



Rules, Expectations & Security through  
Privacy-Enhanced Convenient Technologies

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

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## 0. Executive Summary

This document presents the results for Bulgaria within the framework of a larger study undertaken as part of the RESPECT project. Analyses are based on a survey regarding the perceptions, feelings, attitudes and behaviours of citizens towards surveillance for the purpose of fighting crime, carried out amongst a quota sample that is representative of the population in Bulgaria for age and gender (based on Eurostat data of 12/2012). Responses were gathered, predominantly, through an online survey supplemented by a number of questionnaires administered in face to face interviews, in order to fulfil the quota and also reach those citizens who do not use the internet. The questionnaire consisted of 50 questions and was available online in all languages of the European Union between November 2013 and March 2014. The face to face interviews were carried out between December 2013 and January 2014. The Bulgarian sample is based on the responses from 200 individuals who indicated Bulgaria as their country of residence in the online survey or were administered the questionnaire face to face.<sup>1</sup>

Generally, the data reveal a rather large spread in the Bulgarian respondents' knowledge of different types of surveillance and surveillance technologies, with CCTV (92%) being the type most respondents have heard of and the surveillance of "suspicious" behaviour (30%) the least known. Most respondents also indicated that they know of a number of reasons for the setting up of surveillance, ranging between 86% for the control of border-crossings and 49% for the control of crowds. Most respondents think that surveillance is taking place in the country where they live, but two thirds of the respondents felt that they do not know about the economic costs of surveillance.

All types of surveillance being investigated (CCTV, surveillance using databases containing personal information, surveillance of online social networks, surveillance of financial transactions, and geolocation surveillance) were mostly perceived as more useful than not useful for the reduction, detection or prosecution of crime<sup>2</sup>, with the highest mean score<sup>3</sup> for CCTV (4.17) for the detection of crime, and the lowest for surveillance of online social networking (2.79) for the reduction of crime. Surveillance was perceived as being most useful for the detection of crime and least useful for the reduction of crime. The results for perceived effectiveness of the different types of surveillance in protecting against crime follow the same pattern of results as for perceived usefulness of the same types of surveillance. Generally, though, the different types of surveillance are perceived as less effective in the protection against crime than they are deemed useful for the reduction, detection, and prosecution of crime, and different acceptance levels in different locations point at acceptance of surveillance rather being related to respondents having become accustomed to surveillance in city centres and urban areas.

Surveillance measures appear to make the Bulgarian respondents feel more insecure than secure with less than one in four respondents indicating that the presence of surveillance makes them feel more secure. Regarding the respondents' feelings about personal information gathered through surveillance, they feel generally a strong lack of control over processing of personal information gathered via surveillance, irrespective of whether it has been gathered by government agencies or by private companies. Additionally, there is a visible lack of trust in both private companies and government agencies being able to protect personal information gathered via surveillance. Consequently, there may not only be a missing link between surveillance and feelings of security, but also

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<sup>1</sup> The overall Bulgarian sample consists of 211 respondents. However, due to the fact that responses were, at least partially, collected through an online survey, in some of the age/gender subgroups more responses were collected than were needed to complete the quota. In such cases, the questionnaires to be used were randomly selected from amongst the responses collected for that subgroup.

<sup>2</sup> With the exception of surveillance of online social networks for the purpose of prosecution and reduction, and surveillance using databases containing personal information for the purpose of reduction of crime.

<sup>3</sup> On a scale from 1 to 5, with 1=not useful at all, and 5=very useful.

perceptions of a substantial lack of data protection in connection with personal information gathered through surveillance.

Generally (i.e., with the exception of CCTV cameras), the majority of respondents feel more unhappy than happy with the different types of surveillance, and they also feel more unhappy than happy about surveillance taking place without people knowing about it.

The majority of Bulgarian respondents agreed more than disagreed that surveillance using databases containing personal information, surveillance of online social networks, and geolocation surveillance have a negative impact on one's privacy. For surveillance of financial transactions, respondents slightly more disagreed than agreed that these types of surveillance have a negative impact on privacy. CCTV is perceived to have the least negative impact on privacy. However, only very few respondents are willing to accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (between 7% for CCTV surveillance and 14% for surveillance of financial transactions).

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, and sharing information with private companies is much less acceptable even if surveillance has been lawfully authorised. An even lower number of respondents find it fully acceptable or acceptable even if the citizen is suspected of wrong-doing, for private companies to share a citizen's personal information. Generally, there is a considerable number of respondents who feel that, unless information or consent has been given, private information should "stay private".

Protection of the individual and, in particular, protection of the community were perceived as social benefits of surveillance. But risks ("social costs") associated with surveillance seemed to be even more keenly felt. The highest risks were perceived to be the intentional misuse of information (mean score 6.01<sup>4</sup>) and misinterpretation (5.81) arising from surveillance, followed by privacy invasion and loss of control over the usage of one's personal data gathered via surveillance. Discrimination and the limitation of citizen rights as consequences of surveillance appear also to be of concern, though not at the same level.

Very few respondents have made changes to their behaviour as a result of being aware of surveillance. The two changes in behaviour that were reported most often (though still by only one out of four respondents<sup>5</sup>) were stopping the exchange of personal data for discounts or vouchers, and keeping informed about technical possibilities to protect personal data. But only a small minority of respondents have taken more proactive moves such as informing the media, filing complaints with the respective authorities, or taking defensive measures.

There were a number of significant gender differences in the findings. Female respondents had heard of less of some types of surveillance technologies, indicated less knowledge of the control of crowds as a reason for the setting up of surveillance, noticed CCTV cameras less often and were less aware of whether surveillance using databases containing personal information is taking place. At the same time, female respondents showed some stronger beliefs in the usefulness of surveillance measures, felt happier about CCTV cameras, and perceived a slightly less negative impact of CCTV on their privacy. On the other hand, they perceived a significantly higher risk of surveillance being a potential source of stigma than male respondents.

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<sup>4</sup> On a scale from 1 to 7, with 1=disagree, and 7=agree.

<sup>5</sup> Answers 5, 6 and 7 on a scale from 1 to 7, with 1=disagree and 7=agree.

A couple of patterns can be identified with regards to age. Older respondents (65+ years) were least informed about some surveillance types and technologies, and showed the least behavioural changes due to surveillance measures. Respondents aged 45-54 show the most critical and reflective attitudes (e.g., towards the usefulness and effectiveness of surveillance measures), and are active in the adaptation of their behaviours to mitigate the risks perceived through surveillance measures such as keeping informed about technical possibilities to protect personal data, or stopping to accept discounts or vouchers if they are in exchange for one's personal data. Generally, it appears that the 45-54 year olds in Bulgaria are, in their attitudes and perceptions towards surveillance, closer to their younger than to their older fellow citizens.

Overall, the Bulgarian respondents indicated a strongly felt lack of trust in the protection of, and control over, personal information gathered via surveillance. A majority also feel more unhappy than happy with the different types of surveillance (except CCTV), but there is only a weak link between feeling happy, or unhappy, about surveillance and feeling secure or insecure through the presence of surveillance. At the same time, and despite the respondents' general perception of surveillance measures being useful, surveillance measures currently appear not to reduce feelings of insecurity in most respondents. However, analyses also indicate that increasing the perceived effectiveness of laws regarding the protection of personal data gathered via surveillance may make citizens feel more secure.

Further research is needed to disentangle the relationships between surveillance measures, feelings of security or insecurity, and citizens' general quality of life feelings.

## 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.<sup>6</sup> 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.<sup>7</sup> 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.

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 that target quotas were set for each RESPECT partner country. The Bulgarian sample used for this analysis is based on the responses from 200 individuals who indicated Bulgaria as their country of residence in the online survey or were administered the questionnaire face to face. The sample has a gender distribution of 52% females and 48% males, and an age distribution (see figure 1 below) that represents the aging population in this country.

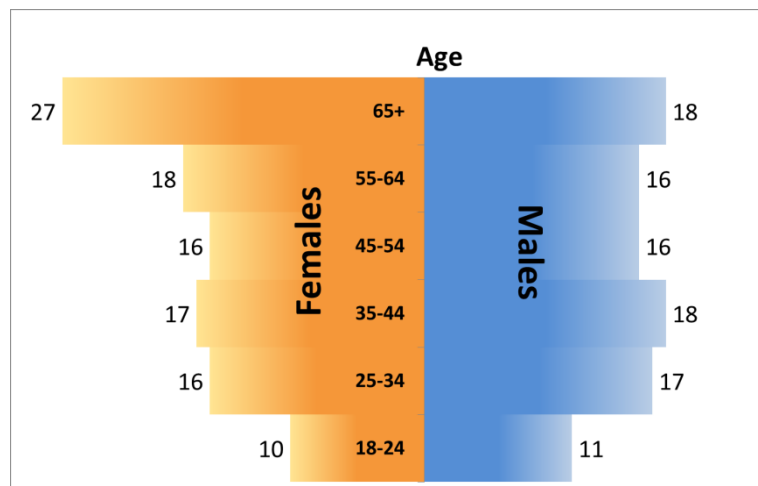


Figure 1: Age and gender distribution of Bulgarian quota sample

Not fully satisfactory is the high level of education of the majority of respondents (74% 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, and it coincides with the education level of

<sup>6</sup> Source: [http://epp.eurostat.ec.europa.eu/portal/page/portal/population/data/main\\_tables](http://epp.eurostat.ec.europa.eu/portal/page/portal/population/data/main_tables).

<sup>7</sup> The English version of this questionnaire may be seen in Appendix B.

respondents in the total RESPECT sample (73%). Regarding specific demographic data related to aspects of surveillance, 28% of Bulgarian respondents (16% of total sample) felt that they were living in an area with increased security risks, 39% (53% total sample) indicated that they usually travel abroad at least twice per year, and 66% (71% total sample) 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.

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. Another separate section focuses on how the results on various aspects of surveillance vary with age; gender aspects are discussed throughout all sections alongside the general results.



## 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 vast majority of Bulgarian respondents (91.5%) indicated that they have heard of CCTV, whereas only less than a third (29.5%) had ever heard of the surveillance of "suspicious" behaviour. A split by gender shows some significant differences, with male respondents indicating a greater awareness in particular regarding the surveillance of data and traffic on the internet (difference between males and female responses: 24.8 percentage points), Electronic tagging / Radio Frequency Identification (difference of 18.8 percentage points) and Global Positioning Systems (difference of 17.8 percentage points).

**Table 1**  
**Knowledge of types of surveillance**

		Answer = YES		
		Total	Female	Male
Q1_1	<b>Biometric data</b> , e.g. analysis of fingerprints, palm prints, facial or body features	62.0%	59.6%	64.6%
Q1_2	<b>"Suspicious" behaviour</b> , e.g. automated detection of raised voices, facial or body features	29.5%	23.1%	36.5%
Q1_3	<b>Data and traffic on the internet</b> , e.g. Deep Packet/Content inspection	47.5%	35.6%	60.4%*
Q1_4	<b>Databases</b> containing personal information, e.g. searching state pension databases, or customer databases of private companies	65.0%	57.7%	72.9%
Q1_5	<b>Online communication</b> , e.g. social network analysis, monitoring of chat rooms or forums	67.5%	62.5%	72.9%
Q1_6	<b>Telecommunication</b> , e.g. monitoring of phone calls or SMS	59.0%	58.7%	59.4%
Q1_7	<b>Electronic tagging / Radio Frequency Identification (RFID)</b> , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	47.5%	38.5%	57.3%*
Q1_8	<b>Global Positioning Systems (GPS)</b> , e.g. tracking geolocation of cars or mobile phones	72.0%	63.5%	81.3%*
Q1_9	<b>CCTV cameras</b> , e.g. in public places, airports or supermarkets	91.5%	88.5%	94.8%
Q1_10	<b>Financial information</b> , e.g. tracking of debit/credit card transactions	68.0%	62.5%	74.0%

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.

Interestingly, these gender differences cannot simply be related to general levels of awareness (i.e., smaller differences in those types that are more commonly known, and larger differences in those types that are less well known), because there is also a considerable gender difference in awareness of surveillance through GPS, despite the generally high level of awareness (72% of total Bulgarian sample) in this area. However, these differences found may also be related to gender-specific interpretations of the question, given that "have you ever heard of" does not necessarily request firm knowledge, and responses may as well reflect gender-specific self-constructions of "being knowledgeable in technologies".

## 2.2 Known reasons for surveillance

Most respondents are aware of the main reasons for deploying surveillance. The reason for surveillance that is most known about is the control of border-crossings (85.5%), and the least known is the use of surveillance for control of crowds (49%). There are no statistically significant gender differences in knowing of the reasons for surveillance specifically asked for, with the exception of the control of crowds where, again, male respondents indicated significantly more often (difference of 16 percentage points) that they know of this reason for surveillance.

**Table 2**  
**Known reasons for surveillance**

		Answer=YES		
		Total	Female	Male
Q2_1	The reduction of crime	66.5%	61.5%	71.9%
Q2_2	The detection of crime	76.0%	76.0%	76.0%
Q2_3	The prosecution of crime	74.5%	70.2%	79.2%
Q2_4	Control of border-crossings	85.5%	84.6%	86.5%
Q2_5	Control of crowds	49.0%	41.3%	57.3%*
Q2_6	Other	7.0%	4.8%	9.4%
Q2_7	I don't know of any reasons.	3.0%	3.8%	2.1%

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 as more useful for the reduction, detection, and prosecution of crime than the other four types of surveillance investigated, followed by financial tracking, geolocation surveillance, and surveillance using databases containing personal information. Surveillance of online social networking was perceived to be the least useful. Generally, three out of the five types of surveillance (CCTV, surveillance of online social networks, and geolocation surveillance) were perceived to be most useful for the detection of crime, slightly less useful for the prosecution of crime, and less useful still for the reduction of crime. In the case of surveillance using database containing personal information and surveillance of financial transactions, the usefulness for prosecution was rated marginally higher than for detection. Generally, though, all five types of surveillance investigated are mostly 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 3, with the exception of surveillance of online social networks for the purpose of prosecution and reduction, and surveillance using databases containing personal information for the purpose of reduction of crime).

There were some significant gender differences in the perception of usefulness of surveillance, with female respondents perceiving a number of surveillance measures as more useful than male respondents for the reduction, detection, and particularly for the prosecution of crime.

**Table 3**  
**Perceived usefulness of surveillance**

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
<b>Q3.1</b>	<b>the reduction of crime</b>						
Q3.1_1	CCTV cameras	3.92	1.135	4.15	1.059	3.67*	1.164
Q3.1_2	Surveillance using databases containing personal information	2.92	1.228	2.98	1.097	2.87	1.342
Q3.1_3	Surveillance of online social networking	2.79	1.273	2.90	1.318	2.68	1.226
Q3.1_4	Surveillance of financial transactions	3.63	1.260	3.70	1.228	3.55	1.296
Q3.1_5	Geolocation surveillance	3.52	1.230	3.58	1.201	3.46	1.262
<b>Q3.2</b>	<b>the detection of crime</b>						
Q3.2_1	CCTV cameras	4.17	1.075	4.29	0.951	4.05	1.183
Q3.2_2	Surveillance using databases containing personal information	3.30	1.415	3.45	1.443	3.16	1.381
Q3.2_3	Surveillance of online social networking	3.07	1.295	3.33	1.362	2.81*	1.177
Q3.2_4	Surveillance of financial transactions	3.90	1.135	4.02	1.062	3.78	1.194
Q3.2_5	Geolocation surveillance	3.90	1.180	4.10	1.079	3.72*	1.245
<b>Q3.3</b>	<b>the prosecution of crime</b>						
Q3.3_1	CCTV cameras	4.10	1.132	4.18	1.131	4.03	1.133
Q3.3_2	Surveillance using databases containing personal information	3.32	1.348	3.54	1.357	3.12*	1.314
Q3.3_3	Surveillance of online social networking	2.93	1.419	3.32	1.499	2.58*	1.254
Q3.3_4	Surveillance of financial transactions	3.91	1.195	4.11	1.155	3.73*	1.210
Q3.3_5	Geolocation surveillance	3.79	1.280	3.88	1.265	3.70	1.295

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 CCTV surveillance 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 the other types of surveillance, with the relationship between perceived usefulness for detection of crime and perceived usefulness for prosecution being typically the strongest. 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 closest relationship between usefulness for detection and usefulness for prosecution of crime was found for surveillance using databases containing personal information. Similarly strong links between these two purposes were found for all other types of surveillance. Furthermore, there is also a rather strong link between the perceived usefulness of CCTV surveillance for the reduction of crime and that of the detection of crime. Whilst surveillance using databases containing personal information as well as the surveillance of social networking sites are believed to be considerably less useful by respondents than the others (CCTV, financial tracking, 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 using databases containing personal information for the detection of crime and the perceived usefulness of surveillance of financial

transactions for the same purpose, as well as between the perceived usefulness of surveillance using databases containing personal information for the purpose of prosecution and surveillance of financial transactions for the purpose of 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. A reason for this missing link may be that surveillance still represents a somewhat abstract concept for the majority of citizens. To imagine specific purposes, these need to be linked to specific types, technologies or measures of surveillance.

### 3.2 Effectiveness in protection against crime

The results for perceived effectiveness of the different types of surveillance in protecting against crime follow mostly the same pattern of results as for perceived usefulness of the same types of surveillance in the reduction, detection, and prosecution of crime. However, generally the different types of surveillance are 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 68%<sup>8</sup> (reduction of crime) and 77%<sup>9</sup> (detection of crime) of respondents believed that CCTV is useful, but only 61%<sup>10</sup> of respondents agreed that it is effective. CCTV is perceived as 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.

**Table 4**  
**Perceived effectiveness of surveillance**

Q5.1.1	Effectiveness (1=disagree; 7=agree)	Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	4.88	1.860	5.04	1.737	4.71	1.976
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.51	1.840	3.48	1.872	3.54	1.819
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.55	1.850	3.93	1.888	3.15*	1.732
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.54	1.866	4.47	1.874	4.60	1.865
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.35	1.897	4.60	1.818	4.11	1.950

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.

<sup>8</sup> Answers 4 or 5 on a scale from 1 to 5, with 1=not useful at all and 5=very useful.

<sup>9</sup> Answers 4 or 5 on a scale from 1 to 5, with 1=not useful at all and 5=very useful.

<sup>10</sup> Answers 5, 6 or 7 on a scale from 1 to 7, with 1=disagree and 7=agree.

### 3.3 Relationship between perceived usefulness and 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 A22 in Appendix A). The strongest relationship for all types of surveillance is found between perceived usefulness in detection of crime and perceived effectiveness in the protection against 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. However, the presence of surveillance does not appear to produce equally strong feelings of security in most respondents. The mean result – with no significant gender difference – is below the midpoint of 3.00 on a five-point scale (see Table 5 in next section). However, the pattern of responses reveals considerable variability in respondents’ reactions to the presence of surveillance. Surveillance measures make 2 out of 5 respondents (41%) feel more insecure than secure, and just over a third of respondents (33.5%) feel neither more secure nor more insecure. Only 22.5% of respondents feel more secure due to the presence of surveillance measures<sup>11</sup>.

### 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. Consequently, there may not only be a missing link between surveillance and security, but also perceptions of a substantial lack of data protection in connection with personal information gathered through surveillance.

**Table 5**  
**Feelings of security, control and trust**

	Total		Female		Male	
	Mean	STD	Mean	STD	Mean	STD
<b>4.3 Security</b> (1=very insecure; 5=very secure)						
How secure does the presence of surveillance measures make you feel?	2.76	1.076	2.83	1.020	2.68	1.134
<b>4.4 Control</b> (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 <u>government agencies</u> via surveillance measures?	1.87	1.116	1.85	1.105	1.89	1.133
4.4.2 How much control do you think you have over the processing of personal information gathered by <u>private companies</u> via surveillance measures?	1.80	1.071	1.84	1.115	1.77	1.031
<b>4.5 Trust</b> (1=no trust; 5=complete trust)						

<sup>11</sup> More insecure includes respondents who indicated 1 or 2, secure those who indicated 4 or 5, on a scale of 1 to 5 with 1=very insecure and 5=very secure.

4.5.1	How much do you trust <u>government agencies</u> that they protect your personal information gathered via surveillance measures?	1.95	1.035	2.06	1.074	1.84	0.987
4.5.2	How much do you trust <u>private companies</u> that they protect your personal information gathered via surveillance measures?	1.76	0.911	1.84	0.962	1.69	0.858

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

With the exception of CCTV cameras, the majority of respondents feel more unhappy than happy with the different types of surveillance. They appear to feel most unhappy with surveillance of online social networks (mean score 3.50), and they are unhappier still with surveillance taking place without people knowing about it (mean score 3.73). There is no significant difference between female and male responses.

**Table 6**  
**Happiness with surveillance**

	Total		Female		Male	
	Mean	STD	Mean	STD	Mean	STD
5.3_1	2.93	0.832	2.90	0.678	2.96	0.972
5.3_2	3.50	0.863	3.45	0.746	3.54	0.970
5.3_3	3.48	0.845	3.38	0.743	3.58	0.931
5.3_4	3.23	0.776	3.13	0.597	3.34	0.916
5.3_5	3.34	0.803	3.29	0.704	3.39	0.892
5.4	3.73	0.958	3.70	0.870	3.77	1.050

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 moderate correlations between citizens' feelings of being happy, or unhappy, with different types of surveillance (see table A23 in Appendix A). For example, respondents who are happy or unhappy with surveillance using databases containing personal information are also happy or unhappy with social-networking surveillance. And those who are happy or unhappy with geolocation surveillance have the same feelings about CCTV, social-networking surveillance, surveillance using databases containing personal information, and surveillance of financial transactions. 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 between generally feeling happy or unhappy about different types of surveillance and being happy or unhappy with surveillance taking place without one's knowledge, but it is not as strong, and it is not

homogeneous. This means that being happy or unhappy with different types of surveillance – which may, partially, be due to their “technical” visibility or invisibility – is not simply related to people being aware whether surveillance is taking place.

Being happy or unhappy with different types of surveillance is only weakly related to feelings of security as a consequence of the presence of surveillance; a weak to moderate relation is only evident for CCTV and geolocation surveillance. Furthermore, being happy or unhappy with all types of surveillance is only very weakly linked to the perceived usefulness of the respective type of surveillance for the reduction, detection and prosecution of crimes (see table A9 in Appendix A).

#### 4.5 Surveillance and privacy

**Table 7**  
**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	3.43	2.139	3.11	2.142	3.76*	2.098
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.16	2.167	4.06	2.160	4.27	2.181
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.23	2.214	4.10	2.175	4.37	2.258
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	3.98	2.03	3.82	1.998	4.15	2.060
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.14	2.203	3.90	2.214	4.36	2.181

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 surveillance using databases containing personal information, surveillance of online social networks, and geolocation surveillance have a negative impact on one’s privacy (Table 7). Slightly more respondents disagreed than agreed that surveillance of financial transactions has a negative impact on privacy. CCTV is perceived to have the least negative impact on privacy. 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 8). There is no significant gender difference in the acceptance of such a trade between financial compensation and increased intrusion on their privacy.

**Table 8**  
**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		
			Total	Female	Male
	5.1.3_1	Surveillance via CCTV cameras	6.5%	4.9%	8.1%
	5.1.3_2	Surveillance of online social networks	6.5%	6.6%	6.5%

5.1.3_3	Surveillance utilising databases containing personal information	8.1%	6.6%	9.7%
5.1.3_4	Surveillance of financial transactions	13.8%	13.1%	14.5%
5.1.3_5	Geolocation surveillance	8.9%	6.6%	11.3%

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.

Respondents' feelings of security or insecurity due to the presence of surveillance are only weakly related to their perceived impact of surveillance on privacy (see table A24 in Appendix A). Perceived impact of surveillance on privacy was only weakly or very weakly related with feelings of trust in private companies and government agencies being able to protect personal information gathered via surveillance. Similarly, perceived impact of surveillance on privacy was weakly or very weakly related to feelings of control over processing of personal information gathered via surveillance. Therefore, despite the clearly perceived lack of trust and control in the context of personal information gathered during surveillance, and a perceived moderate negative impact of surveillance on one's privacy, these feelings appear not to be necessarily related.

#### 4.6 Relationships between feelings, effectiveness of surveillance measures, and related laws

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. However, there is a moderate link between control over one's personal data collected by government agencies through surveillance and trust that personal data gathered by government agencies through surveillance is protected; a similarly strong connection can be found between control over one's personal data collected by private companies through surveillance and trust that personal data gathered by private companies through surveillance is protected (see table A25 Appendix A).

The relationship between the perceived effectiveness of data protection laws and feelings of trust that personal data gathered by government agencies through surveillance is protected is clearly stronger than the relationship with feelings of trust that personal data gathered by private companies is protected. There is a similar pattern between the relationship between the perceived effectiveness of data protection laws and control over personal data collected through surveillance by government agencies and private companies. These findings may be due to the fact that data protection laws are perceived as being applied by or being applicable to government agencies more than private companies. There is a moderate relationship between the perceived effectiveness of laws regarding the protection of personal information gathered via surveillance measures and feelings of security produced by surveillance. It is unclear what the basis of such a relationship may be, but it would appear that an increased belief in the effectiveness of data protection laws may produce a moderate increase in feelings of security in the presence of surveillance.

There are mostly weaker relationships between perceived effectiveness of different surveillance measures and feelings of security in the presence of surveillance (see table A26 Appendix A). The strongest link is between perceived effectiveness of CCTV and feelings of security due to the presence of surveillance. This suggests that increasing the perceived effectiveness of CCTV may increase citizens' feelings of security in the presence of surveillance but increasing the perceived effectiveness of the other measures of surveillance may not have the same effect.



## 5. Awareness of surveillance taking place

### 5.1 Noticing CCTV

**Table 9**  
**Whether CCTV is noticed**

Q5.2.1	Total	Female	Male
I never notice CCTV cameras.	3.5%	4.8%	2.1%*
I rarely notice CCTV cameras.	19.0%	22.1%	15.6%*
I sometimes notice CCTV cameras.	35.0%	41.3%	28.1%*
I often notice CCTV cameras.	32.0%	26.0%	38.5%*
I always notice CCTV cameras.	9.0%	5.8%	12.5%*
I don't know / No answer	1.5%	0.0%	3.1%*

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.

There is a clear gender difference in whether CCTV is noticed. Although overall, 41% of respondents often or always notice CCTV cameras, there is a significantly higher proportion of male (51%) than female respondents (31.8%) who indicated that they often or always notice CCTV cameras. Still 26.9% of female and 17.7% of male respondents rarely or never notice CCTV cameras.

### 5.2 Beliefs about surveillance taking place

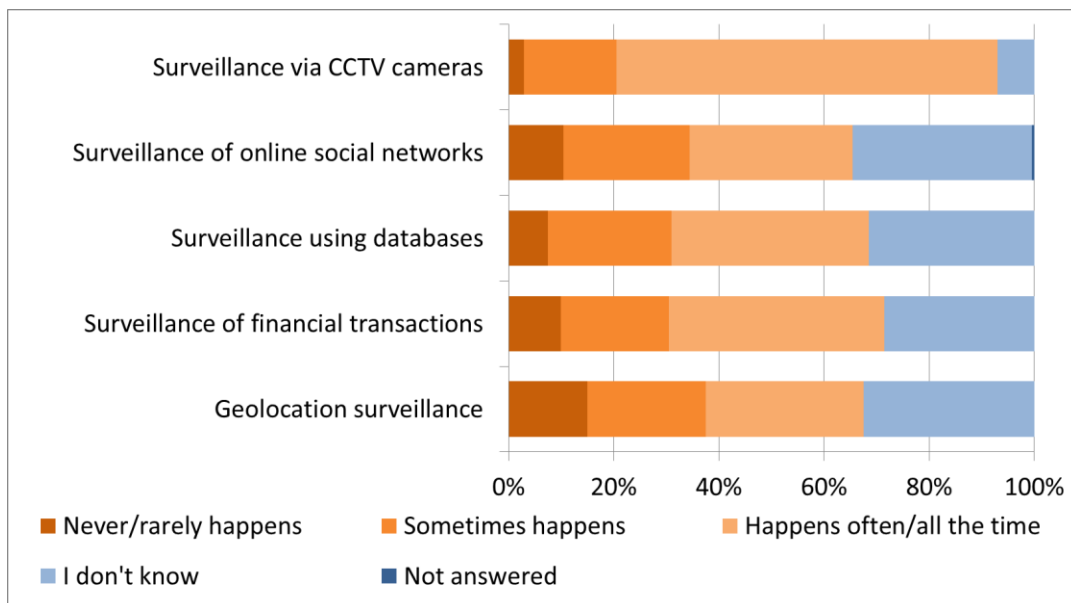


Figure2: Q5.2.2 – In your opinion, how often do the following types of surveillance take place in the country where you live?

Not very surprisingly, a large majority of respondents believes that CCTV surveillance takes place often or all the time in the country where they live (72.5%). Far fewer respondents believe that the other types of surveillance take place, between 30% and 41% 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 (28.5-34%). Whilst there are otherwise

no significant differences between male and female responses, one significant difference can be found in the answer “I don’t know” regarding surveillance using databases containing personal information, where the “gap” is 12.5 percentage points between male and female responses (i.e. female respondents more often indicating “I don’t know” than male respondents).

## 6. Acceptability of data sharing practices

**Table 10**  
**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	6.0%	3.5%	2.0%
Acceptable only if the citizen is suspected of wrong-doing	16.0%	17.0%	11.5%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	43.0%	44.5%	23.5%
Acceptable if the citizen is informed	16.5%	12.5%	18.0%
Acceptable if the citizen has given consent	18.0%	13.5%	17.5%
Not acceptable in any circumstances	8.5%	12.0%	26.5%
I don't know	11.5%	9.0%	14.0%

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 believes it is acceptable for information gathered through surveillance by government agencies to be shared if the citizen has given consent. Whilst results regarding the sharing of information with other government agencies or foreign governments are mostly fairly similar, sharing information with private companies is much less acceptable even if surveillance has been lawfully authorised for somebody suspected of wrong-doing. A considerable minority of respondents (26.5%) think it is unacceptable in all circumstances for government agencies to share information gathered through surveillance with private companies.

**Table 11**  
**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	5.5%	4.0%	4.0%
Acceptable only if the citizen is suspected of wrong-doing	13.0%	7.0%	8.5%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	26.5%	17.0%	13.5%
Acceptable if the citizen is informed	11.0%	8.5%	6.5%
Acceptable if the citizen has given consent	21.5%	18.5%	26.0%
Not acceptable in any circumstances	21.5%	38.0%	35.0%
I don't know	14.0%	14.5%	14.5%

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) for private companies to share a citizen's personal information. Lawfulness still has a strong effect, but it is 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 it is deemed unacceptable in any circumstances for private companies to share citizen's personal information with other private companies (35%) and foreign governments (38%).

## 7. Acceptability of surveillance in different locations

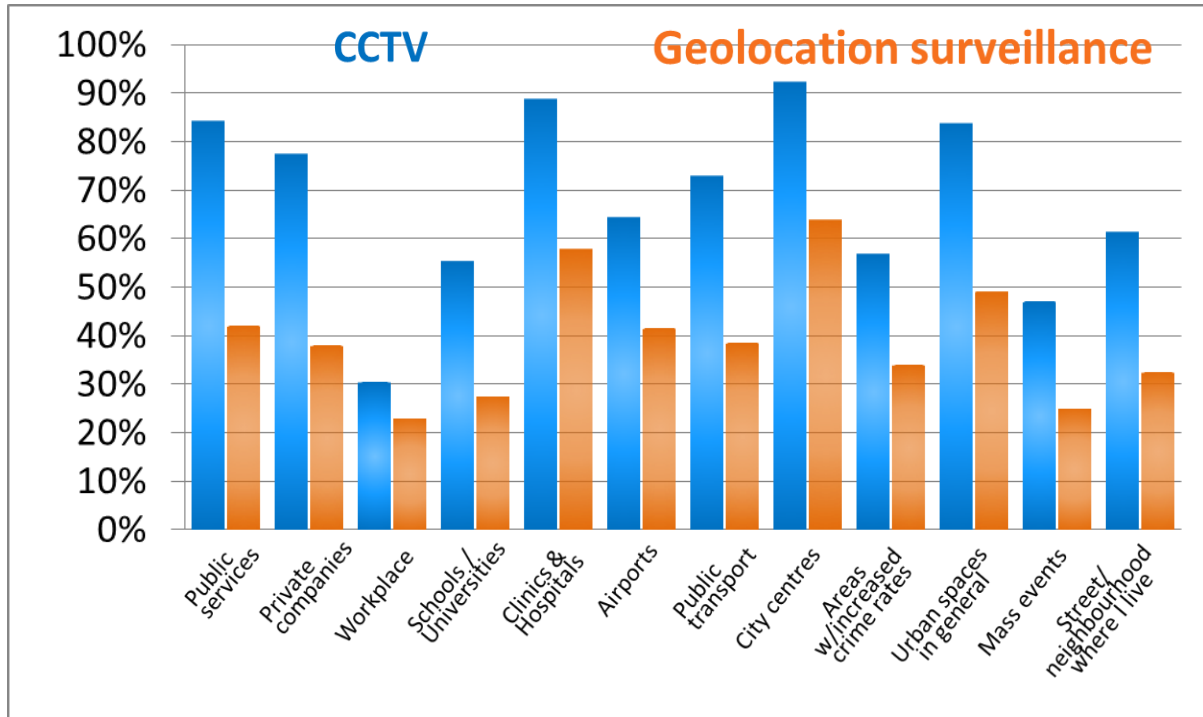


Figure 3: Acceptability of surveillance in different locations

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. Acceptance rates for CCTV are in some cases twice as high as those for geolocation surveillance. For some locations (in particular public transport, airports and urban spaces in general) female respondents show a significantly higher acceptance than male respondents. Both types of surveillance are least accepted in the workplace (CCTV 30.5%, geolocation surveillance 23%). The highest acceptance of surveillance by CCTV is in city centres (92.5%) and clinics and hospitals (89%) with geolocation surveillance in clinics and hospitals also seen as acceptable by many respondents (58%). 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 urban spaces in general and public services are also rather high (both 84%), which in itself is unsurprising – but surveillance in specific areas with increased crime rates is less acceptable. This may be due to respondents having become accustomed to surveillance in city centres and urban areas.

## 8. Economic costs of surveillance

Only one in ten respondents believed that the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in their country is “just right”; 33% indicated that, in their opinion, there was too little or far too little money allocated, 24% believed it was too much or far too much. But overall one out of every three respondents felt that they, actually, “don’t know” whether government agencies are allocated sufficient funds 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. Only one out of every five of these respondents indicated they would be willing to do so whilst about double as many replied that they would not. Females appeared to be less willing (41%) than males (0%) to pay more taxes so the more money can be allocated to carry out surveillance to fight crime.<sup>12</sup>

**Table 12**  
**Beliefs about money allocated to surveillance**

	<b>Total</b>	<b>Female</b>	<b>Male</b>
far too little	7.0%	7.7%	6.3%
too little	26.0%	29.8%	21.9%
just right	10.0%	7.7%	12.5%
too much	12.5%	9.6%	15.6%
far too much	11.5%	12.5%	10.4%
I don't know	32.5%	32.7%	32.3%
No answer	0.5%	0.0%	1.0%

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 13**  
**Willingness to pay more taxes to increase budget allocated to carry out surveillance to fight crime**

	<b>Total</b>	<b>Female</b>	<b>Male</b>
Yes	12.1%	12.8%	11.1%*
No	24.2%	41.0%	0%*
I don't know	63.6%	46.2%	88.9%*
No answer	0.0%	0.0%	0.0%

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.

<sup>12</sup> However, the comparatively low number of respondents to this question ( $n=66$ ) allows only very cautious interpretations related to gender differences.

## 9. Social costs of surveillance

### 9.1 Attitudes towards surveillance

On one hand, protection of the individual citizen and, in particular, protection of the community were perceived as the social benefits of surveillance. But, on the other hand, the risks associated with surveillance seemed to be even more keenly felt. The highest perceived risk is that information gathered through surveillance is intentionally misused, followed by the risk of misinterpretation, privacy invasion through surveillance, and that surveillance may violate citizens' right to control whether information about them is used. The risks that surveillance may cause discrimination and limit a citizen's right of communication also appear to be issues, though not at the level of data misuse, misinterpretation, privacy invasion or lack of control. Only for surveillance being a potential source of stigma was there a significant gender difference, with females more often perceiving this risk than male respondents

**Table 14**  
**Attitudes towards surveillance**

	Total		Female		Male		
	Mean	STD	Mean	STD	Mean	STD	
Q8.1.1	Surveillance provides protection to the individual citizen	4.37	1.943	4.48	2.047	4.25	1.823
Q8.1.2	Surveillance provides protection of the community	4.86	1.792	5.06	1.694	4.65	1.876
Q8.1.3	Surveillance can be a source of personal excitement	4.77	1.851	4.68	1.939	4.85	1.765
Q8.1.4	Surveillance can be something to play with	2.39	2.197	2.65	2.353	2.14	2.009
Q8.1.5	Surveillance may cause discrimination towards specific groups of society	4.82	1.952	5.01	1.889	4.63	2.008
Q8.1.6	Surveillance may be a source of stigma	4.54	2.010	4.94	1.880	4.16*	2.068
Q8.1.7	Surveillance may violate a person's privacy	5.68	1.625	5.70	1.587	5.66	1.673
Q8.1.8	Surveillance may violate citizens' right to control whether information about them is used	5.46	1.770	5.55	1.706	5.36	1.840
Q8.1.9	There is a potential that information gathered via surveillance could be intentionally misused	6.01	1.542	6.10	1.418	5.91	1.664
Q8.1.10	There is a potential that information gathered via surveillance could be misinterpreted	5.81	1.651	5.81	1.585	5.81	1.728

Q8.1.11	Surveillance may limit a citizens' right of expression and free speech	4.69	2.008	4.73	2.023	4.65	2.002
Q8.1.12	Surveillance may limit a citizen's right of communication	4.73	1.892	4.67	1.964	4.79	1.819
Q8.1.13	Surveillance may limit a citizen's right of information	4.42	1.922	4.46	1.895	4.38	1.958

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

Very few respondents have made changes to their behaviour as a result of being aware of surveillance. The two changes in behaviour that were undertaken most often (though still by only one out of four respondents<sup>13</sup>) was to stop exchanging personal data for discounts or vouchers, and keeping informed about technical possibilities to protect personal data, but only a small minority of respondents have taken more proactive moves such as informing the media, filing complaints with the respective authorities, or taking defensive measures.

**Table 15**  
**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	2.32	1.943	2.38	1.984	2.25	1.907
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	1.99	1.774	2.01	1.802	1.97	1.752
Q8.2.3	I have taken defensive measures (hiding face, faking data, incapacitating surveillance device)	1.68	1.490	1.81	1.672	1.53	1.250
Q8.2.4	I have made fun of it	1.88	1.816	1.69	1.481	2.08	2.106
Q8.2.5	I have filed a complaint with the respective authorities	1.65	1.580	1.64	1.632	1.66	1.530
Q8.2.6	I have informed the media	1.54	1.350	1.59	1.403	1.48	1.295
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.78	1.553	1.77	1.566	1.79	1.548

<sup>13</sup> Answers 5, 6 and 7 on a scale from 1 to 7, with 1=disagree and 7=agree.

Q8.2.8	have kept myself informed about technical possibilities to protect my personal data	3.17	2.272	3.07	2.196	3.28	2.356
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	3.14	2.500	3.32	2.524	2.93	2.472

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 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 many of the perceived social costs being likely to respond in the same manner as to

- the potential misinterpretation and misuse of information gathered through surveillance;
- whether surveillance limits the right of free speech and the right of communication; and
- the potential for surveillance to violate privacy and the right of citizens to control whether information collected about them through surveillance is used (see table A17 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 weak to moderate relationship between the perceived social benefit of community protection and the perceived usefulness and effectiveness of most types of surveillance measures investigated in this study. This relationship, however, mostly does not extend to the perceived social benefit of protection of the individual citizen (see table A20 in Appendix A).

There are some moderate to strong links between changes in different behaviours as a result of awareness of surveillance. The strongest connections are between taking up measures of counter-surveillance and informing the media, avoiding locations, and filing complaints. , and between There is also a moderate link between avoiding locations and restricting activities (see Table A18 in Appendix A). These can be seen to represent certain "strategies" of protection against surveillance, though it needs to be kept in mind that very few respondents have acted in this way (see Table 15 above). Those changes of personal behaviour most often indicated by respondents – not accepting discounts/vouchers in exchange for personal data, and keeping oneself informed about the possibilities of technical data protection – are associated with each other, but only weakly related to the other forms of behavioural changes (see Table A18 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 A19 in Appendix A). A weak relationship was found between avoiding locations and a perceived limitation of the citizens' right of free speech through surveillance as well as with perceiving surveillance as potential cause of discrimination. Those social costs which were perceived most often – data misuse, data misinterpretation, violation of privacy and violation of the right to control the use of one's personal data – appear not to be linked to the perception of any of the perceived social costs investigated.



## 10. Surveillance and the role of age

Generally, interpreting differences between age groups has to be approached with caution due to the small number of respondents in some of the age groups. However, there can be identified some significant differences between age groups and patterns in the distribution of answers which reveal interesting aspects.

Respondents aged between 18 and 64 show a rather similar level of knowledge of different types of surveillance. Only the oldest (65+) age group stands out to an extent, showing the lowest knowledge of those types of surveillance that are more related to computer, internet and telecommunication technologies (see table A1 in Appendix A). This oldest age group is also the most likely to reply that they “don’t know” of the reasons for the setting up of surveillance (see table A2 in Appendix A), whereas respondents of the 45-54 age group indicated significantly less often than all others that they know of – or consider – the reduction of crime as a reason for the setting up of surveillance. Although overall few respondents (between 22% and 40% answered “I don’t know”) expressed views about whether enough funds are allocated to government agencies for surveillance, respondents aged 65+ indicated more often than other respondents that too little is spent for this purpose (see table A14 in Appendix A).

For all types of surveillance it is the 65+ respondents who show the largest proportion of answers indicating that they “don’t know” whether or not surveillance is taking place in the country where they live<sup>14</sup> (see table A13 in Appendix A).

Almost all types of surveillance are perceived by all age groups as more useful than not useful for the reduction, detection and prosecution of crime (see table A5 in Appendix A). The most prominent exception is surveillance of online social networking which was perceived by all age groups except for respondents aged 55+ as less useful than useful for the prosecution of crime. Additionally, 45-54 year olds indicated surveillance via databases containing personal information as less useful than useful for all three purposes. Despite respondents aged 65+ having lower knowledge than younger respondents of those types of surveillance related to computer, internet and telecommunication technologies<sup>15</sup>, these oldest respondents perceive a number of such types of surveillance (surveillance of databases containing personal information for the reduction of crime, and surveillance of online social networking for the prosecution of crime) as more useful than several of the other age groups. Here, a possible interpretation could be that, rather than rating the usefulness of specific surveillance technologies, their rating is influenced by their perception of usefulness of surveillance in general. The lowest usefulness for most types of surveillance, and across the different purposes, is perceived by respondents of the 45-54 age group. A very similar picture is revealed for the perceived effectiveness of surveillance (see table A4 in Appendix A).

The presence of surveillance makes respondents in the 65+ age group feel significantly more secure, or less insecure, than the middle-aged respondents of the 45-54 group (see table A7 in Appendix A). At the same time, though, the 65+ respondents also show significantly less trust that private companies protect their personal information than younger respondents (ages 18-24). However, there are no significant age-related differences regarding trust, or rather lack of trust, in public authorities protecting personal data gathered via surveillance measures, and the perception of control issues (lack of control over the processing of personal information gathered via government agencies or private companies). Consistent with the oldest respondents feeling more secure with the presence of surveillance, 65+ respondents feel happier than some other age groups with CCTV and the surveillance of online social networks (see table A8 in Appendix A). However, when being asked how they feel

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<sup>14</sup> Ranging from 20% for CCTV to 84% for the surveillance of SNS and geolocation surveillance.

<sup>15</sup> See table A1 in Appendix A.

about surveillance taking place without being aware of it, the majority of respondents in all age groups felt more unhappy than happy about this with no significant differences between age groups.

Respondents in most age groups agree that surveillance has a negative impact on privacy with the exception of CCTV and surveillance of financial transactions. Only 55-64 year old respondents disagree rather than agree that all modes of surveillance have a negative impact on privacy (see table A10 in Appendix A). Accepting financial compensation in exchange for more invasion of privacy through surveillance is not an option for most respondents. However, there are more in the 18-24 group who would be willing to do so regarding CCTV, and almost one out of every three 25-34 respondents (31%) would be willing to exchange more privacy intrusion through surveillance of financial transactions in exchange for financial compensation (see table A11 in Appendix A).

Finally, respondents in all age groups perceive surveillance as beneficial to society by providing protection of the community (see table A16a in Appendix A). There are no statistically significant age differences in the perceived social costs; only respondents aged 45-54 indicated significantly more often than those aged 65+ that surveillance can be something to play with. , It is generally the younger respondents (ages 18-34) who appear to have taken action more often than those aged 55+ with the exception of filing complaints with the respective authorities and informing the media (see table A16b in Appendix A). Additionally, the respondents aged 45-54 stand out indicating a significantly more active behaviour than older citizens.

To summarise, it is not completely surprising that older citizens may be least informed about some surveillance types and technologies, and their costs, whereas younger citizens who have grown up with new technologies, finished their education, taken up a profession and are grounding their opinions on some life experience show the more critical and reflective attitudes (e.g., towards the usefulness and effectiveness of surveillance measures, or the impact of surveillance on privacy). At the same time though, respondents aged 45-54 show attitudes and perceptions that are at a similar level of younger citizens (aged 25-34), being the most active in adapting their behaviours to mitigate the risks they perceive in the context of surveillance.

## **11. Conclusion**

Overall, the Bulgarian respondents indicated a strongly felt lack of trust in the protection of, and control over, personal information gathered via surveillance.

Based on the data collected in this study, the majority of Bulgarian respondents feel more unhappy than happy with the different types of surveillance (except CCTV), and they feel also unhappy about surveillance taking place without them knowing about it, but there is only a weak link between feeling happy, or unhappy, about surveillance and feeling secure or insecure through the presence of surveillance.

At the same time, and despite the respondents' general perception of surveillance measures being useful, surveillance measures currently appear not to reduce their feelings of insecurity. Although analyses also indicate that increasing the perceived effectiveness of CCTV may increase citizens' feelings of security in the presence of surveillance to a certain extent, increasing the perceived effectiveness of the other measures of surveillance may not have the same effect.

Further research is needed to disentangle the relationships and effects between surveillance measures, feelings of security or insecurity, and citizens' general quality of life feelings.

## APPENDICES

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Figure 2: Beliefs about surveillance taking place

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**Table A1: Knowledge of types of surveillance by age group**

		Total	Answer = YES					65+
			18-24	25-34	35-44	45-54	55-64	
Q1_1	<b>Biometric data</b> , e.g. analysis of fingerprints, palm prints, facial or body features	62.0%	76.2%	75.8%	57.1%	68.8%	61.8%	44.4%
Q1_2	<b>"Suspicious" behaviour</b> , e.g. automated detection of raised voices, facial or body features	29.5%	28.6%	39.4%	25.7%	28.1%	41.2%	17.8%
Q1_3	<b>Data and traffic on the internet</b> , e.g. Deep Packet/Content inspection	47.5%	38.1%	69.7%	42.9%	50.0%	70.6%	20.0%*
Q1_4	<b>Databases</b> containing personal information, e.g. searching state pension databases, or customer databases of private companies	65.0%	61.9%	81.8%	65.7%	56.3%	64.7%	60.0%
Q1_5	<b>Online communication</b> , e.g. social network analysis, monitoring of chat rooms or forums	67.5%	85.7%	93.9%	65.7%	71.9%	73.5%	33.3%*
Q1_6	<b>Telecommunication</b> , e.g. monitoring of phone calls or SMS	59.0%	85.7%	87.9%*	62.9%	56.3%	55.9%	26.7%*
Q1_7	<b>Electronic tagging / Radio Frequency Identification (RFID)</b> , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	47.5%	61.9%	57.6%	48.6%	46.9%	44.1%	35.6%
Q1_8	<b>Global Positioning Systems (GPS)</b> , e.g. tracking geolocation of cars or mobile phones	72.0%	90.5%	93.9%	77.1%	68.8%	70.6%	46.7%
Q1_9	<b>CCTV cameras</b> , e.g. in public places, airports or supermarkets	91.5%	95.2%	93.9%	82.9%	87.5%	100.0%	91.1%
Q1_10	<b>Financial information</b> , e.g. tracking of debit/credit card transactions	68.0%	81.0%	84.8%	82.9%	53.1%	73.5%	44.4%

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	66.5%	76.2%	84.8%	65.7%	37.5%*	79.4%	60.0%
Q2_2	The detection of crime	76.0%	76.2%	97.0%	82.9%	65.6%	70.6%	66.7%
Q2_3	The prosecution of crime	74.5%	81.0%	84.8%	85.7%	68.8%	70.6%	62.2%
Q2_4	Control of border-crossings	85.5%	85.7%	93.9%	88.6%	68.8%	94.1%	82.2%
Q2_5	Control of crowds	49.0%	57.1%	54.5%	57.1%	56.3%	44.1%	33.3%
Q2_6	Other	7.0%	0.0%	15.2%	14.3%	9.4%	2.9%	0.0%
Q2_7	I don't know of any reasons.	3.0%	0.0%	0.0%	0.0%	0.0%	2.9%	11.1%*

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	database	SNS	financialT	geocat.	
		Q3.1_1	Q3.1_2	Q3.1_3	Q3.1_4	Q3.1_5	
<b>REDUCTION</b>	CCTV	Q3.1_1	1.000				
	database	Q3.1_2	0.329	1.000			
	SNS	Q3.1_3	0.252	0.396	1.000		
	financT	Q3.1_4	0.450	0.478	0.373	1.000	
	Geoloc.	Q3.1_5	0.347	0.488	0.502	0.394	1.000
<b>DETECTION</b>	CCTV	Q3.2_1	0.732	0.302	0.252	0.401	0.355
	database	Q3.2_2	0.277	0.693	0.426	0.538	0.428
	SNS	Q3.2_3	0.276	0.414	0.657	0.405	0.447
	financT	Q3.2_4	0.479	0.469	0.312	0.673	0.353
	Geoloc.	Q3.2_5	0.421	0.373	0.375	0.434	0.613
<b>PROSECUTION</b>	CCTV	Q3.3_1	0.586	0.247	0.258	0.297	0.216
	database	Q3.3_2	0.363	0.626	0.288	0.520	0.302
	SNS	Q3.3_3	0.331	0.435	0.502	0.400	0.281
	financT	Q3.3_4	0.460	0.398	0.274	0.636	0.308
	Geoloc.	Q3.3_5	0.386	0.340	0.403	0.410	0.490

Usefulness for **DETECTION** of crime

		CCTV	database	SNS	financialT	geocat.	
		Q3.2_1	Q3.2_2	Q3.2_3	Q3.2_4	Q3.2_5	
<b>DETECTION</b>	CCTV	Q3.2_1	1.000				
	database	Q3.2_2	0.400	1.000			
	SNS	Q3.2_3	0.331	0.615	1.000		
	financT	Q3.2_4	0.485	0.690	0.500	1.000	
	Geoloc.	Q3.2_5	0.485	0.564	0.531	0.590	1.000
<b>PROSECUTION</b>	CCTV	Q3.3_1	0.706	0.320	0.261	0.422	0.362
	database	Q3.3_2	0.341	0.797	0.513	0.690	0.464
	SNS	Q3.3_3	0.335	0.632	0.736	0.530	0.474
	financT	Q3.3_4	0.516	0.583	0.428	0.758	0.508
	Geoloc.	Q3.3_5	0.444	0.524	0.583	0.508	0.722

Usefulness for **PROSECUTION** of crime

		CCTV	database	SNS	financialT	geocat.
		Q3.3_1	Q3.3_2	Q3.3_3	Q3.3_4	Q3.3_5
<b>PROSECUTION</b>	CCTV	Q3.3_1	1.000			
	database	Q3.3_2	0.344	1.000		
	SNS	Q3.3_3	0.352	0.636	1.000	
	financT	Q3.3_4	0.577	0.652	0.513	1.000
	Geoloc.	Q3.3_5	0.461	0.506	0.601	0.581

Table A4: Perceived effectiveness of surveillance by age group

Total | 18-24 | 25-34 | 35-44



Q5.1.1	Effectiveness (1=disagree; 7=agree)	45-54		55-64		65+			
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	4.88	1.860	4.81	1.692	4.66	1.842	4.79	1.935
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.51	1.840	3.52	1.289	3.39	1.726	3.60	1.818
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.55	1.850	3.05	1.538	3.06	1.819	3.60	1.913
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.54	1.866	4.43	1.690	4.30	1.944	4.54	1.771
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.35	1.897	4.57	1.630	3.88	1.845	4.21	2.100

Q5.1.1	Effectiveness (1=disagree; 7=agree)	45-54		55-64		65+			
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	4.43	2.300	5.03	1.686	5.35	1.66		
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	2.37 <sup>AB</sup>	1.586	3.94 <sup>A</sup>	1.914	4.23 <sup>B</sup>	2.028		
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.34	2.010	3.94	1.652	4.45	1.819		
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	3.91	2.022	4.94	1.711	5.10	1.868		
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.19	2.023	4.37	1.629	5.22	1.906		

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. (<sup>A</sup>), 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**

Q3.1	the reduction of crime	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q3.1_1	CCTV cameras	3.92	1.135	4.05	0.973	3.55	1.325	3.97	1.110
Q3.1_2	Surveillance using databases containing personal information	2.92	1.228	3.10	1.021	2.73	1.376	2.63	1.185
Q3.1_3	Surveillance of online social networking	2.79	1.273	2.60	1.273	2.59	1.411	2.69	1.176

Q3.1_4	Surveillance of financial transactions	3.63	1.260	3.60	1.142	3.52	1.387	3.77	1.203
Q3.1_5	Geolocation surveillance	3.52	1.230	3.35	1.268	3.31	1.330	3.71	1.189
<b>Q3.2 the detection of crime</b>									
Q3.2_1	CCTV cameras	4.17	1.075	4.30	0.733	4.06	1.162	4.13	1.167
Q3.2_2	Surveillance using databases containing personal information	3.30	1.415	3.32	1.204	3.19	1.515	3.21	1.317
Q3.2_3	Surveillance of online social networking	3.07	1.295	2.75	1.333	3.03	1.356	3.13	1.212
Q3.2_4	Surveillance of financial transactions	3.90	1.135	3.83	1.098	3.84	1.394	4.12	1.008
Q3.2_5	Geolocation surveillance	3.90	1.180	3.95	0.945	3.78	1.289	3.88	1.225
<b>Q3.3 the prosecution of crime</b>									
Q3.3_1	CCTV cameras	4.10	1.132	4.16	1.167	3.75	1.391	3.89	1.166
Q3.3_2	Surveillance using databases containing personal information	3.32	1.348	3.72	1.127	3.04	1.453	3.33	1.269
Q3.3_3	Surveillance of online social networking	2.93	1.419	2.74	1.284	2.61 <sup>A</sup>	1.453	2.80	1.495
Q3.3_4	Surveillance of financial transactions	3.91	1.195	4.00	1.054	3.84	1.439	3.90	1.076
Q3.3_5	Geolocation surveillance	3.79	1.280	4.26	1.147	3.55	1.378	3.53	1.358

		45-54		55-64		65+	
		Mean	STD	Mean	STD	Mean	STD
<b>Q3.1 the reduction of crime</b>							
Q3.1_1	CCTV cameras	3.75	1.320	4.15	1.004	4.05	0.973
Q3.1_2	Surveillance using databases containing personal information	2.45 <sup>A</sup>	1.298	3.24	1.123	3.45 <sup>A</sup>	1.028
Q3.1_3	Surveillance of online social networking	2.66	1.234	3.43	1.136	2.78	1.309
Q3.1_4	Surveillance of financial transactions	3.45	1.434	4.06	0.998	3.30	1.265
Q3.1_5	Geolocation surveillance	3.50	1.391	3.66	1.203	3.55	0.912
<b>Q3.2 the detection of crime</b>							
Q3.2_1	CCTV cameras	3.78	1.289	4.45	0.971	4.31	0.924
Q3.2_2	Surveillance using databases containing personal information	2.93	1.530	3.58	1.336	3.59	1.500
Q3.2_3	Surveillance of online social networking	2.83	1.510	3.30	1.149	3.30	1.185
Q3.2_4	Surveillance of financial transactions	3.65	1.279	4.06	0.929	3.83	1.037
Q3.2_5	Geolocation surveillance	3.81	1.276	3.83	1.206	4.33	0.966
<b>Q3.3 the prosecution of crime</b>							
Q3.3_1	CCTV cameras	3.71 <sup>A</sup>	1.216	4.48	0.906	4.50 <sup>A</sup>	0.716
Q3.3_2	Surveillance using databases containing personal information	2.93	1.412	3.43	1.278	3.60	1.404
Q3.3_3	Surveillance of online social networking	2.73 <sup>B</sup>	1.461	3.03	1.377	3.95 <sup>AB</sup>	0.999
Q3.3_4	Surveillance of financial transactions	3.57	1.478	4.26	0.855	3.93	1.081
Q3.3_5	Geolocation surveillance	3.73	1.388	3.67	1.241	4.29	0.845

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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. (<sup>A</sup>), 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: Knowledge and perception of laws by age group

	Total		18-24		25-34		35-44	
	Mean	STD	Mean	STD	Mean	STD	Mean	STD
<b>4.1</b> Knowledge about laws and regulations regarding the protection of personal data gathered via surveillance (1= I don't know anything; 5= I am very well informed)	2.75	1.237	2.90	1.071	3.03 <sup>A</sup>	1.132	3.09 <sup>B</sup>	1.095
<b>4.2</b> Effectiveness of these laws (1= not effective at all; 5= very effective)	2.44	0.975	2.38	0.961	2.21	1.082	2.58	0.886
	45-54		55-64		65+			
	Mean	STD	Mean	STD	Mean	STD		
<b>4.1</b> Knowledge about laws and regulations regarding the protection of personal data gathered via surveillance (1= I don't know anything; 5= I am very well informed)	3.09 <sup>C</sup>	1.376	2.62	1.206	2.05 <sup>ABC</sup>	1.160		
<b>4.2</b> Effectiveness of these laws (1= not effective at all; 5= very effective)	2.11	0.892	2.77	0.992	2.61	0.941		

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 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: Feelings of security, control and trust by age group**

		Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
<b>4.3</b>	<b>Security (1=very insecure; 5=very secure)</b>								
	How secure does the presence of surveillance measures make you feel	2.76	1.076	2.85	0.988	2.61	1.029	2.67	0.990
<b>4.4</b>	<b>Control (1= no control; 7=full control)</b>								
4.4.1	Control over processing of personal information gathered via government agencies	1.87	1.116	2.00	1.214	1.73	1.008	2.03	1.224
4.4.2	Control over processing of personal information gathered via private companies	1.80	1.071	2.25	1.333	1.84	1.019	1.94	1.187
<b>4.5</b>	<b>Trust (1=no trust; 7=complete trust)</b>								
4.5.1	Trust into government that they protect personal information	1.95	1.035	2.00	1.000	1.88	1.129	2.29	1.017
4.5.2	Trust into private companies that they protect personal information	1.76	0.911	2.20 <sup>A</sup>	1.005	1.94	1.045	1.71	0.893
		45-54		55-64		65+			
		Mean	STD	Mean	STD	Mean	STD		
<b>4.3</b>	<b>Security (1=very insecure; 5=very secure)</b>								
	How secure does the presence of surveillance measures make you feel	2.31 <sup>A</sup>	1.120	2.97	1.114	3.07 <sup>A</sup>	1.068		
<b>4.4</b>	<b>Control (1= no control; 7=full control)</b>								
4.4.1	Control over processing of personal information gathered via government agencies	1.97	1.329	2.09	1.100	1.50	0.775		
4.4.2	Control over processing of personal information gathered via private companies	1.90	1.076	1.60	0.894	1.32	0.748		
<b>4.5</b>	<b>Trust (1=no trust; 7=complete trust)</b>								
4.5.1	Trust into government that they protect personal information	1.88	1.100	2.09	1.071	1.62	0.828		
4.5.2	Trust into private companies that they protect personal information	1.72	0.851	1.67	0.884	1.36 <sup>A</sup>	0.581		

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/Q4.5.2: 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. (<sup>A</sup>), 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: Happiness with surveillance by age group**

		Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
<b>5.3</b>	<b>Happy/unhappy with surveillance (1=very happy, 5=very unhappy)</b>								
5.3_1	Feel happy/unhappy about CCTV cameras	2.93	0.832	3.05	1.026	3.03	0.984	3.06	0.788
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.50	0.863	3.95 <sup>A</sup>	0.945	3.88 <sup>B</sup>	1.083	3.44	0.801
5.3_3	Feel happy/unhappy about surveillance using databases	3.48	0.845	3.47	0.841	3.61	1.145	3.38	0.660
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.23	0.776	3.45	0.826	3.06	1.045	3.34	0.725
5.3_5	Feel happy/unhappy about geolocation surveillance	3.34	0.803	3.44	1.097	3.58	1.119	3.27	0.626
<b>5.4</b>	<b>Feel happy/unhappy about surveillance taking place without noticing</b>	3.73	0.958	3.85	1.137	3.78	0.975	3.57	0.739
		45-54		55-64		65+			
<b>5.3</b>	<b>Happy/unhappy with surveillance (1=very happy, 5=very unhappy)</b>	Mean	STD	Mean	STD	Mean	STD		
5.3_1	Feel happy/unhappy about CCTV cameras	3.13 <sup>A</sup>	0.751	2.91	0.753	2.55 <sup>A</sup>	0.670		
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.41	0.907	3.33	0.595	3.00 <sup>AB</sup>	0.295		
5.3_3	Feel happy/unhappy about surveillance using databases	3.50	0.916	3.48	0.712	3.42	0.765		
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.24	0.872	3.33	0.645	3.03	0.400		
5.3_5	Feel happy/unhappy about geolocation surveillance	3.34	0.721	3.33	0.692	3.04	0.359		
<b>5.4</b>	<b>Feel happy/unhappy about surveillance taking place without noticing</b>	3.53	1.074	3.88	0.992	3.80	0.911		

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. (<sup>A</sup>), 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 A9: 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 <b>REDUCTION</b> of crime	<b>CCTV</b>	Q3.1_1	-0.193	-0.156	-0.061	-0.055	-0.263	0.386
	<b>database</b>	Q3.1_2	-0.105	-0.189	-0.235	-0.075	-0.206	0.244
	<b>SNS</b>	Q3.1_3	-0.129	-0.300	-0.184	-0.124	-0.199	0.293
	<b>financialT</b>	Q3.1_4	-0.129	-0.171	-0.207	0.000	-0.163	0.197
	<b>geolocat.</b>	Q3.1_5	-0.267	-0.273	-0.212	-0.177	-0.296	0.232
Usefulness for <b>DETECTION</b> of crime	<b>CCTV</b>	Q3.2_1	-0.136	-0.068	0.063	-0.078	-0.140	0.46
	<b>database</b>	Q3.2_2	-0.095	-0.214	-0.198	-0.165	-0.161	0.266
	<b>SNS</b>	Q3.2_3	-0.133	-0.208	-0.145	-0.156	-0.158	0.265
	<b>financialT</b>	Q3.2_4	-0.094	-0.159	-0.132	-0.076	-0.176	0.253
	<b>geolocat.</b>	Q3.2_5	-0.281	-0.226	-0.203	-0.162	-0.276	0.265
Usefulness for <b>PROSECUTION</b> of crime	<b>CCTV</b>	Q3.3_1	-0.248	-0.159	-0.044	-0.048	-0.208	0.472
	<b>database</b>	Q3.3_2	-0.116	-0.179	-0.208	-0.101	-0.219	0.194
	<b>SNS</b>	Q3.3_3	-0.092	-0.259	-0.151	-0.139	-0.182	0.251
	<b>financialT</b>	Q3.3_4	-0.180	-0.144	-0.108	-0.034	-0.215	0.285
	<b>geolocat.</b>	Q3.3_5	-0.337	-0.238	-0.121	-0.192	-0.272	0.245

**Table A10: 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	3.43	2.139	3.29	1.586	4.09	2.255	3.09	1.86
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.16	2.167	4	1.747	4.5	2.079	4.03	1.992
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.23	2.214	4.33	2.033	5.03	2.213	3.79	2.1
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	3.98	2.03	3.81	1.778	4.21	1.883	3.45	1.954
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.14	2.203	4.43	2.226	5.03	2.183	3.76	2.046
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	4.17	2.260	3.03	2.132	3.03	2.270		
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.55	2.188	3.67	2.324	4.15	2.588		
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.33	2.106	3.76	2.166	4.16	2.693		
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.52	2.047	3.90	2.059	3.97	2.356		
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.19	2.088	3.39	2.006	4.05	2.605		

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. (<sup>A</sup>), 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 A11: 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	6.5%	11.8%*	7.7%	5.3%	8.7%	5.0%	0.0%
5.1.3_2	Surveillance of online social networks	6.5%	5.9%	11.5%	0.0%	4.3%	15.0%	0.0%
5.1.3_3	Surveillance utilising databases containing personal information	8.1%	5.9%	11.5%	5.3%	4.3%	15.0%	5.6%
5.1.3_4	Surveillance of financial transactions	13.8%	11.8%	30.8%*	0.0%	13.0%	15.0%	5.6%
5.1.3_5	Geolocation surveillance	8.9%	11.8%	15.4%	0.0%	13.0%	10.0%	0.0%

Q5.1.3: Would you be willing to accept payment as compensation for greater invasion of 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 A12: 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.	3.5%	4.8%	0.0%	5.7%	6.3%	0.0%	4.4%
	I rarely notice CCTV cameras.	19.0%	4.8%	24.2%	11.4%	12.5%	17.6%	33.3%*
	I sometimes notice CCTV cameras.	35.0%	33.3%	30.3%	42.9%	31.3%	35.3%	35.6%
	I often notice CCTV cameras.	32.0%	47.6%	33.3%	31.4%	34.4%	32.4%	22.2%
	I always notice CCTV cameras.	9.0%	9.5%	12.1%	8.6%	9.4%	11.8%	4.4%
	I don't know / No answer	1.5%	0.0%	0.0%	0.0%	6.3%	2.9%	0.0%

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 A13: Beliefs about surveillance taking place by age group**

		Total	In your opinion, how often do the following types of surveillance take place in the country where you live?					65+
			18-24	25-34	35-44	45-54	55-64	
<b>Q5.2.2</b>	<b>In your opinion, how often do the following types of surveillance take place in the country where you live?</b>							
<b>Q5.2.2_1</b>	<b>Surveillance via CCTV cameras</b>							
	Never happens	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
						9.4%		
	Rarely happens	3.0%	0.0%	3.0%	5.7%	*	0.0%	0.0%
		17.5	19.0	24.2		12.5	23.5	
	Sometimes happens	%	%	%	17.1%	%	%	11.1%
		47.5	38.1	30.3		46.9	61.8	
	Often happens	%	%	%	48.6%	%	%	53.3%
		25.0	42.9	42.4		25.0		
	Happens all the time	%	%	%	25.7%	%	8.8%	15.6%
								20.0%
	I don't know	7.0%	0.0%	0.0%	2.9%	6.3%	5.9%	*
	Not answered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Q5.2.2_2</b>	<b>Surveillance of online social networks</b>							
	Never happens	1.5%	0.0%	3.0%	2.9%	3.1%	0.0%	0.0%
				12.1	22.9%	12.5		
	Rarely happens	9.0%	4.8%	%	*	%	2.9%	0.0%
		24.0	42.9	39.4		25.0	20.6	
	Sometimes happens	%	%	%	28.6%	%	%	2.2%*
		23.5	23.8	24.2		21.9	35.3	
	Often happens	%	%	%	25.7%	%	%	13.3%
						15.6		
	Happens all the time	7.5%	9.5%	6.1%	8.6%	%	8.8%	0.0%
		34.0	19.0	15.2	11.4%	18.8	32.4	84.4%
	I don't know	%	%	%	*	%	%	*
	Not answered	0.5%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%
<b>Q5.2.2_3</b>	<b>Surveillance utilising databases containing personal information</b>							
	Never happens	2.5%	4.8%	0.0%	5.7%	6.3%	0.0%	0.0%
	Rarely happens	5.0%	4.8%	9.1%	11.4%	6.3%	0.0%	0.0%
		23.5	33.3	30.3		21.9	20.6	
	Sometimes happens	%	%	%	22.9%	%	%	17.8%
		25.0	28.6	15.2		25.0	41.2	
	Often happens	%	%	%	25.7%	%	%	17.8%
		12.5		21.2		21.9		
	Happens all the time	%	4.8%	%	17.1%	%	8.8%	2.2%
		31.5	23.8	24.2		18.8	29.4	62.2%
	I don't know	%	%	%	17.1%	%	%	*
	Not answered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Q5.2.2_4</b>	<b>Surveillance of financial transactions</b>							
	Never happens	2.5%	4.8%	3.0%	2.9%	6.3%	0.0%	0.0%
						15.6		
	Rarely happens	7.5%	4.8%	6.1%	8.6%	%	5.9%	4.4%
		20.5	33.3	21.2		21.9	14.7	
	Sometimes happens	%	%	%	22.9%	%	%	15.6%

	23.0	28.6	33.3		15.6	26.5	
Often happens	%	%	%	31.4%	%	%	8.9%
	18.0		18.2		12.5	29.4	
Happens all the time	%	4.8%	%	28.6%	%	%	11.1%
	28.5	23.8	18.2		28.1	23.5	60.0%
I don't know	%	%	%	5.7%*	%	%	*
Not answered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Q5.2.2_5</b>							
<b>Geolocation surveillance</b>							
Never happens	2.0%	0.0%	0.0%	2.9%	6.3%	2.9%	0.0%
	13.0	14.3	18.2		18.8		
Rarely happens	%	%	%	20.0%	%	8.8%	2.2%
	22.5	33.3	30.3		18.8	26.5	
Sometimes happens	%	%	%	37.1%	%	%	0.0%*
	23.0	42.9	21.2		21.9	32.4	
Often happens	%	%	%	20.0%	%	%	11.1%
			15.2				
Happens all the time	7.0%	0.0%	%	8.6%	9.4%	5.9%	2.2%
	32.5		15.2	11.4%	25.0	23.5	84.4%
I don't know	%	9.5%	%	*	%	%	*
Not answered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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 A14: Beliefs about economic costs of surveillance by age group**

<b>Q6.2</b>	<b>Total</b>	<b>18-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65+</b>
<b>far too little</b>	7.0%	9.5%	15.2%	8.6%	3.1%	0.0%	6.7%
<b>too little</b>	26.0%	33.3%	9.1%	14.3%	15.6%	32.4%	46.7%*
<b>just right</b>	10.0%	4.8%	3.0%	11.4%	15.6%	11.8%	11.1%
<b>too much</b>	12.5%	9.5%	18.2%	14.3%	21.9%	11.8%	2.2%
<b>far too much</b>	11.5%	4.8%	21.2%	11.4%	21.9%	8.8%	2.2%
<b>I don't know</b>	32.5%	38.1%	33.3%	40.0%	21.9%	35.3%	28.9%
<b>No answer</b>	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%

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 A15: Willingness to increase economic costs of surveillance by age group**

<b>Q6.2.1</b>	<b>Total</b>	<b>18-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65+</b>
<b>Yes</b>	12.1%	22.2%	25.0%	12.5%	50.0%*	0.0%	0.0%
<b>No</b>	24.2%	11.1%	25.0%	37.5%	33.3%	45.5%	12.5%
<b>I don't know</b>	63.6%	66.7%	50.0%	50.0%	16.7%	54.5%	87.5%

**No answer**      0.0% |      0.0%    0.0%    0.0%    0.0%    0.0%    0.0%

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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 A16a: Social costs by age group – Attitudes and perceptions**

		Total		18-24		25-34		35-44	
Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	4.37	1.943	4.20	2.093	4.10	1.814	4.29	2.217
Q8.1.2	Surveillance provides protection of the community	4.86	1.792	4.80	1.473	4.71	1.532	4.71	2.023
Q8.1.3	Surveillance can be a source of personal excitement	4.77	1.851	4.21	1.903	5.15	1.748	4.66	2.209
Q8.1.4	Surveillance can be something to play with	2.39	2.197	2.05	1.905	3.06	2.516	2.09	1.942
Q8.1.5	Surveillance may cause discrimination	4.82	1.952	4.68	2.029	4.79	1.873	4.42	2.126
Q8.1.6	Surveillance may be a source of stigma	4.54	2.010	3.79	1.805	4.52	2.143	4.59	2.180
Q8.1.7	Surveillance may violate a person's privacy	5.68	1.625	5.53	1.541	6.09	1.510	5.32	1.934
Q8.1.8	Violation of citizens' right to control of information use	5.46	1.770	5.00	2.103	5.96	1.290	5.03	1.976
Q8.1.9	Potential that information could be intentionally misused	6.01	1.542	5.70	1.593	6.48	1.029	5.82	2.007
Q8.1.10	Potential that information could be misinterpreted	5.81	1.651	5.65	1.387	6.16	1.347	5.74	1.896
Q8.1.11	Limiting a citizens' right of expression and free speech	4.69	2.008	4.25	2.023	4.75	2.110	4.30	2.143
Q8.1.12	Surveillance may limit a citizen's right of communication	4.73	1.892	4.45	1.877	4.53	2.063	4.63	2.116
Q8.1.13	Surveillance may limit a citizen's right of information	4.42	1.922	4.55	1.791	4.10	2.059	3.97	2.137
		45-54		55-64		65+			
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	3.91	2.190	4.66	1.945	4.86	1.424		
Q8.1.2	Surveillance provides protection of the community	4.29	2.254	4.91	1.838	5.55	1.300		
Q8.1.3	Surveillance can be a source of personal excitement	5.03	2.092	4.67	1.470	4.74	1.655		
Q8.1.4	Surveillance can be something to play with	3.38 <sup>A</sup>	2.661	2.03	1.944	1.75 <sup>A</sup>	1.680		
Q8.1.5	Surveillance may cause discrimination	4.91	2.234	4.67	2.006	5.28	1.536		

Q8.1.6	Surveillance may be a source of stigma	4.69	2.123	4.44	1.873	4.91	1.823
Q8.1.7	Surveillance may violate a person's privacy	5.91	1.692	5.44	1.645	5.74	1.380
Q8.1.8	Violation of citizens' right to control of information use	5.65	1.942	5.43	1.794	5.58	1.461
Q8.1.9	Potential that information could be intentionally misused	6.00	1.566	5.90	1.446	6.05	1.467
Q8.1.10	Potential that information could be misinterpreted	5.56	1.950	5.61	1.647	6.05	1.527
Q8.1.11	Limiting a citizens' right of expression and free speech	4.72	2.289	5.10	1.620	4.85	1.865
Q8.1.12	Surveillance may limit a citizen's right of communication	4.75	2.048	5.00	1.528	4.88	1.749
Q8.1.13	Surveillance may limit a citizen's right of information	4.32	2.286	4.69	1.650	4.82	1.537

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 A16b: Social costs by age group – Behavioural changes**

Q8.2	Changes of personal behaviour (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q8.2.1	I have restricted my activities or the way I behave	2.32	1.943	2.80	1.963	3.30 <sup>AB</sup>	2.395	2.41	1.828
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	1.99	1.774	1.95	1.468	2.71 <sup>A</sup>	2.254	2.13	1.862
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	1.68	1.490	2.20 <sup>A</sup>	1.795	2.10 <sup>B</sup>	1.826	1.91	1.877
Q8.2.4	I have made fun of it	1.88	1.816	3.00 <sup>AB</sup>	2.675	2.68 <sup>C</sup>	2.262	1.85	1.564
Q8.2.5	I have filed a complaint with the respective authorities	1.65	1.580	1.79	1.548	1.87	1.893	1.73	1.625
Q8.2.6	I have informed the media	1.54	1.350	1.63	1.300	1.84	1.715	1.71	1.488
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.78	1.553	2.26 <sup>A</sup>	1.821	2.23 <sup>B</sup>	1.775	1.91	1.792
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	3.17	2.272	3.35 <sup>A</sup>	1.954	4.21 <sup>BC</sup>	2.305	3.52 <sup>D</sup>	2.308

Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	3.14	2.500	3.30	2.342	3.71 <sup>A</sup>	2.597	3.78 <sup>B</sup>	2.379
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**45-54                      55-64                      65+**

<b>Q8.2 Changes of personal behaviour (1=disagree; 7=agree)</b>		<b>45-54</b>		<b>55-64</b>		<b>65+</b>	
<b>Q8.2</b>		<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>
Q8.2.1	I have restricted my activities or the way I behave	2.67	1.953	1.82 <sup>A</sup>	1.623	1.49 <sup>B</sup>	1.502
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.87 <sup>BC</sup>	2.145	1.50 <sup>B</sup>	1.295	1.10 <sup>AC</sup>	0.625
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	1.73	1.285	1.53	1.391	1.00 <sup>AB</sup>	0.000
Q8.2.4	I have made fun of it	2.25 <sup>D</sup>	1.974	1.38 <sup>A</sup>	1.362	1.00 <sup>BCD</sup>	0.000
Q8.2.5	I have filed a complaint with the respective authorities	1.66	1.261	1.56	1.625	1.43	1.531
Q8.2.6	I have informed the media	1.83	1.605	1.45	1.362	1.00	0.000
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	2.25 <sup>C</sup>	1.798	1.53	1.367	1.02 <sup>ABC</sup>	0.152
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	4.69 <sup>EF</sup>	2.002	2.61 <sup>BE</sup>	2.076	1.57 <sup>ACDF</sup>	1.500
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.48 <sup>CD</sup>	2.530	2.55 <sup>C</sup>	2.429	1.59 <sup>ABD</sup>	1.732

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 marked with a letter in superscript, e.g. (<sup>A</sup>), 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 A17: 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 communication	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	0.664	1.000											
Source of excitement	Q8.1_3	0.225	0.225	1.000										
Something to play with	Q8.1_4	0.088	0.120	0.106	1.000									
Cause of discrimination	Q8.1_5	0.084	0.141	0.370	0.185	1.000								
Source of stigma	Q8.1_6	-0.044	0.035	0.292	0.199	0.437	1.000							
Violates privacy	Q8.1_7	-0.039	0.050	0.456	0.065	0.506	0.513	1.000						
Violates right of control data	Q8.1_8	0.046	0.045	0.411	0.161	0.519	0.535	0.723	1.000					
Potential misuse	Q8.1_9	-0.021	0.005	0.317	0.010	0.418	0.393	0.543	0.549	1.000				
Potential mis-interpretation	Q8.1_10	0.054	0.059	0.272	0.024	0.489	0.451	0.549	0.578	0.816	1.000			
Limits right of free speech	Q8.1_11	-0.124	-0.055	0.444	0.066	0.496	0.516	0.517	0.416	0.353	0.321	1.000		
Limits right of communication	Q8.1_12	-0.024	0.063	0.468	0.038	0.448	0.507	0.457	0.406	0.353	0.317	0.757	1.000	
Limits right of information	Q8.1_13	0.062	0.039	0.395	0.119	0.569	0.429	0.414	0.394	0.275	0.343	0.522	0.515	1.000



**Table A18: Correlations – Social costs (behaviour)**

Social costs II (behaviour)		restrict- ed activities	avoided locations	defen- sive measures	made fun of it	filed com- plaint	in- formed the media	counter- sur- veillance	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	0.600	1.000							
defensive measures	Q8.2_3	0.411	0.443	1.000						
made fun of it	Q8.2_4	0.360	0.562	0.344	1.000					
filed complaint	Q8.2_5	0.364	0.522	0.500	0.261	1.000				
informed the media	Q8.2_6	0.402	0.472	0.424	0.341	0.581	1.000			
counter-surveillance	Q8.2_7	0.460	0.629	0.550	0.407	0.625	0.704	1.000		
info about technical protection	Q8.2_8	0.411	0.442	0.292	0.304	0.365	0.335	0.499	1.000	
stopped accepting vouchers	Q8.2_9	0.398	0.430	0.390	0.234	0.340	0.407	0.434	0.541	1.000

**Table A19: Correlations – Social costs (perceptions vs. behaviour)**

Social costs III (perceptions vs behaviour)		restrict- ed activities	avoided locations	defen- sive measures	made fun of it	filed com- plaint	in- formed the media	counter- sur- veillance	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	0.059	-0.083	-0.060	0.154	-0.025	0.056	0.023	0.060	0.017
Protection of community	Q8.1_2	-0.064	-0.170	-0.171	0.027	-0.114	-0.071	-0.151	-0.044	-0.163
Source of excitement	Q8.1_3	0.079	0.026	-0.135	0.138	-0.047	-0.063	-0.078	-0.001	0.073
Something to play with	Q8.1_4	0.099	0.207	0.165	0.274	0.118	0.172	0.154	0.237	0.153
Cause of discrimination	Q8.1_5	0.188	0.291	0.084	0.211	0.137	0.046	0.111	-0.044	-0.004
Source of stigma	Q8.1_6	0.106	0.251	0.090	0.182	0.098	0.116	0.045	-0.005	0.039
Violates privacy	Q8.1_7	0.194	0.225	0.052	0.132	0.095	-0.037	0.022	0.190	0.092
Violates right to control data	Q8.1_8	0.157	0.200	0.079	0.164	0.133	-0.023	0.054	0.145	0.095
Potential misuse	Q8.1_9	0.018	0.105	-0.065	-0.013	-0.002	-0.026	-0.091	0.038	0.026
Potential misinterpretation	Q8.1_10	0.050	0.124	-0.045	0.035	0.063	-0.022	-0.036	0.073	-0.027
Limits right of free speech	Q8.1_11	0.163	0.284	0.043	0.090	0.176	0.036	0.044	-0.038	0.169
Limits right of communication	Q8.1_12	0.125	0.233	-0.007	0.041	0.136	-0.013	0.018	-0.048	0.204
Limits right of information	Q8.1_13	0.109	0.141	0.104	0.065	0.145	0.084	0.078	-0.162	-0.013

**Table A20: Correlations – Social benefits, usefulness and effectiveness of surveillance**

			<b>PROTECTION for</b>	
			<b>individual citizen</b>	<b>community</b>
			Q8.1_1	Q8.1_2
Usefulness for <b>REDUCTION</b> of crime	<b>CCTV</b>	Q3.1_1	0.273	0.408
	<b>database</b>	Q3.1_2	0.21	0.377
	<b>SNS</b>	Q3.1_3	0.248	0.29
	<b>financialT</b>	Q3.1_4	0.194	0.295
	<b>geolocat.</b>	Q3.1_5	0.236	0.449
Usefulness for <b>DETECTION</b> of crime	<b>CCTV</b>	Q3.2_1	0.309	0.491
	<b>database</b>	Q3.2_2	0.298	0.4
	<b>SNS</b>	Q3.2_3	0.37	0.402
	<b>financialT</b>	Q3.2_4	0.21	0.349
	<b>geolocat.</b>	Q3.2_5	0.251	0.401
Usefulness for <b>PROSECUTION</b> of crime	<b>CCTV</b>	Q3.3_1	0.28	0.342
	<b>database</b>	Q3.3_2	0.202	0.313
	<b>SNS</b>	Q3.3_3	0.322	0.361
	<b>financialT</b>	Q3.3_4	0.22	0.339
	<b>geolocat.</b>	Q3.3_5	0.356	0.434
<b>EFFECTIVENESS</b>	<b>CCTV</b>	Q5.1.1_1	0.412	0.533
	<b>database</b>	Q5.1.1_2	0.321	0.371
	<b>SNS</b>	Q5.1.1_3	0.28	0.404
	<b>financialT</b>	Q5.1.1_4	0.14	0.28
	<b>geolocat.</b>	Q5.1.1_5	0.335	0.509

**Table A21: Correlations – Social costs and privacy in surveillance**

	<b>Social costs (perceptions)</b>	<b>CTV</b>	<b>Databases</b>	<b>SNS</b>	<b>FinTrac</b>	<b>Geoloc.</b>
Q8.1_1	Protection individual citizen	-0.264	-0.077	-0.190	-0.097	-0.232
Q8.1_2	Protection of community	-0.245	-0.117	-0.190	-0.041	-0.167
Q8.1_3	Source of excitement	0.059	0.173	0.108	0.342	0.179
Q8.1_4	Something to play with	-0.079	0.059	-0.036	0.072	0.040
Q8.1_5	Cause of discrimination	0.099	0.111	0.057	0.278	0.146
Q8.1_6	Source of stigma	0.237	0.246	0.365	0.236	0.242
Q8.1_7	Violates privacy	0.225	0.326	0.420	0.360	0.437
Q8.1_8	Violates right of control data	0.228	0.230	0.342	0.326	0.282
Q8.1_9	Potential misuse	0.174	0.162	0.296	0.208	0.273
Q8.1_10	Potential misinterpretation	0.151	0.139	0.234	0.204	0.228
Q8.1_11	Limits right of free speech	0.186	0.210	0.334	0.296	0.298
Q8.1_12	Limits right of communication	0.250	0.169	0.361	0.316	0.285
Q8.1_13	Limits right of information	0.099	0.161	0.217	0.282	0.185
	<b>Social costs (behaviour)</b>					
Q8.2_1	restricted activities	0.137	0.175	0.150	0.161	0.137
Q8.2_2	avoided locations	0.217	0.168	0.219	0.136	0.225
Q8.2_3	defensive measures	0.078	0.076	0.055	0.002	0.055
Q8.2_4	made fun of it	0.054	0.017	0.050	-0.040	0.026
Q8.2_5	filed complaint	0.192	0.150	0.141	0.111	0.186
Q8.2_6	informed the media	0.068	0.171	0.073	0.085	0.080
Q8.2_7	counter-surveillance	0.173	0.161	0.081	0.039	0.181
Q8.2_8	info about technical protection	0.160	0.215	0.152	0.094	0.226
Q8.2_9	stopped accepting vouchers	0.160	0.120	0.118	0.025	0.124

**Table A22: 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	0.662	0.189	0.362	0.382	0.407
		database	Q3.1_2	0.286	0.531	0.408	0.432	0.390
		SNS	Q3.1_3	0.208	0.377	0.522	0.277	0.340
		financT	Q3.1_4	0.309	0.334	0.354	0.535	0.347
		Geoloc.	Q3.1_5	0.308	0.388	0.434	0.300	0.566
	DETECTION	CCTV	Q3.2_1	0.688	0.349	0.372	0.413	0.482
		database	Q3.2_2	0.365	0.668	0.515	0.536	0.426
		SNS	Q3.2_3	0.312	0.498	0.656	0.388	0.470
		financT	Q3.2_4	0.417	0.457	0.463	0.648	0.409
		Geoloc.	Q3.2_5	0.452	0.482	0.450	0.446	0.588
	PROSECUTION	CCTV	Q3.3_1	0.663	0.283	0.343	0.391	0.426
		database	Q3.3_2	0.328	0.603	0.491	0.490	0.379
		SNS	Q3.3_3	0.357	0.494	0.617	0.443	0.452
		financT	Q3.3_4	0.426	0.419	0.398	0.619	0.388
		Geoloc.	Q3.3_5	0.470	0.426	0.446	0.432	0.549

**Table A23: Correlations – Security and happiness**

		Feeling of HAPPINESS					Happiness about NOT KNOWING Q5.4	
		Feeling of SECURITY	CCTV	SNS	Database	FinancT		Geoloc.
		Q4.3	Q5.3_1	Q5.3_2	Q5.3_3	Q5.3_4		Q5.3_5
Feeling of HAPPINESS	Feeling of SECURITY <sup>16</sup>	Q4.3	1.000					
	CCTV	Q5.3_1	-0.379	1.000				
	SNS	Q5.3_2	-0.286	0.450	1.000			
	Database	Q5.3_3	-0.364	0.410	0.595	1.000		
	FinancT	Q5.3_4	-0.227	0.472	0.578	0.564	1.000	
	Geoloc.	Q5.3_5	-0.410	0.648	0.602	0.649	0.589	1.000
Happiness about NOT KNOWING <sup>17</sup>	Q5.4	-0.284	0.309	0.449	0.526	0.377	0.457	1.000

<sup>16</sup> Negative correlations are due to the fact that the scale for security is 1=very insecure and 5=very secure, but for happiness it is 1=very happy and 5=very unhappy.

<sup>17</sup> Q5.4: Surveillance may take place without people knowing about it. How do you feel about this?

**Table A24: Correlations – Impact on privacy and feelings of security, trust and control**

		<b>NEGATIVE IMPACT on PRIVACY</b>				
		<b>CCTV</b>	<b>database</b>	<b>SNS</b>	<b>financialT</b>	<b>geolocat.</b>
		Q5.1.2_1	Q5.1.2_2	Q5.1.2_3	Q5.1.2_4	Q5.1.2_5
<b>Feeling of security</b>	Q4.3	-0.159	-0.255	-0.339	-0.222	-0.194
<b>Feeling of control I</b>	Q4.4.1	-0.029	-0.207	-0.369	-0.208	-0.177
<b>Feeling of control II</b>	Q4.4.2	0.022	-0.13	-0.203	-0.215	-0.113
<b>Trust</b>	Q4.5.1	-0.082	-0.185	-0.239	-0.153	-0.179
<b>Trust II</b>	Q4.5.2	-0.048	-0.176	-0.076	-0.125	-0.08

**Table A25: Correlations – Feelings of security, trust and control vs. effectiveness of laws**

		<b>Knowledge of laws</b>	<b>Effective-ness of laws</b>	<b>Feeling of security</b>	<b>Feeling of control I</b>	<b>Feeling of control II</b>	<b>Trust I</b>	<b>Trust II</b>
		Q4.1	Q4.2	Q4.3	Q4.4.1	Q4.4.2	Q4.5.1	Q4.5.2
<b>Knowledge of laws</b>	Q4.1	1.000						
<b>Effectiveness of laws</b>	Q4.2	0.293	1.000					
<b>Feeling of security</b>	Q4.3	0.153	0.426	1.000				
<b>Feeling of control I</b>	Q4.4.1	0.231	0.357	0.337	1.000			
<b>Feeling of control II</b>	Q4.4.2	0.182	0.171	0.183	0.714	1.000		
<b>Trust I</b>	Q4.5.1	0.306	0.490	0.356	0.535	0.331	1.000	
<b>Trust II</b>	Q4.5.2	0.125	0.092	0.159	0.419	0.546	0.567	1.000

**Table A26: Correlations – Feelings of security, trust and control vs. effectiveness of surveillance measures**

		<b>EFFECTIVENESS</b>				
		<b>CCTV</b>	<b>database</b>	<b>SNS</b>	<b>financialT</b>	<b>geolocat.</b>
		Q5.1.1_1	Q5.1.1_2	Q5.1.1_3	Q5.1.1_4	Q5.1.1_5
<b>Feeling of security</b>	Q4.3	0.517	0.374	0.361	0.263	0.314
<b>Feeling of control I</b>	Q4.4.1	0.14	0.189	0.151	0.084	0.125
<b>Feeling of control II</b>	Q4.4.2	0.067	0.132	0.073	0.012	0.063
<b>Trust I</b>	Q4.5.1	0.163	0.261	0.275	0.083	0.129
<b>Trust II</b>	Q4.5.2	0.151	0.188	0.158	0.094	0.168

## Appendix B – 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 reduction 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 detection 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 prosecution 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 government agencies?**

*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 private companies?**

*1=no control, 5=full control, I don't know*

**Q4.5.1 How much do you trust government agencies 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 private companies 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?**

	<b>CCTV</b>	<b>Geolocation surveillance</b> (Using mobile phones, GPS, electronic tagging, or RFID to determine the location of the devices and the devices' owners)
<b>Public services (e.g. local council offices)</b>	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know
<b>Private companies (e.g. banks)</b>	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know
<b>Workplace</b>	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know
<b>Schools / universities</b>	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know
<b>Clinics and hospitals</b>	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know
<b>Airports</b>	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know
<b>Public transport (Railway, subway, buses, taxis etc.)</b>	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know
<b>City centres</b>	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know
<b>Specific areas that experience increased crime rates</b>	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know
<b>Urban spaces in general</b>	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know
<b>Mass events (concerts, football games etc.)</b>	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know
<b>The street/neighbourhood where I live</b>	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> I don't know	<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable <input type="checkbox"/> 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 government agencies 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
Government agencies share a citizen's personal information gathered via surveillance measures <b>with other government agencies</b>							
Government agencies share a citizen's personal information gathered via surveillance measures <b>with foreign governments</b>							
Government agencies share a citizen's personal information gathered via surveillance measures <b>with private companies</b>							

**Q7.2 Please indicate the extent to which you believe the following practices of private companies 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 <b>with government agencies</b>							
Private companies share a citizen's personal information gathered via surveillance measures <b>with foreign governments</b>							
Private companies share a citizen's personal information gathered via surveillance measures <b>with other private companies</b>							

**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 as 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