.58	0.463	0.471	0.387	0.513
Sweden	0.573	0.604	0.594	0.563	0.598
UK	0.577	0.571	0.51	0.468	0.622

Table B14: Correlations – Behavioural change (Q8.2_8) vs. knowledge of laws, feeling of security and perceived privacy impact by country

	Q8.2_8 Behavioural change: keeping oneself informed about technical protection vs.		
	Q4.1 Knowledge of laws	Q4.3 feelings security	Q5.1.2_3 perceived privacy impact
Austria	0.424	-0.216	0.321
Bulgaria	0.506	-0.134	0.152
Czech Republic	0.396	-0.049	0.299
Germany	0.326	-0.171	0.244
Italy	0.392	-0.005	0.12
Malta	0.347	0.002	0.052
Netherlands	0.266	-0.193	0.226
Romania	0.259	-0.103	0.154
Slovakia	0.161	-0.149	0.291
Slovenia	0.311	-0.001	0.193
Spain	0.417	-0.058	0.107
Sweden	0.316	-0.517	0.563
United Kingdom	0.3	-0.109	0.331

Appendix C – Questionnaire

Q0.1 Country of Residence

1. Austria
2. Belgium
3. Bulgaria
4. Croatia
5. Cyprus
6. Czech Republic
7. Denmark
8. Estonia
9. Finland
10. France
11. Germany
12. Greece
13. Hungary
14. Ireland
15. Italy
16. Latvia
17. Lithuania
18. Luxembourg
19. Malta
20. Netherlands
21. Norway
22. Poland
23. Portugal
24. Romania
25. Slovakia
26. Slovenia
27. Spain
28. Sweden
29. United Kingdom
30. Other _____ *(please write in)*

Q0.2 Age

[ ] years

Q0.3 Gender

1. Female
2. Male
3. Other

Q1 Have you heard of the use of any of the below for the purpose of monitoring, observing or tracking of people's behaviour, activities or personal information?

1. Biometric data, e.g. analysis of fingerprints, palm prints, facial or body features
2. "Suspicious" behaviour, e.g. automated detection and analysis of raised voices, facial expressions, aggressive gestures
3. Data and traffic on the internet, e.g. Deep Packet/Content Inspection
4. Databases containing personal information, e.g. searching state pension databases, or customer databases of private companies
5. Online communication, e.g. social network analysis, monitoring of chat rooms or forums
6. Telecommunication, e.g. monitoring of phone calls or SMS
7. Electronic tagging / Radio Frequency Identification (RFID), e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets
8. Global Positioning Systems (GPS), e.g. tracking geolocation of cars or mobile phones
9. CCTV cameras, e.g. in public places, airports or supermarkets
10. Financial information, e.g. tracking of debit/credit card transactions

From now on, in all questions, the word "surveillance" is used for the monitoring, observing or tracking of people's behaviour, activities or personal information.

Q2 What reasons for the setting up of surveillance do you know of?

1. The reduction of crime
2. The detection of crime
3. The prosecution of crime
4. Control of border-crossings
5. Control of crowds
6. Other *(please write in)* _____
7. I Don't know of any reasons.

Q3.1 How useful in general do you think the following types of surveillance are for the <u>reduction</u> of crime?

CCTV cameras	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance using databases containing personal information	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance of online social networking	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance of financial transactions	1 Not at all useful	2	3	4	5 Very useful	I don't know
Geolocation surveillance (Using mobile phones, GPS, electronic tagging, or RFID to determine the location of the devices and the devices' owners)	1 Not at all useful	2	3	4	5 Very useful	I don't know

Q3.2 How useful in general do you think the following types of surveillances are for the <u>detection</u> of crime?

CCTV cameras	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance using databases containing personal information	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance of online social networking	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance of financial transactions	1 Not at all useful	2	3	4	5 Very useful	I don't know
Geolocation surveillance (Using mobile phones, GPS, electronic tagging, or RFID to determine the location of the devices and the devices' owners)	1 Not at all useful	2	3	4	5 Very useful	I don't know

Q3.3 How useful in general do you think the following types of surveillance are for the <u>prosecution</u> of crime?

CCTV cameras	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance using databases containing personal information	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance of online social networking	1 Not at all useful	2	3	4	5 Very useful	I don't know
Surveillance of financial transactions	1 Not at all useful	2	3	4	5 Very useful	I don't know
Geolocation surveillance (Using mobile phones, GPS, electronic tagging, or RFID to determine the location of the devices and the devices' owners)	1 Not at all useful	2	3	4	5 Very useful	I don't know

Q4.1 How much do you know about the laws and regulations of your country regarding the protection of your personal information gathered via surveillance measures?
1=I don't know anything about such laws and regulations, 5=I am very well informed

Q4.2 How effective do you find these laws and regulations?
1=not effective at all, 5=very effective, I don't know

Q4.3 How secure does the presence of surveillance measures make you feel?
1=very insecure, 5=very secure, I don't know

Q4.4.1 How much control do you think you have over the processing of your personal information gathered via <u>government agencies</u>?
1=no control, 5=full control, I don't know

Q4.4.2 How much control do you think you have over the processing of your personal information gathered via <u>private companies</u>?
1=no control, 5=full control, I don't know

Q4.5.1 How much do you trust <u>government agencies</u> that they protect your personal information gathered via surveillance measures?
1=no trust, 5=complete trust, I don't know

Q4.5.2 How much do you trust <u>private companies</u> that they protect your personal information gathered via surveillance measures?
1=no trust, 5=complete trust, I don't know

Q5.1.1 Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views.
(1=disagree, 7=agree, I don't know)

Q5.1.1.1 CCTV is an effective way to protect against crime.
Q5.1.1.2 Surveillance utilising databases containing personal information is an effective way to protect against crime.
Q5.1.1.3 Surveillance of online social-networking is an effective way to protect against crime.
Q5.1.1.4 Surveillance of financial transactions is an effective way to protect against crime.
Q5.1.1.5 Geolocation surveillance using mobile phones, GPS, electronic tagging, or RFID is an effective way to protect against crime.

Q5.1.2 Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views.
(1=disagree, 7=agree, I don't know)

Q5.1.2.1 CCTV aimed at protection against crime has a negative impact on my privacy.
Q5.1.2.2 Surveillance utilising databases containing personal information aimed at protection against crime has a negative impact on my privacy.
Q5.1.2.3 Surveillance of online social-networking aimed at protection against crime has a negative impact on my privacy.
Q5.1.2.4 Surveillance of financial transactions aimed at protection against crime has a negative impact on my privacy.
Q5.1.2.5 Geolocation surveillance using mobile phones, GPS, electronic tagging, or RFID aimed at protection against crime has a negative impact on my privacy.

Q5.1.3 Would you be willing to accept payment as compensation for greater invasion of your privacy, using:

	Yes	No	I don't know
Surveillance via CCTV cameras			
Surveillance of online social networks			
Surveillance utilising databases containing personal information			
Surveillance of financial transactions			
Geolocation surveillance (Using mobile phones, GPS, electronic tagging, or RFID to determine the location of the devices and the devices' owners)			

Q5.2.1 Which of the following best describes you?

1. I never notice CCTV cameras.
2. I rarely notice CCTV cameras.
3. I sometimes notice CCTV cameras.
4. I often notice CCTV cameras.
5. I always notice CCTV cameras.
6. I don't know.

Q5.2.2 In your opinion, how often do the following types of surveillance take place in the country where you live?

	Never happens	Rarely happens	Sometimes happens	Often happens	Happens all the time	I don't know
Surveillance via CCTV cameras						
Surveillance of online social networks						
Surveillance utilising databases containing personal information						
Surveillance of financial transactions						
Geolocation surveillance (Using mobile phones, GPS, electronic tagging, or RFID)						

Q5.3 How happy or unhappy do you feel about the following types of surveillance?

	Very happy	Happy	Neither happy nor unhappy	Unhappy	Very unhappy	I don't know
CCTV cameras						
Surveillance of online social networks						
Surveillance utilising databases containing personal information						
Surveillance of financial transactions						
Geolocation surveillance (Using mobile phones, GPS, electronic tagging, or RFID)						

Q5.4 Surveillance may take place without people knowing about it. How do you feel about this?

1. I feel very happy about this.
2. I feel happy about this.
3. I feel neither happy nor unhappy about this.
4. I feel unhappy about this.
5. I feel very unhappy about this.
6. I don't know.

Q6.1 In which of the following locations or events would you find the different types of surveillance for fighting crime acceptable?

	CCTV	**Geolocation surveillance** (Using mobile phones, GPS, electronic tagging, or RFID to determine the location of the devices and the devices' owners)
Public services (e.g. local council offices)	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Private companies (e.g. banks)	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Workplace	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Schools / universities	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Clinics and hospitals	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Airports	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Public transport (Railway, subway, buses, taxis etc.)	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
City centres	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Specific areas that experience increased crime rates	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Urban spaces in general	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
Mass events (concerts, football games etc.)	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know
The street/neighbourhood where I live	□ Acceptable □ Unacceptable □ I don't know	□ Acceptable □ Unacceptable □ I don't know

Q6.2 In your opinion is the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in your country

(1=far too little, 2= too little, 3=just right, 4=too much, 5=far too much, 9=I don't know)

Q7.1 Please indicate the extent to which you believe the following practices of <u>government agencies</u> for fighting crime are acceptable or not acceptable.
You may choose more than one option if applicable.

	Fully accept-able in all circum-stances	Acceptable only if the citizen is suspected of wrong-doing	Acceptable if the citizen is suspected of wrong-doing and the surveillance is legally authorised	Acceptable if the citizen is informed	Acceptable if the citizen has given consent	Not acceptable in any circum-stances	I don't know
Government agencies share a citizen's personal information gathered via surveillance measures **with other government agencies**							
Government agencies share a citizen's personal information gathered via surveillance measures **with foreign governments**							
Government agencies share a citizen's personal information gathered via surveillance measures **with private companies**							

Q7.2 Please indicate the extent to which you believe the following practices of <u>private companies</u> for fighting crime are acceptable or not acceptable.

You may choose more than one option if applicable.

	Fully acceptable in all circumstances	Acceptable only if the citizen is suspected of wrongdoing	Acceptable if the citizen is suspected of wrongdoing and the surveillance is legally authorised	Acceptable if the citizen is informed	Acceptable if the citizen has given consent	Not acceptable in any circumstances	I don't know
Private companies share a citizen's personal information gathered via surveillance measures **with government agencies**							
Private companies share a citizen's personal information gathered via surveillance measures **with foreign governments**							
Private companies share a citizen's personal information gathered via surveillance measures **with other private companies**							

Q8.1 Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views.
(1=disagree, 7=agree, I don't know)

Q8.1.1 Surveillance provides protection for the individual citizen.
Q8.1.2 Surveillance provides protection of the community.
Q8.1.3 Surveillance can be a source of personal excitement.
Q8.1.4 Surveillance can be something to play with.
Q8.1.5 Surveillance may cause discrimination towards specific groups of society.
Q8.1.6 Surveillance may be a source of stigma.
Q8.1.7 Surveillance may violate a person's privacy.
Q8.1.8 Surveillance may violate citizens' right to control whether information about them is used.
Q8.1.9 There is a potential that information gathered via surveillance could be intentionally misused by those who collect or process the data.
Q8.1.10 There is a potential that information gathered via surveillance could be misinterpreted by those who collect or process the data.
Q8.1.11 Surveillance may limit a citizen's right of expression and free speech.
Q8.1.12 Surveillance may limit a citizen's right of communication.
Q8.1.13 Surveillance may limit a citizen's right of information.

Q8.2 To what extent has your awareness of surveillance changed your personal behaviour? Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views.
(1=disagree, 7=agree, I don't know)

Q8.2.1 I have restricted my activities or the way I behave.
Q8.2.2 I have avoided locations or activities where I suspect surveillance is taking place.
Q8.2.3 I have taken defensive measures such has hiding my face, faking my data, or incapacitating the surveillance device.
Q8.2.4 I have made fun of it.
Q8.2.5 I have filed a complaint with the respective authorities.
Q8.2.6 I have informed the media.
Q8.2.7 I have promoted or participated in collective actions of counter-surveillance, such as using mobile phones to document the behaviour of police and security forces.
Q8.2.8 I have kept myself informed about technical possibilities to protect my personal data.
Q8.2.9 I have stopped accepting discounts or vouchers if they are in exchange for my personal data.

Q9 Demographics

This section relates to information about you. It may be left blank but it would greatly assist our research if you do complete it. If you do not wish to answer these questions please click on the "SUBMIT" button at the bottom of the screen. Thank you.

Q9.1 What is your highest level of education?

1. No formal schooling
2. Primary school
3. Secondary school/High School
4. Tertiary education (University, Technical College, etc.)
5. Post-graduate

Q9.2 Would you say you live in an area with increased security risks?

1. Yes
2. No
3. Not sure/don't know

Q9.3 How often do you usually travel abroad per year?

1. Up to once a year
2. 2-5 times a year
3. 6-10 times a year
4. More than 10 times a year

Q9.4 How often do you usually visit a mass event (concert, sports event, exhibition/fair etc.) per year?

1. Up to once a year
2. 2-5 times a year
3. 6-10 times a year
4. More than 10 times a year

Q9.5 If you make use of the internet, for which purposes do you use it:

1. To communicate (e.g. by email)
2. Social networking
3. Online shopping
4. Information search
5. Internet banking
6. E-government services
7. I don't use the internet