



Rules, Expectations & Security through
Privacy-Enhanced Convenient Technologies

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

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0. Executive Summary

This document presents the results for Spain 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 Spain 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 January and March 2014. The Spanish sample is based on the responses from 500 individuals who indicated Spain as their country of residence in the online survey or were administered the questionnaire face to face.¹

Generally, the data reveal a rather large spread in the Spanish respondents' knowledge of different types of surveillance and surveillance technologies, with CCTV (88%) being the type most respondents have heard of and the surveillance of "suspicious" behaviour (36%) the least known. Most respondents also indicated that they know of a number of reasons for the setting up of surveillance, ranging between 74% for the detection of crime and 59% for the control of border-crossings. However, about a third of respondents indicated that they do not know whether surveillance (except CCTV) is taking place in the country where they live, and half of the respondents felt that they do not know about the economic costs of surveillance.

Most of the 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 perceived as more useful than not useful for the reduction, detection or prosecution of crime, with the highest mean scores² for CCTV (3.98) and the lowest for database surveillance (2.97). 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 do not appear to make the Spanish respondents feel more secure; neither do they make them feel more insecure (which was the case in other countries). Regarding the respondents' feelings about personal information gathered through surveillance, there is a certain paradox: On the one hand, respondents feel generally in control over processing of personal information gathered via surveillance, irrespective of whether it has been gathered by government agencies or by private companies. On the other hand, there is a visible lack of trust in both private companies and government agencies being able to protect personal information gathered via surveillance, with more mistrust towards private companies than towards government agencies. Consequently, there may not only be a missing link between surveillance and feelings of security, but also perceptions of a substantial lack of data protection in connection with personal information gathered through surveillance.

¹ The overall Spanish sample consists of 737 respondents. However, due to the fact that most responses were 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.

² On a scale from 1 to 5, with 1=not useful at all, and 5=very useful.

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 feel most unhappy about surveillance taking place without people knowing about it. Additionally, an only moderate relationship between feelings of security produced by surveillance and perceived effectiveness of surveillance suggests that increasing effectiveness of surveillance may not increase citizens' feelings of security at the same rate.

Spanish respondents agree more than disagree that the different surveillance measures have a negative impact on their privacy, with surveillance via databases and surveillance of online social networks believed to have the most negative impact on privacy. Only very few respondents indicated that they would be willing to accept greater invasion of their privacy for financial compensation (between 11% for surveillance utilising databases containing personal information and 15% 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 misinterpretation (mean score 5.62³) and intentional misuse of information (4.61) arising from surveillance, followed by privacy invasion and loss of control over the usage of one's personal data gathered via surveillance. Discrimination, stigma, and the limitation of citizen rights as consequences of surveillance appear also to be of concern, though not at the same level. However, there has been very little change in personal behaviour as a consequence of awareness of surveillance. A slight majority of respondents have stopped accepting discounts in exchange for personal data (51%⁴) but few have restricted their activities or the way they behave (16%³), or avoided locations or activities that they suspect are under surveillance (15%³).

There were very few significant gender differences; female respondents had heard of fewer types of surveillance technologies and were less aware of whether surveillance is taking place. A couple of patterns can be identified with regards to age. Older respondents (65+ years) were least informed about surveillance types and technologies and the 25-34 year olds showed the most critical and reflective attitudes across most questions (e.g., regarding usefulness and effectiveness of surveillance, or the effectiveness of data protection laws related to surveillance). At the same time, however, it appears to be the youngest respondents (18-24 years) who are the most active (or the least inactive) in adapting their behaviours to mitigate the risks they perceive.

Overall, the Spanish respondents indicated a strongly felt lack of trust in the protection of, and control over, personal information gathered via surveillance. At the same time, and despite the respondents' general perception of surveillance measures being useful, surveillance measures appear not to reduce their feelings of insecurity, and analyses indicate that increasing the effectiveness of surveillance measures may not increase citizens' feelings of

³ On a scale from 1 to 7, with 1=disagree, and 7=agree.

⁴ Answers 5, 6 or 7 on a scale from 1 to 7, with 1=disagree and 7=agree.

security at the same rate. However, results also point at the possibility that increasing the effectiveness of laws regarding the protection of personal data gathered via surveillance may make citizens feel more secure.

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

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 2012.⁵ 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 2014.⁶ 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 Spanish sample used for this analysis is based on the responses from 500 individuals who indicated Spain as their country of residence in the online survey or were administered the questionnaire face to face. The sample has a gender distribution of 51.2% females and 48.8% males, and an age distribution (see figure 1 below) that represents the aging population in this country.

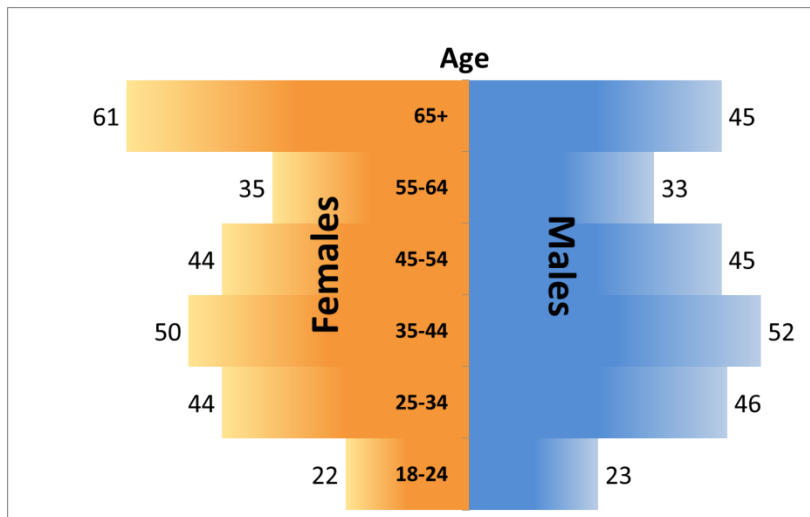


Figure 1: Age and gender distribution of Spanish quota sample

Not fully satisfactory is the high level of education of the majority of respondents (64% 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

⁵ Source: http://epp.eurostat.ec.europa.eu/portal/page/portal/population/data/main_tables.

⁶ The English version of this this questionnaire may be seen in Appendix B.

respondents in the total RESPECT sample (73%). Regarding specific demographic data related to aspects of surveillance, 13% of Spanish respondents (16% of total sample) felt that they were living in an area with increased security risks, 33% (53% total sample) indicated that they usually travel abroad at least twice per year, and 61% (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 Spanish respondents (87.8%) indicated that they have heard of CCTV, whereas only about a third (36%) had ever heard of the surveillance of “suspicious” behaviour. A split by gender shows some significant differences, with male respondents consistently indicating a greater knowledge of types of surveillance, in particular regarding the awareness of surveillance of data and traffic on the internet (difference between males and female responses: 12.9 percentage points), Global Positioning Systems (difference of 12.2) and “suspicious” behaviour (difference of 10.5).

Table 1
Knowledge of types of surveillance

		Answer = YES		
		Total	Female	Male
Q1_1	Biometric data , e.g. analysis of fingerprints, palm prints, facial or body features	67.6%	63.3%	72.1%
Q1_2	"Suspicious" behaviour , e.g. automated detection of raised voices, facial or body features	36.0%	30.9%	41.4%*
Q1_3	Data and traffic on the internet , e.g. Deep Packet/Content inspection	61.0%	54.7%	67.6%*
Q1_4	Databases containing personal information, e.g. searching state pension databases, or customer databases of private companies	73.8%	73.4%	74.2%
Q1_5	Online communication , e.g. social network analysis, monitoring of chat rooms or forums	75.2%	72.7%	77.9%
Q1_6	Telecommunication , e.g. monitoring of phone calls or SMS	80.4%	77.0%	84.0%
Q1_7	Electronic tagging / Radio Frequency Identification (RFID) , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	50.8%	47.3%	54.5%
Q1_8	Global Positioning Systems (GPS) , e.g. tracking geolocation of cars or mobile phones	79.0%	73.0%	85.2%*
Q1_9	CCTV cameras , e.g. in public places, airports or supermarkets	87.8%	85.9%	89.8%
Q1_10	Financial information , e.g. tracking of debit/credit card transactions	69.4%	66.4%	72.5%

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 (79% of total Spanish 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 detection of crime (74%), and the least known is the use of surveillance for control of border-crossings (59%). There are no statistically significant gender differences in knowing of the reasons for surveillance.

Table 2
Known reasons for surveillance

		Answer=YES		
		Total	Female	Male
Q2_1	The reduction of crime	65.0%	61.7%	68.4%
Q2_2	The detection of crime	74.0%	72.7%	75.4%
Q2_3	The prosecution of crime	71.8%	71.9%	71.7%
Q2_4	Control of border-crossings	58.6%	59.4%	57.8%
Q2_5	Control of crowds	64.8%	64.1%	65.6%
Q2_6	Other	18.4%	17.6%	19.3%
Q2_7	I don't know of any reasons.	2.6%	2.3%	2.9%

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

There are only slight differences between the perceived usefulness of the five types of surveillance investigated (CCTV, surveillance using databases containing personal information, surveillance of online social networks, surveillance of financial transactions, and geolocation surveillance) for the reduction, detection, and prosecution of crime. All of the five types of surveillance were perceived to be most useful for the detection of crime, slightly less useful for the prosecution of crime, and again slightly less useful for the reduction of crime. Generally, though, all five types of surveillance investigated are perceived to be useful for the detection, prosecution, and reduction of crime (mean result in all categories is above the midpoint of 3.00 in Table 3), except for that using databases containing personal information is perceived as borderline not useful for the reduction of crime.

CCTV is perceived to be the most useful of the different types of surveillance, followed by financial tracking and geolocation surveillance. Surveillance of online social networking and surveillance using databases containing personal information were perceived to be the least useful. Gender differences in the perception of usefulness are mostly insignificant, although it appears that, generally, male respondents perceive surveillance to be more useful for the reduction and prosecution of crime than female respondents.

Table 3
Perceived usefulness of surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q3.1	the reduction of crime						
Q3.1_1	CCTV cameras	3.77	1.203	3.73	1.194	3.81	1.213
Q3.1_2	Surveillance using databases containing personal information	2.97	1.318	2.87	1.285	3.06	1.346

Q3.1_3	Surveillance of online social networking	3.19	1.334	3.21	1.367	3.16	1.303
Q3.1_4	Surveillance of financial transactions	3.68	1.271	3.63	1.219	3.74	1.321
Q3.1_5	Geolocation surveillance	3.38	1.319	3.28	1.344	3.48	1.291
Q3.2	the detection of crime						
Q3.2_1	CCTV cameras	3.98	1.137	4.05	1.126	3.91	1.146
Q3.2_2	Surveillance using databases containing personal information	3.27	1.319	3.28	1.335	3.27	1.306
Q3.2_3	Surveillance of online social networking	3.55	1.219	3.62	1.224	3.48	1.214
Q3.2_4	Surveillance of financial transactions	3.91	1.151	3.88	1.181	3.93	1.121
Q3.2_5	Geolocation surveillance	3.65	1.219	3.67	1.247	3.64	1.194
Q3.3	the prosecution of crime						
Q3.3_1	CCTV cameras	3.87	1.201	3.81	1.251	3.92	1.151
Q3.3_2	Surveillance using databases containing personal information	3.22	1.331	3.14	1.352	3.29	1.311
Q3.3_3	Surveillance of online social networking	3.26	1.270	3.25	1.293	3.27	1.252
Q3.3_4	Surveillance of financial transactions	3.76	1.250	3.67	1.304	3.83*	1.197
Q3.3_5	Geolocation surveillance	3.52	1.264	3.48	1.331	3.56	1.204

Q3: How useful in general do you think the following types of surveillance are for [...] (1=not useful at all; 5=very useful)

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

The potential relationships between the perceived usefulness of different types of surveillance for the reduction, detection and prosecution of crime were examined (See Table A3 in Appendix A). It appears that there is a relationship between beliefs about the usefulness of the various types of surveillance for different purposes. For example, if a respondent perceives surveillance using databases containing personal information 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 (though relationship in this case is less strong). There is a similar pattern of responses for all the other types of surveillance with the relationship between perceived usefulness for reduction of crime and perceived usefulness for detection 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 reduction and usefulness for detection of crime was found for surveillance using databases containing personal information. There were also strong links between the perceived usefulness of the surveillance of social networking sites for the prosecution of crime with that of the reduction of crime and with the detection of crime. Whilst these two types of surveillance 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, relationships are observed between the perceived usefulness of geolocation surveillance for the detection of crime and the perceived usefulness of CCTV, databases containing personal information, and surveillance of social networking sites for the same purpose. A similar relationship is present between the perceived usefulness of these types of surveillance for the reduction and prosecution of crime. This may, again, be the result of some respondents not distinguishing much between the different types of surveillance and rather focusing on the usefulness of surveillance generally for different purposes.

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 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 62%⁷ (reduction of crime) and 71%⁸ (detection of crime) of respondents believed that CCTV is useful, but only 60%⁹ 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, geolocation surveillance and surveillance of online social-networking. Surveillance using databases containing personal information is not seen as a particularly effective method of protection against crime.

Table 4
Perceived effectiveness of surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	4.88	1.815	4.80	1.838	4.97	1.790
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.71	1.873	3.59	1.923	3.83	1.819
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	4.03	1.960	4.05	1.983	4.01	1.941
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.72	1.868	4.64	1.880	4.79	1.857
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.31	1.804	4.18	1.869	4.45	1.734

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

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

3.3 Relationship between perceived usefulness and effectiveness

As discussed in the previous section, 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). Given the similarity of the two concepts, it is, perhaps, to be expected that the strongest relationship is found between perceived usefulness in reduction of crime and perceived effectiveness in the prevention of crime. This was the case for CCTV, surveillance of online social-networking, surveillance of financial transactions, and surveillance using databases containing personal information. In the case of geolocation surveillance, the perceived effectiveness of this mode of surveillance as a means to protect against crime was related most closely with its perceived usefulness in detection of crime.

⁷ Answers 4 or 5 on a scale from 1 to 5, with 1=not useful at all and 5=very useful.

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

⁹ Answers 5, 6 or 7 on a scale from 1 to 7, with 1=disagree and 7=agree.

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 prevention of crime. However, the presence of surveillance does not appear to produce equally strong feelings of security. The mean result indicated by the respondents – with no significant gender difference – is just above the midpoint of 3.00 on a five-point scale, i.e., surveillance measures are making respondents feeling neither more secure nor more insecure (see Table 5 in next section).

4.2 Personal information collected through surveillance

There is a certain paradox in feelings about personal information gathered through surveillance. On the one hand, respondents feel generally in control over processing of personal information gathered via surveillance, irrespective of whether it has been gathered by government agencies or by private companies. However, there is a visible lack of trust in both private companies and government agencies being able to protect personal information gathered via surveillance. There is more mistrust towards private companies than towards government agencies that they 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
Q4.3	Security (1=very insecure; 5=very secure) How secure does the presence of surveillance measures make you feel?	3.07	1.262	3.00	1.251	3.14	1.272
Q4.4	Control (1= no control; 5=full control) How much control do you think you have over the processing of personal information gathered by <u>government agencies</u> via surveillance measures?	3.37	1.214	3.30	1.238	3.44	1.189
Q4.4.1	How much control do you think you have over the processing of personal information gathered by <u>private companies</u> via surveillance measures?	3.38	1.145	3.40	1.147	3.35	1.146
Q4.5	Trust (1=no trust; 5=complete trust) How much do you trust <u>government agencies</u> that they protect your personal information gathered via surveillance measures?	2.44	1.141	2.44	1.179	2.45	1.106
Q4.5.1	How much do you trust <u>private companies</u> that they protect your personal information gathered via surveillance measures?	2.00	1.061	1.95	1.005	2.06	1.112

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 using databases containing personal information (mean score 3.44). There is no significant difference between female and male responses. Respondents are also unhappy with surveillance taking place without people knowing about it, and female respondents feel unhappy than male respondents about this.

Table 6
Happiness with surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q5.3_1	Feel happy/unhappy about CCTV cameras	2.89	1.048	2.94	1.022	2.83	1.072
Q5.3_2	Feel happy/unhappy about surveillance of online social networks	3.30	1.034	3.36	1.023	3.25	1.044
Q5.3_3	Feel happy/unhappy about surveillance using databases	3.44	1.017	3.51	1.024	3.38	1.008
Q5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.14	1.109	3.15	1.048	3.14	1.162
Q5.3_5	Feel happy/unhappy about geolocation surveillance	3.20	0.966	3.23	0.916	3.16	1.009
5.4	Feel happy/unhappy about surveillance taking place without noticing	3.62	1.220	3.78	1.143	3.46*	1.277

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, and surveillance using databases containing personal information.

There is also a relationship between generally feeling happy or unhappy about different types of surveillance and the specific feeling when surveillance may take place without one's knowledge, but it is a more moderate one, 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 – cannot be simply related to making people aware whether surveillance is taking place. Being happy or unhappy with different types of surveillance is also not related to feelings of security as a consequence of the presence of surveillance. Neither is being happy or unhappy with different types of surveillance linked to the perceived usefulness of surveillance measures 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
Q5.1.2_1	CCTV has a negative impact on one's privacy	4.18	2.128	4.14	2.175	4.22	2.083
Q5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.72	2.042	4.78	2.132	4.67	1.950
Q5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.64	2.134	4.74	2.256	4.53	2.005
Q5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.06	2.107	4.12	2.154	4.00	2.062
Q5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.47	2.107	4.63	2.168	4.32	2.038

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.

Generally, the majority of respondents agreed more than disagreed that the different surveillance measures investigated in this study have a negative impact on one's privacy (Table 7). CCTV is perceived to have the least negative impact on privacy and surveillance using databases containing personal information the most negative impact on privacy. It is therefore not surprising that only very few respondents are willing to trade accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (Table 8).

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	13.3%	10.3%	16.5%
5.1.3_2	Surveillance of online social networks	12.1%	11.5%	12.8%
5.1.3_3	Surveillance utilising databases containing personal information	10.7%	10.3%	11.0%
5.1.3_4	Surveillance of financial transactions	14.8%	14.4%	15.2%
5.1.3_5	Geolocation surveillance	10.7%	10.3%	11.0%

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 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 not related at all 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 the perceived 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 is practically no relationship between the respondents feeling secure due to the presence of surveillance, and feelings of control over their personal data collected through surveillance. Only feelings of security due to the presence of surveillance and trust that personal data gathered through surveillance is protected show a moderate link. A similar picture is revealed when looking at the relationship between feelings of control over personal information and trust in its protection with the perceived effectiveness of laws and regulations regarding the protection of personal information gathered via surveillance measures, reveals a similar picture (see table A25 Appendix A). The relationship between the perceived effectiveness of data protection laws and feelings of trust that personal data gathered through surveillance is protected are stronger than the relationship with feelings of control over personal data collected through surveillance. A possible interpretation for this may be that trust has a stronger emotional component than control this would be confirmed by the 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. Looking, then, at the relations between the respondents’ feelings and the perceived effectiveness of surveillance measures itself, there is only a medium connection between perceived effectiveness and feelings of security (see table A26 Appendix A). This demonstrates that increasing effectiveness of surveillance measures may not increase citizens’ feelings of security at the same rate.

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.	6.8%	9.0%	4.5%*
I rarely notice CCTV cameras.	15.2%	18.0%	12.3%*
I sometimes notice CCTV cameras.	33.0%	39.5%	26.2%*
I often notice CCTV cameras.	31.0%	23.8%	38.5%*
I always notice CCTV cameras.	11.6%	8.2%	15.2%*
I don't know / No answer	2.4%	1.6%	3.2%*

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.

A large proportion of respondents (43%) often or always notice CCTV cameras, although there is a significantly higher proportion of male (53.7%) than female respondents (32%) who indicated that they often or always notice CCTV cameras. One in four female respondents rarely or never notice CCTV cameras.

5.2 Beliefs about surveillance taking place

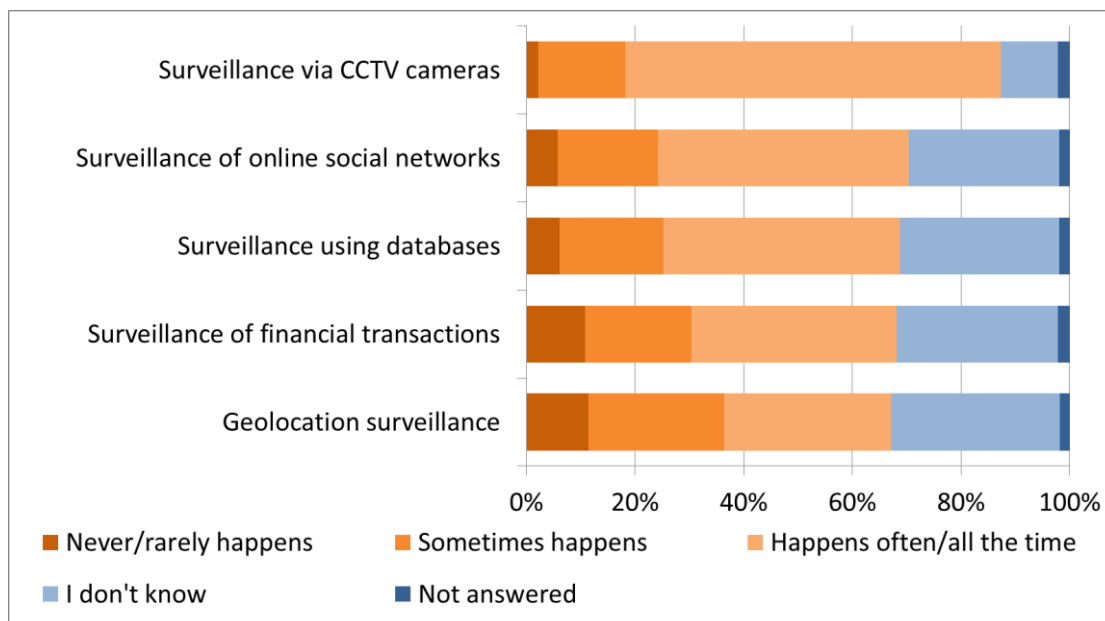


Figure2: Q5.2.2 – In your opinion, how often do the following types of surveillance take place in the country where you live?

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 (69.2%). Far fewer respondents believe that the other types of surveillance take place, between 35-40% for surveillance of online social-networking, surveillance using databases containing personal information and surveillance of financial transactions. Interesting, though, is the rather large proportion of respondents who indicated for these types of surveillance and geolocation surveillance that they, actually, “don’t know” whether or how often such surveillance takes place in their country (28-31%). Regarding gender differences, male respondents appear to believe that surveillance is taking place more often than female respondents. The largest difference, however, can be found in the answer “I don’t know” where the “gap” is up to 20 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	6.2%	4.8%	3.0%
Acceptable only if the citizen is suspected of wrong-doing	18.2%	18.8%	13.8%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	42.8%	44.2%	33.6%
Acceptable if the citizen is informed	15.6%	13.6%	12.8%
Acceptable if the citizen has given consent	21.2%	20.2%	22.6%
Not acceptable in any circumstances	6.4%	8.6%	23.2%
I don't know	7.0%	7.0%	6.4%

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. One out of four participants believe it is acceptable for information gathered through surveillance by government agencies to be shared with other government agencies, or with foreign governments if the citizen has given consent. Whilst results regarding the sharing of information with other government agencies or foreign governments are fairly similar, sharing information with private companies is much less acceptable even if surveillance has been lawfully authorised for somebody suspected of wrong-doing. Many respondents (23%) think it is unacceptable in all circumstances or only if the citizen has given consent (22%) 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	4.2%	2.4%	2.0%
Acceptable only if the citizen is suspected of wrong-doing	12.2%	12.8%	10.2%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	35.2%	33.4%	28.8%
Acceptable if the citizen is informed	12.0%	11.4%	10.6%
Acceptable if the citizen has given consent	24.0%	22.2%	24.4%
Not acceptable in any circumstances	17.6%	23.6%	27.8%
I don't know	7.0%	6.6%	6.8%

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

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

7. Acceptability of surveillance in different locations

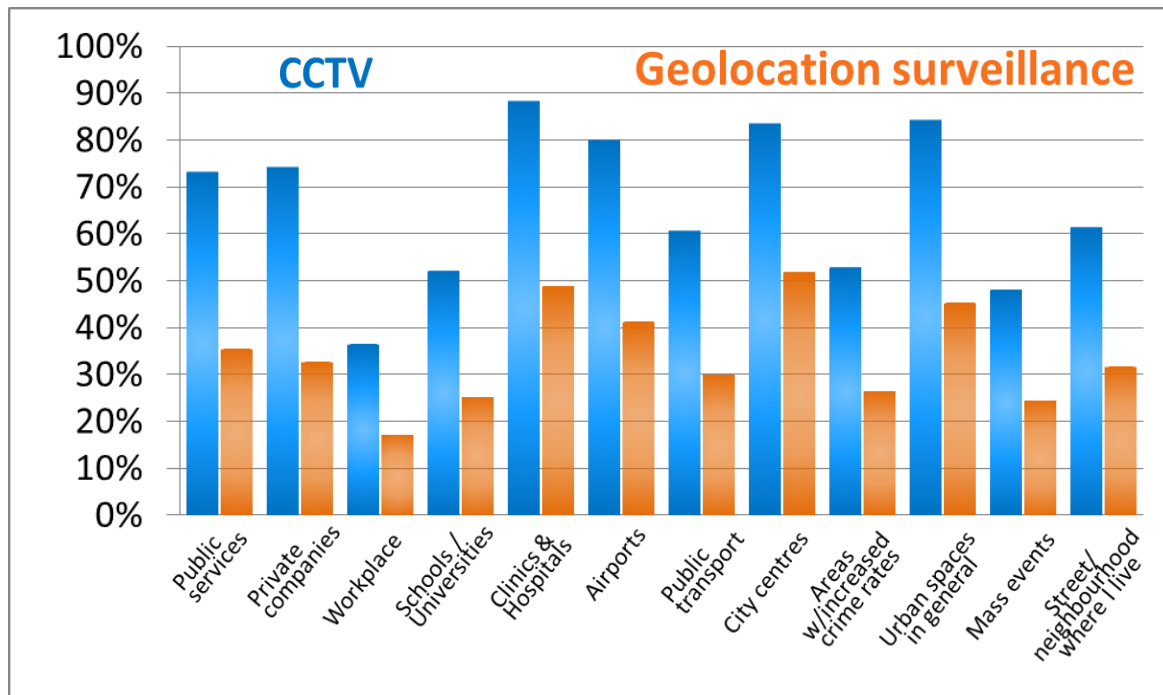


Figure 3: Acceptability of surveillance in different locations

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 typically more than double those for geolocation surveillance with no significant gender differences. Both types of surveillance are least acceptable in the workplace (CCTV 36%, geolocation surveillance 17%). The highest acceptance of surveillance by CCTV is in clinics and hospitals (88%) with geolocation surveillance also seen as acceptable by many respondents (49%). 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 city centres and urban spaces in general are also rather high (up to 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

Few respondents have firm opinions regarding whether enough money is allocated to government agencies for carrying out surveillance for the purpose of fighting crime; 22.6% indicated that, in their opinion, there was too little or far too little money allocated, and 11.8% believed it was too much or far too much. But overall one out of every two 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. Male respondents had stronger opinions on this issue than females.

Those respondents who thought that the money allocated to government agencies to 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 the more money can be allocated for this purpose. One out of every three of these respondents indicated they would be

willing to do so whilst the same proportion replied that they would not. Males were far more willing (42%) than females (25%) to pay more taxes so the more money can be allocated to carry out surveillance to fight crime.

Table 12
Beliefs about money allocated to surveillance

	Total	Female	Male
far too little	5.0%	3.9%	6.1%*
too little	17.6%	14.8%	20.5%*
just right	14.0%	10.2%	18.0%*
too much	4.6%	3.5%	5.7%*
far too much	7.2%	7.0%	7.4%*
I don't know	49.6%	59.0%	39.8%*
No answer	2.0%	1.6%	2.5%*

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

Note: Results in this table marked with an asterisk (*) signify that the results between 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

	Total	Female	Male
Yes	34.5%	25.0%	41.5%*
No	33.6%	25.0%	40.0%*
I don't know	23.9%	43.8%	9.2%*
No answer	8.0%	6.3%	9.2%*

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

Note: Results in this table related to gender and marked with an asterisk (*) are statistically significant ($p < .05$); for all other results the respective tests did not show a statistically significant difference between gender.

9. Social costs of surveillance

9.1 Attitudes towards surveillance

Whilst there were marked gender differences in the perception of economic costs described in the previous section, there are almost no gender differences in the attitudes and perceptions of respondents towards surveillance (“social costs”). 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 risks are that information gathered through surveillance is misinterpreted or intentionally misused of information, followed by the risk of 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 or stigma, and limit citizen rights also appear to be strong issues, though not at the level of data misuse and misinterpretation.

Table 14
Attitudes towards surveillance

	Total		Female		Male		
	Mean	STD	Mean	STD	Mean	STD	
Q8.1.1	Surveillance provides protection to the individual citizen	4.39	1.951	4.30	2.005	4.49	1.899
Q8.1.2	Surveillance provides protection of the community	4.86	1.758	4.71	1.785	5.00	1.723
Q8.1.3	Surveillance can be a source of personal excitement	3.13	2.155	3.18	2.286	3.08	2.039
Q8.1.4	Surveillance can be something to play with	3.56	2.460	3.78	2.537	3.35	2.372
Q8.1.5	Surveillance may cause discrimination towards specific groups of society	4.86	2.188	5.05	2.132	4.67	2.230
Q8.1.6	Surveillance may be a source of stigma	4.98	2.061	5.34	2.074	4.64	1.996
Q8.1.7	Surveillance may violate a person's privacy	5.46	1.907	5.63	1.844	5.28	1.956
Q8.1.8	Surveillance may violate citizens' right to control whether information about them is used	5.35	1.876	5.49	1.890	5.22	1.857
Q8.1.9	There is a potential that information gathered via surveillance could be intentionally misused	5.61	1.734	5.72	1.766	5.50	1.700
Q8.1.10	There is a potential that information gathered via surveillance could be misinterpreted	5.62	1.644	5.72	1.668	5.52	1.618

Q8.1.11	Surveillance may limit a citizen's right of expression and free speech	4.94	2.049	5.23	1.966	4.65	2.094
Q8.1.12	Surveillance may limit a citizen's right of communication	4.86	2.058	5.13	1.937	4.59*	2.144
Q8.1.13	Surveillance may limit a citizen's right of information	4.60	2.108	4.80	2.072	4.42	2.129

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. A substantial minority have made efforts to protect their personal data by keeping themselves informed about technical options but only a small minority of respondents have taken more proactive moves such as restricting their activities or avoiding surveilled locations. The one change in behaviour that was undertaken by the majority of respondents was to stop exchanging their personal data for discounts or vouchers.

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	2.30	1.829	2.19	1.851	2.42	1.803
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.32	1.897	2.23	1.872	2.43	1.923
Q8.2.3	I have taken defensive measures (hiding face, faking data, incapacitating surveillance device)	2.11	1.803	2.02	1.823	2.22	1.779
Q8.2.4	I have made fun of it	2.10	1.766	1.96	1.786	2.25	1.736
Q8.2.5	I have filed a complaint with the respective authorities	1.78	1.550	1.69	1.533	1.86	1.566
Q8.2.6	I have informed the media	1.84	1.541	1.71	1.533	1.97	1.541
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.86	1.641	1.82	1.755	1.89	1.516
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	3.29	2.175	3.17	2.210	3.42	2.136

Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.23	2.558	4.28	2.591	4.18	2.527
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Q8.2: To what extent has your awareness of surveillance changed your personal behaviour? Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views. (1=disagree; 7=agree)

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

9.3 Perceived social benefits and social costs: Relationships

The two perceived social benefits - protection for the individual citizen and protection for the community, are rather strongly related to each other. Many respondents have the same beliefs about both these benefits. However, these perceived benefits appear to be largely independent of the perceived social costs. Several respondents have the same attitude towards many of the perceived social costs being likely to respond in the same manner as to whether surveillance limits the rights of free speech, communication and information; the potential misinterpretation and misuse of information gathered through surveillance; 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). Therefore, it appears that respondents do perceive both social costs and benefits, but without necessarily "weighing" them against each other. Additionally, there is a moderate relationship between the perceived social benefits of individual and community protection and the perceived effectiveness of CCTV (see table A20 in Appendix A).

There are some moderate links between changes in different behaviours as a result of awareness of surveillance. The strongest connections are between filing a complaint with the authorities and informing the media, between avoiding locations and taking defensive measures, and between taking up or participating in forms of counter-surveillance and informing the media (see Table 18A in Appendix A). These can be seen to represent certain "strategies" of protection against surveillance, though it needs to be kept in mind that 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 only weakly related to the other forms of behavioural changes (see Table 18A 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 Appendix A). A very weak relationship was found between a perceived limitation of citizens' rights (free speech, information) through surveillance and restricting one's activities as a result of surveillance – a consequence which has been described as the chilling effect of surveillance. Those social costs which were perceived most often – violation of privacy, data misuse and data misinterpretation – show only very weak relationships with not accepting vouchers in exchange for personal data, and no relationship with other behavioural measures that could, perhaps, be expected in such case (e.g., filing complaints with the responsible authorities).

10. Surveillance and the role of 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, though not entirely surprising, 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, consistently showing the lowest knowledge of all types of surveillance (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 (table A2 in Appendix A), whereas respondents of the youngest age group are the least knowledgeable about surveillance for the control of border-crossings. This may be related to less experience in travelling abroad due to the lack of financial means at a younger age. Although overall few respondents expressed views about whether enough funds are allocated to government agencies for surveillance, respondents aged 55 to 64 indicated more than other respondents that far too little is spent for this purpose and fewer 65+ respondents than other age groups replied that too little is spent on surveillance. Indeed, respondents in the oldest age group are the most likely to indicate that the funds allocated for surveillance are just right (see table A14 in Appendix A).

Regarding the situational awareness of surveillance, for all types of surveillance it is the 65+ respondents who show the largest proportion of answers indicating that they, actually, “don’t know” whether or not surveillance is taking place in the country where they live¹⁰ (table A13 in Appendix A).

Almost all types of surveillance are perceived by all age groups as more useful than not useful for the detection and prosecution of crime (table A5 in Appendix A). The one exception is that 25 to 34 year olds indicate that surveillance of online social networks is less useful than useful for the prosecution of crime. Respondents of the 65+ age group as well as the younger respondents aged 18 to 34 rate CCTV as the most useful form of surveillance for the reduction, detection, and prosecution of crime. Despite respondents aged 65+ having lower knowledge than younger respondents of all types of surveillance measures other than CCTV¹¹ – these oldest respondents perceive a number of other types of surveillance (e.g., surveillance of databases containing personal information and surveillance of online social networking) as more useful than these types of surveillance’s perceived usefulness by respondents in 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 25-34 age group. A very similar picture is revealed for the perceived effectiveness of surveillance (table A4 in Appendix A).

The presence of surveillance makes respondents in the 65+ age group feel more secure than younger respondents aged 25 to 44 (table A7 in Appendix A). However, there are no significant age-related differences regarding the perception of control issues (over the processing of personal information gathered via government agencies or private companies), or trust in public authorities and private companies protecting personal data gathered via surveillance measures. Consistent with the oldest respondents feeling more secure than younger respondents with the presence of surveillance, 65+ respondents feel happier than most other age groups with almost all types of surveillance (except surveillance of financial transactions). The 25-34 respondents feel most unhappy (table A8 Appendix A). However, when being asked how they feel 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 the youngest respondents feeling more unhappy than the oldest.

¹⁰ Ranging from 30% for CCTV to 60% for the surveillance of SNS.

¹¹ See table A1 in Appendix A.

The majority of respondents in all age groups agree that surveillance has a negative impact on privacy, and this appears to be felt strongest by the younger respondents. Only 55+ respondents, and only in the case of CCTV, disagree rather than agree that this mode of surveillance has a negative impact on privacy (table A10 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 65+ group who would be willing to do so with almost one out of every three 65+ respondents (32%) willing to exchange more privacy intrusion through CCTV in exchange for financial compensation (table A11 Appendix A).

Finally, respondents aged 55+ show a rather strong perception that surveillance is beneficial to society by providing protection of the community (table A16 Appendix A). There are no age differences in the perceived social costs of surveillance such as discrimination, stigma, violations of citizen rights and misuse or misinterpretation of surveillance data. Respondents in the youngest age group (18-24) indicated most often that they had changed their behaviour as a consequence of becoming aware of surveillance, whilst respondents of the 65+ group have taken action least frequently.

To summarise, it is not completely surprising that older citizens may be least informed about surveillance types and technologies, and their costs, whereas citizens between 25-34 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 effectiveness of data protection laws in the context of surveillance). At the same time though, despite a certain lack of life experience, it is still the, putatively “naïve”, young adult citizens who do show a comparably high awareness of the social costs of surveillance, and they are the most active (or the least inactive, in comparison with their fellow citizens) in adapting their behaviours to mitigate the risks they perceive.

11. Conclusion

Overall, the Spanish respondents indicated a strongly felt lack of trust in the protection of, and control over, personal information gathered via surveillance. At the same time, and despite the respondents’ general perception of surveillance measures being useful, surveillance measures appear not to reduce their feelings of insecurity, and analyses indicate that increasing the effectiveness of surveillance measures may not increase citizens’ feelings of security at the same rate. However, results also point at the possibility that increasing the effectiveness of laws regarding the protection of personal data gathered via surveillance may make citizens feel more secure.

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

Appendix A – Figures and tables

Figure 1: Age and gender distribution of Spanish quota sample

Figure 2: Beliefs about surveillance taking place

Figure 3: Acceptability of surveillance in different locations

Table 1: Knowledge of types of surveillance

Table 2: Known reasons of surveillance

Table 3: Perceived usefulness of surveillance

Table 4: Perceived effectiveness of surveillance

Table 5: Feelings of security, control and trust

Table 6: Happiness with surveillance

Table 7: Perceptions of privacy

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

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Table A5: Perceived usefulness of surveillance by age group

Table A6: Knowledge and perception of laws by age group

Table A7: Feelings of security, control and trust by age group

Table A8: Happiness with surveillance by age group

Table A9: Correlations – Usefulness and happiness / feeling of security

Table A10: Perceptions of privacy by age group

Table A11: Financial privacy trade-off by age group

Table A12: Awareness of CCTV by age group

Table A13: Beliefs about surveillance taking place by age group

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

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

Table A16: Social costs by age group

Table A17: Correlations – Social costs (perceptions)

Table A18: Correlations – Social costs (behaviour)

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

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

Table A21: Correlations – Social costs and privacy in surveillance

Table A22: Correlations – Usefulness vs. effectiveness of surveillance

Table A23: Correlations – Security and happiness

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

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

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

Table A1: Knowledge of types of surveillance by age group

		Answer = YES						
	Total	18-24	25-34	35-44	45-54	55-64	65+	
Q1_1	Biometric data , e.g. analysis of fingerprints, palm prints, facial or body features	67.6%	62.2%	72.2%	75.5%	71.9%	73.5%	50.9%*
Q1_2	"Suspicious" behaviour , e.g. automated detection of raised voices, facial or body features	36.0%	46.7%	31.1%	50.0%*	41.6%	27.9%	22.6%*
Q1_3	Data and traffic on the internet , e.g. Deep Packet/Content inspection	61.0%	64.4%	71.1%	69.6%	70.8%	67.6%	30.2%*
Q1_4	Databases containing personal information, e.g. searching state pension databases, or customer databases of private companies	73.8%	60.0%	75.6%	81.4%	87.6%	83.8%	52.8%*
Q1_5	Online communication , e.g. social network analysis, monitoring of chat rooms or forums	75.2%	75.6%	84.4%	89.2%	88.8%	79.4%	39.6%*
Q1_6	Telecommunication , e.g. monitoring of phone calls or SMS	80.4%	80.0%	90.0%	88.2%	86.5%	91.2%	52.8%*
Q1_7	Electronic tagging / Radio Frequency Identification (RFID) , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	50.8%	44.4%	46.7%	58.8%	67.4%*	60.3%	29.2%*
Q1_8	Global Positioning Systems (GPS) , e.g. tracking geolocation of cars or mobile phones	79.0%	73.3%	88.9%	93.1%	86.5%	82.4%	50.9%*
Q1_9	CCTV cameras , e.g. in public places, airports or supermarkets	87.8%	82.2%	88.9%	93.1%	91.0%	95.6%	76.4%
Q1_10	Financial information , e.g. tracking of debit/credit card transactions	69.4%	64.4%	71.1%	77.5%	75.3%	79.4%	50.9%*

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

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

Table A2: Known reasons for surveillance by age group

		Answer = YES						
	Total	18-24	25-34	35-44	45-54	55-64	65+	
Q2_1	The reduction of crime	65.0%	51.1%	61.1%	64.7%	75.3%	69.1%	63.2%
Q2_2	The detection of crime	74.0%	62.2%	74.4%	82.4%	84.3%	70.6%	64.2%
Q2_3	The prosecution of crime	71.8%	68.9%	66.7%	76.5%	82.0%	76.5%	61.3%
Q2_4	Control of border-crossings	58.6%	33.3%*	55.6%	60.8%	59.6%	75.0%	58.5%
Q2_5	Control of crowds	64.8%	64.4%	70.0%	65.7%	62.9%	75.0%	54.7%
Q2_6	Other	18.4%	13.3%	17.8%	25.5%	22.5%	19.1%	10.4%
Q2_7	I don't know of any reasons.	2.6%	2.2%	1.1%	2.0%	0.0%	2.9%	6.6%*

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	financT	geolocat.	
		Q3.1_1	Q3.1_2	Q3.1_3	Q3.1_4	Q3.1_5	
REDUCTION	CCTV	Q3.1_1	1.000				
	database	Q3.1_2	0.470	1.000			
	SNS	Q3.1_3	0.494	0.498	1.000		
	financT	Q3.1_4	0.445	0.366	0.404	1.000	
	Geoloc.	Q3.1_5	0.538	0.548	0.569	0.350	1.000
DETECTION	CCTV	Q3.2_1	0.632	0.350	0.380	0.291	0.344
	database	Q3.2_2	0.338	0.659	0.373	0.221	0.401
	SNS	Q3.2_3	0.379	0.403	0.555	0.263	0.379
	financT	Q3.2_4	0.374	0.299	0.233	0.545	0.267
	Geoloc.	Q3.2_5	0.403	0.409	0.399	0.260	0.518
PROSECUTION	CCTV	Q3.3_1	0.481	0.259	0.290	0.322	0.324
	database	Q3.3_2	0.370	0.493	0.391	0.346	0.318
	SNS	Q3.3_3	0.438	0.364	0.607	0.329	0.359
	financT	Q3.3_4	0.362	0.310	0.285	0.569	0.259
	Geoloc.	Q3.3_5	0.390	0.363	0.409	0.318	0.474

Usefulness for **DETECTION** of crime

		CCTV	database	SNS	financialT	geolocat.	
		Q3.2_1	Q3.2_2	Q3.2_3	Q3.2_4	Q3.2_5	
DETECTION	CCTV	Q3.2_1	1.000				
	database	Q3.2_2	0.430	1.000			
	SNS	Q3.2_3	0.450	0.576	1.000		
	financT	Q3.2_4	0.348	0.421	0.440	1.000	
	Geoloc.	Q3.2_5	0.529	0.573	0.640	0.441	1.000
PROSECUTION	CCTV	Q3.3_1	0.506	0.288	0.294	0.371	0.277
	database	Q3.3_2	0.386	0.525	0.413	0.335	0.334
	SNS	Q3.3_3	0.393	0.439	0.642	0.323	0.417
	financT	Q3.3_4	0.298	0.271	0.271	0.581	0.208
	Geoloc.	Q3.3_5	0.405	0.347	0.418	0.354	0.534

Usefulness for **PROSECUTION** of crime

		CCTV	database	SNS	financialT	geolocat.
		Q3.3_1	Q3.3_2	Q3.3_3	Q3.3_4	Q3.3_5
PROSECUTION	CCTV	Q3.3_1	1.000			
	database	Q3.3_2	0.478	1.000		
	SNS	Q3.3_3	0.478	0.597	1.000	
	financT	Q3.3_4	0.499	0.534	0.449	1.000
	Geoloc.	Q3.3_5	0.587	0.561	0.549	0.463

Table A4: Perceived effectiveness of surveillance by age group

Q5.1.1	Effectiveness (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	4.88	1.815	4.50 ^A	1.677	4.43 ^B	1.899	4.51 ^C	1.912
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.71	1.873	4.12	1.670	3.28 ^A	1.741	3.28 ^B	1.705
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	4.03	1.960	4.09	1.709	3.37 ^A	1.869	3.95 ^B	2.007
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.72	1.868	4.40	1.483	4.35	1.790	4.78	1.963
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.31	1.804	4.22	1.423	3.65 ^{AB}	1.865	4.26 ^C	1.752
				45-54		55-64		65+	
Q5.1.1	Effectiveness (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD		
Q5.1.1_1	CCTV is an effective way to protect against crime	5.00	1.638	5.04	1.779	5.62 ^{ABC}	1.653		
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.89	2.054	3.67	1.832	4.25 ^{AB}	1.959		
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	4.05	1.946	3.92 ^C	1.880	4.92 ^{ABC}	1.950		
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	5.08	1.948	4.52	1.953	4.96	1.785		
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.27 ^D	1.806	4.50 ^A	1.744	5.13 ^{BCD}	1.783		

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

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

Table A5: Perceived usefulness of surveillance by age group

		Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q3.1	the reduction of crime								
Q3.1_1	CCTV cameras	3.77	1.203	3.56	1.201	3.45 ^{ABC}	1.249	3.50 ^D	1.246
Q3.1_2	Surveillance using databases containing personal information	2.97	1.318	2.93	1.248	2.67 ^A	1.296	2.74 ^B	1.309
Q3.1_3	Surveillance of online social networking	3.19	1.334	3.02	1.225	2.76 ^{AC}	1.340	3.09	1.363
Q3.1_4	Surveillance of financial transactions	3.68	1.271	3.30	1.114	3.42	1.415	3.66	1.214
Q3.1_5	Geolocation surveillance	3.38	1.319	3.39	1.159	2.97	1.302	3.36	1.322
Q3.2	the detection of crime								
Q3.2_1	CCTV cameras	3.98	1.137	3.74	1.115	3.76 ^A	1.151	3.74 ^B	1.250
Q3.2_2	Surveillance using databases containing personal information	3.27	1.319	3.25	1.171	3.02	1.331	3.16	1.251
Q3.2_3	Surveillance of online social networking	3.55	1.219	3.47	1.099	3.16 ^{AB}	1.188	3.47	1.267
Q3.2_4	Surveillance of financial transactions	3.91	1.151	3.55	1.037	3.69	1.200	4.05	1.124
Q3.2_5	Geolocation surveillance	3.65	1.219	3.46	1.286	3.33 ^A	1.228	3.54	1.289
Q3.3	the prosecution of crime								
Q3.3_1	CCTV cameras	3.87	1.201	3.83	1.272	3.71	1.232	3.79	1.160
Q3.3_2	Surveillance using databases containing personal information	3.22	1.331	3.26	1.245	3.16	1.364	3.05	1.337
Q3.3_3	Surveillance of online social networking	3.26	1.270	3.47	1.055	2.88 ^A	1.259	3.01 ^B	1.281
Q3.3_4	Surveillance of financial transactions	3.76	1.250	3.68	1.121	3.49	1.381	3.90	1.152
Q3.3_5	Geolocation surveillance	3.52	1.264	3.51	1.173	3.41	1.306	3.40	1.284
		45-54		55-64		65+			
		Mean	STD	Mean	STD	Mean	STD		
Q3.1	the reduction of crime								
Q3.1_1	CCTV cameras	4 ^A	1.063	4.05 ^B	1.115	4.03 ^{CD}	1.174		
Q3.1_2	Surveillance using databases containing personal information	2.99 ^A	1.317	3.03	1.379	3.54 ^{AB}	1.188		
Q3.1_3	Surveillance of online social networking	3.38 ^A	1.302	3.40	1.235	3.52 ^C	1.361		
Q3.1_4	Surveillance of financial transactions	3.95	1.243	3.79	1.307	3.83	1.179		
Q3.1_5	Geolocation surveillance	3.47	1.226	3.56	1.457	3.62	1.337		
Q3.2	the detection of crime								
Q3.2_1	CCTV cameras	4.07	1.124	4.16	1.042	4.33 ^{AB}	0.978		
Q3.2_2	Surveillance using databases containing personal information	3.41	1.294	3.21	1.393	3.66	1.377		
Q3.2_3	Surveillance of online social networking	3.64	1.116	3.82 ^A	1.138	3.81 ^B	1.341		
Q3.2_4	Surveillance of financial transactions	4.13	1.068	3.82	1.195	3.97	1.189		
Q3.2_5	Geolocation surveillance	3.74	1.118	3.81	1.194	4.11 ^A	1.056		

Q3.3 the prosecution of crime

Q3.3_1	CCTV cameras	3.93	1.127	3.92	1.282	4.04	1.209
Q3.3_2	Surveillance using databases containing personal information	3.24	1.282	3.08	1.381	3.60	1.311
Q3.3_3	Surveillance of online social networking	3.33	1.174	3.49	1.278	3.69 ^{AB}	1.329
Q3.3_4	Surveillance of financial transactions	4.06	1.133	3.63	1.351	3.65	1.269
Q3.3_5	Geolocation surveillance	3.62	1.233	3.55	1.227	3.70	1.334

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

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

Table A6: Knowledge and perception of laws by age group

		Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
4.1	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)	2.27	1.203	1.95 ^A	1.056	2.38 ^E	1.184	2.78 ^{AB}	1.216
4.2	Effectiveness of these laws (1= not effective at all; 5= very effective)	2.63	0.997	2.81	0.849	2.24 ^{AB}	0.817	2.77 ^A	1.020
		45-54		55-64		65+			
		Mean	STD	Mean	STD	Mean	STD		
4.1	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)	2.44 ^C	1.215	2.25 ^D	1.283	1.66 ^{BCDE}	0.892		
4.2	Effectiveness of these laws (1= not effective at all; 5= very effective)	2.63	0.918	2.61	1.123	2.81 ^B	1.085		

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
4.3	Security (1=very insecure; 5=very secure)								
	How secure does the presence of surveillance measures make you feel	3.07	1.262	2.97	1.074	2.70 ^A	1.269	2.88 ^B	1.235
4.4	Control (1= no control; 7=full control)								
4.4.1	Control over processing of personal information gathered via government agencies	3.37	1.214	3.71	1.209	3.16	1.224	3.36	1.202
4.4.2	Control over processing of personal information gathered via private companies	3.38	1.145	3.67	1.141	3.45	1.167	3.27	1.193
4.5	Trust (1=no trust; 7=complete trust)								
4.5.1	Trust that government protects personal information	2.44	1.141	2.44	1.026	2.42	1.153	2.35	1.075
4.5.2	Trust that private companies protect personal information	2.00	1.061	2.29	1.031	1.99	1.153	1.87	0.915
		45-54		55-64		65+			
4.3	Security (1=very insecure; 5=very secure)	Mean	STD	Mean	STD	Mean	STD		
	How secure does the presence of surveillance measures make you feel	3.11	1.162	3.09	1.323	3.57 ^{AB}	1.266		
4.4	Control (1= no control; 7=full control)								
4.4.1	Control over processing of personal information gathered via government agencies	3.36	1.146	3.19	1.293	3.58	1.191		
4.4.2	Control over processing of personal information gathered via private companies	3.38	1.041	3.34	1.148	3.28	1.175		
4.5	Trust (1=no trust; 7=complete trust)								
4.5.1	Trust that government protects personal information	2.51	1.075	2.22	1.031	2.69	1.357		
4.5.2	Trust that private companies protect personal information	2.02	1.017	2.06	1.061	1.97	1.184		

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. (A), indicate that the result is statistically significantly different from the result in the same row (question) marked with the same letter. Other results not marked with a superscript are not statistically significantly different between age groups for that question.

Table A8: Happiness with surveillance by age group

		Total		18-24		25-34		35-44	
Happy/unhappy with surveillance (1=very happy, 5=very unhappy)		Mean	STD	Mean	STD	Mean	STD	Mean	STD
5.3	Feel happy/unhappy about CCTV cameras	2.89	1.048	2.84	0.785	3.17 ^A	1.149	3.08 ^B	1.052
5.3_1	Feel happy/unhappy about surveillance of online social networks	3.30	1.034	3.37 ^A	0.859	3.57 ^B	0.992	3.46 ^C	1.047
5.3_2	Feel happy/unhappy about surveillance using databases	3.44	1.017	3.27	0.867	3.67 ^A	0.987	3.64 ^B	0.976
5.3_3	Feel happy/unhappy about surveillance of financial transactions	3.14	1.109	3.22	1.129	3.20	1.040	3.27	1.191
5.3_4	Feel happy/unhappy about geolocation surveillance	3.20	0.966	3.30 ^A	0.878	3.36 ^B	1.011	3.33 ^C	1.010
5.3_5	Feel happy/unhappy about surveillance taking place without noticing	3.62	1.220	4.02 ^A	1.239	3.86 ^B	1.224	3.57	1.223
5.4									
		45-54		55-64		65+			
Happy/unhappy with surveillance (1=very happy, 5=very unhappy)		Mean	STD	Mean	STD	Mean	STD		
5.3	Feel happy/unhappy about CCTV cameras	2.90 ^C	1.100	2.97 ^D	0.984	2.35 ^{ABCD}	0.872		
5.3_1	Feel happy/unhappy about surveillance of online social networks	3.40 ^D	1.024	3.22 ^E	0.984	2.62 ^{ABCDE}	0.969		
5.3_2	Feel happy/unhappy about surveillance using databases	3.55 ^C	1.044	3.41	1.023	3.00 ^{ABC}	1.007		
5.3_3	Feel happy/unhappy about surveillance of financial transactions	3.16	1.178	3.00	0.991	2.97	1.076		
5.3_4	Feel happy/unhappy about geolocation surveillance	3.29 ^D	0.956	3.14	0.980	2.72 ^{ABCD}	0.761		
5.3_5	Feel happy/unhappy about surveillance taking place without noticing	3.59	1.320	3.81	1.076	3.21 ^{AB}	1.110		
5.4									

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

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

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

Table A9: Correlations – Usefulness and happiness / feeling of security

			HAPPINESS with surveillance					Feeling of SECURITY Q4.3
			CCTV	Database	SNS	FinancT	Geoloc.	
			Q5.3_1	Q5.3_3	Q5.3_2	Q5.3_4	Q5.3_5	
Usefulness for REDUCTION of crime	CCTV	Q3.1_1	-0.431	-0.327	-0.344	-0.191	-0.377	0.507
	database	Q3.1_2	-0.244	-0.309	-0.392	-0.227	-0.259	0.359
	SNS	Q3.1_3	-0.292	-0.357	-0.315	-0.188	-0.342	0.368
	financialT	Q3.1_4	-0.208	-0.174	-0.233	-0.214	-0.171	0.295
	geolocat.	Q3.1_5	-0.263	-0.265	-0.252	-0.134	-0.353	0.414
Usefulness for DETECTION of crime	CCTV	Q3.2_1	-0.347	-0.254	-0.344	-0.210	-0.354	0.412
	database	Q3.2_2	-0.186	-0.278	-0.405	-0.263	-0.264	0.254
	SNS	Q3.2_3	-0.204	-0.387	-0.333	-0.157	-0.292	0.264
	financialT	Q3.2_4	-0.129	-0.104	-0.142	-0.121	-0.160	0.206
	geolocat.	Q3.2_5	-0.247	-0.289	-0.299	-0.202	-0.324	0.282
Usefulness for PROSECUTION of crime	CCTV	Q3.3_1	-0.315	-0.158	-0.178	-0.152	-0.212	0.365
	database	Q3.3_2	-0.232	-0.307	-0.321	-0.199	-0.262	0.336
	SNS	Q3.3_3	-0.252	-0.411	-0.335	-0.211	-0.311	0.326
	financialT	Q3.3_4	-0.167	-0.111	-0.121	-0.191	-0.173	0.317
	geolocat.	Q3.3_5	-0.222	-0.185	-0.224	-0.150	-0.254	0.347

Table A10: Perceptions of privacy by age group

		Total		18-24		25-34		35-44	
5.1.2	Privacy (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD	Mean	STD
5.1.2_1	CCTV has a negative impact on one's privacy	4.18	2.128	4.57	1.797	4.62	2.059	4.23	2.150
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.72	2.042	4.78	1.891	4.94	1.939	4.97	2.008
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.64	2.134	4.95	1.987	4.94	1.984	4.68	2.190
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.06	2.107	4.55	1.742	4.09	1.982	4.18	2.159
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.47	2.107	4.57	1.850	4.91	1.976	4.53	2.087
		45-54		55-64		65+			
5.1.2	Privacy (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD		
5.1.2_1	CCTV has a negative impact on my privacy	4.00	2.175	3.94	2.246	3.88	2.140		
5.1.2_2	Surveillance via databases has a negative impact on my privacy	4.65	2.170	4.74	2.224	4.22	1.925		
5.1.2_3	Surveillance of online social networks has a negative impact on my privacy	4.53	2.134	4.60	2.228	4.18	2.215		
5.1.2_4	Surveillance of financial transactions has a negative impact on my privacy	3.58	2.152	4.11	2.255	4.09	2.137		
5.1.2_5	Geolocation surveillance has a negative impact on my privacy	4.49	2.189	4.19	2.275	4.03	2.132		

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

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

Table A11: Financial privacy trade-off by age group

		ANSWER = YES						
		Total	18-24	25-34	35-44	45-54	55-64	65+
5.1.3								
5.1.3_1	Surveillance via CCTV cameras	13.3%	23.5%	13.8%	8.2%	4.9%	0.0%	31.7%*
5.1.3_2	Surveillance of online social networks	12.1%	11.8%	12.3%	13.7%	6.6%	6.7%	20.0%*
5.1.3_3	Surveillance utilising databases containing personal information	10.7%	11.8%	9.2%	12.3%	8.2%	2.2%	18.3%*
5.1.3_4	Surveillance of financial transactions	14.8%	14.7%	10.8%	19.2%	6.6%	6.7%	28.3%*
5.1.3_5	Geolocation surveillance	10.7%	17.6%	10.8%	8.2%	6.6%	4.4%	18.3%*

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

Which of the following best describes you?		Total	18-24	25-34	35-44	45-54	55-64	65+
Q5.2.1								
	I never notice CCTV cameras.	6.8%	0.0%	0.0%	3.9%	9.0%	11.8%	13.2%*
		15.2		10.0		19.1	22.1	
	I rarely notice CCTV cameras.	%	4.4%	%	12.7%	%	%	18.9%
		33.0	31.1	36.7		24.7	32.4	
	I sometimes notice CCTV cameras.	%	%	%	30.4%	%	%	40.6%
		31.0	44.4	36.7		36.0	26.5	
	I often notice CCTV cameras.	%	%	%	28.4%	%	%	21.7%
		11.6	13.3	12.2	23.5%	10.1		
	I always notice CCTV cameras.	%	%	%	*	%	7.4%	2.8%*
	I don't know / No answer	2.4%	6.6%	4.4%	1.0%	1.1%	0.0%	2.8%

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

Q5.2.2 In your opinion, how often do the following types of surveillance take place in the country where you live?		Total	18-24	25-34	35-44	45-54	55-64	65+
Q5.2.2_1 Surveillance via CCTV cameras								
	Never happens	0.2%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%
	Rarely happens	2.0%	0.0%	3.3%	2.9%	1.1%	1.5%	1.9%
	Sometimes happens	16.0%	20.0%	13.3%	14.7%	13.5%	17.6%	18.9%
	Often happens	48.0%	46.7%	44.4%	55.9%	52.8%	57.4%	34.0%*
	Happens all the time	21.2%	26.7%	27.8%	21.6%	25.8%	13.2%	14.2%
	I don't know	10.4%	4.4%	5.6%	2.9%*	4.5%	8.8%	30.2%*
	Not answered	2.2%	2.2%	5.6%	1.0%	2.2%	1.5%	0.9%
Q5.2.2_2 Surveillance of online social networks								
	Never happens	0.6%	0.0%	1.1%	1.0%	1.1%	0.0%	0.0%
	Rarely happens	5.2%	4.4%	3.3%	10.8%*	5.6%	5.9%	0.9%
	Sometimes happens	18.4%	13.3%	24.4%	18.6%	18.0%	22.1%	13.2%
	Often happens	34.0%	55.6%*	37.8%	32.4%	43.8%	30.9%	17.0%*
	Happens all the time	12.2%	15.6%	10.0%	15.7%	13.5%	11.8%	8.5%
	I don't know	27.6%	8.9%*	17.8%	21.6%	16.9%	26.5%	59.4%*
	Not answered	2.0%	2.2%	5.6%	0.0%	1.1%	2.9%	0.9%
Q5.2.2_3 Surveillance utilising databases containing personal information								
	Never happens	0.6%	2.2%	0.0%	1.0%	1.1%	0.0%	0.0%
	Rarely happens	5.6%	4.4%	5.6%	6.9%	7.9%	5.9%	2.8%
	Sometimes happens	19.0%	24.4%	18.9%	25.5%	18.0%	19.1%	11.3%
	Often happens	31.6%	35.6%	30.0%	39.2%	29.2%	27.9%	28.3%
	Happens all the time	12.0%	13.3%	17.8%	6.9%	18.0%	14.7%	4.7%*
	I don't know	29.2%	17.8%	22.2%	20.6%	24.7%	30.9%	50.9%*
	Not answered	2.0%	2.2%	5.6%*	0.0%	1.1%	1.5%	1.9%
Q5.2.2_4 Surveillance of financial transactions								
	Never happens	1.8%	0.0%	3.3%	3.9%	2.2%	0.0%	0.0%
	Rarely happens	9.0%	6.7%	12.2%	8.8%	10.1%	10.3%	5.7%
	Sometimes happens	19.6%	35.6%*	17.8%	20.6%	22.5%	17.6%	12.3%
	Often happens	25.0%	22.2%	25.6%	29.4%	21.3%	29.4%	21.7%
	Happens all the time	12.8%	11.1%	11.1%	14.7%	14.6%	13.2%	11.3%
	I don't know	29.6%	20.0%	23.3%	22.5%	28.1%	27.9%	48.1%*
	Not answered	2.2%	4.4%	6.7%	0.0%	1.1%	1.5%	0.9%
Q5.2.2_5 Geolocation surveillance								
	Never happens	0.6%	0.0%	1.1%	1.0%	1.1%	0.0%	0.0%
	Rarely happens	10.8%	8.9%	7.8%	20.6%*	11.2%	11.8%	3.8%
	Sometimes happens	25.0%	37.8%*	23.3%	24.5%	29.2%	23.5%	18.9%
	Often happens	23.6%	26.7%	32.2%	26.5%	15.7%	26.5%	17.0%
	Happens all the time	7.2%	4.4%	6.7%	5.9%	11.2%	10.3%	4.7%
	I don't know	31.0%	20.0%	23.3%	21.6%	30.3%	26.5%	54.7%*
	Not answered	1.8%	2.2%	5.6%	0.0%	1.1%	1.5%	0.9%

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

Q6.2	Total	18-24	25-34	35-44	45-54	55-64	65+
far too little	5.0%	0.0%	4.4%	4.9%	7.9%	10.3%*	1.9%
too little	17.6%	24.4%	14.4%	24.5%	15.7%	23.5%	8.5%*
just right	14.0%	11.1%	11.1%	14.7%	12.4%	7.4%	22.6%*
too much	4.6%	6.7%	5.6%	4.9%	6.7%	2.9%	1.9%
far too much	7.2%	4.4%	13.3%*	9.8%	3.4%	5.9%	4.7%
I don't know	49.6%	48.9%	45.6%	41.2%	52.8%	50.0%	58.5%
No answer	2.0%	4.4%	5.6%	0.0%	1.1%	0.0%	1.9%

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

Q6.2.1	Total	18-24	25-34	35-44	45-54	55-64	65+
Yes	34.5%	45.5%	29.4%	40.0%	42.9%	34.8%	0.0%
No	33.6%	9.1%	47.1%	40.0%	42.9%	13.0%	45.5%
I don't know	23.9%	45.5%	23.5%	6.7%	9.5%	39.1%	45.5%
No answer	8.0%	0.0%	0.0%	13.3%	4.8%	13.0%	9.1%

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 A16: Social costs by age group

		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	4.39	1.951	4.05	1.555	4.01	1.866	4.26	1.900
Q8.1.2	Surveillance provides protection of the community	4.86	1.758	4.26 ^C	1.483	4.33 ^{AB}	1.785	4.86	1.684
Q8.1.3	Surveillance can be a source of personal excitement	3.13	2.155	3.82	2.053	2.95	2.012	3.13	2.171
Q8.1.4	Surveillance can be something to play with	3.56	2.460	3.93	2.423	3.29	2.286	3.89	2.447
Q8.1.5	Surveillance may cause discrimination	4.86	2.188	5.51	1.710	5.15	2.009	4.70	2.233
Q8.1.6	Surveillance may be a source of stigma	4.98	2.061	5.46	1.559	4.78	1.998	5.15	2.060
Q8.1.7	Surveillance may violate a person's privacy	5.46	1.907	6.00	1.379	5.47	1.843	5.34	1.974
Q8.1.8	Violation of citizens' right to control of information use	5.35	1.876	5.57	1.655	5.36	1.801	5.32	1.862
Q8.1.9	Potential that information could be intentionally misused	5.61	1.734	5.67	1.603	5.44	1.703	5.70	1.697
Q8.1.10	Potential that information could be misinterpreted	5.62	1.644	5.57	1.564	5.49	1.632	5.49	1.627
Q8.1.11	Limiting a citizen's right of expression and free speech	4.94	2.049	5.76	1.496	4.93	1.918	4.89	2.114
Q8.1.12	Surveillance may limit a citizen's right of communication	4.86	2.058	5.33	1.692	4.90	1.878	4.91	1.982
Q8.1.13	Surveillance may limit a citizen's right of information	4.60	2.108	4.87	1.894	4.79	1.953	4.69	2.012

		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	4.55	1.882	4.86	2.101	4.59	2.132
Q8.1.2	Surveillance provides protection of the community	4.94	1.707	5.19 ^A	1.893	5.29 ^{BC}	1.730
Q8.1.3	Surveillance can be a source of personal excitement	2.75	2.138	3.09	2.234	3.37	2.241
Q8.1.4	Surveillance can be something to play with	3.24	2.596	3.62	2.608	3.53	2.408
Q8.1.5	Surveillance may cause discrimination	4.45	2.424	4.68	2.422	4.96	2.015
Q8.1.6	Surveillance may be a source of stigma	4.88	2.181	5.04	2.184	4.80	2.145

Q8.1.7	Surveillance may violate a person's privacy	5.56	2.004	5.62	1.931	5.08	1.960
Q8.1.8	Violation of citizens' right to control of information use	5.53	1.921	5.28	1.942	5.13	2.009
Q8.1.9	Potential that information could be intentionally misused	5.91	1.630	5.75	1.694	5.23	1.959
Q8.1.10	Potential that information could be misinterpreted	5.98	1.575	5.74	1.662	5.50	1.754
Q8.1.11	Limiting a citizen's right of expression and free speech	4.63	2.257	5.11	2.105	4.83	2.007
Q8.1.12	Surveillance may limit a citizen's right of communication	4.59	2.300	5.08	2.153	4.62	2.125
Q8.1.13	Surveillance may limit a citizen's right of information	4.06	2.396	4.67	2.231	4.71	2.025

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.

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	2.30	1.829	3.10 ^{AB}	1.947	2.82 ^C	1.910	2.25	1.714
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.32	1.897	2.88 ^A	2.015	2.55	1.710	2.33	1.974
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	2.11	1.803	3.50 ^{ABCDE}	1.987	2.55 ^E	1.868	2.06 ^A	1.814
Q8.2.4	I have made fun of it	2.10	1.766	2.85 ^{AB}	1.902	2.55 ^C	2.026	2.19	1.872
Q8.2.5	I have filed a complaint with the respective authorities	1.78	1.550	2.28	1.768	1.92	1.642	1.79	1.569
Q8.2.6	I have informed the media	1.84	1.541	2.33	1.760	1.98	1.506	1.85	1.583
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.86	1.641	2.62 ^{ABCD}	1.835	2.74 ^E	2.146	1.66 ^{AE}	1.414
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	3.29	2.175	3.83	1.883	3.36 ^A	1.974	3.67 ^B	2.272

Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.23	2.558	4.31	2.158	4.90 ^A	2.288	4.39 ^B	2.527
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		45-54		55-64		65+	
Q8.2	Changes of personal behaviour (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD
Q8.2.1	I have restricted my activities or the way I behave	1.95 ^{AC}	1.662	2.18	1.806	1.91 ^{BC}	1.799
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.29	2.092	2.44	1.983	1.80 ^A	1.572
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	1.99 ^B	1.879	1.77 ^C	1.530	1.52 ^{DE}	1.324
Q8.2.4	I have made fun of it	1.85 ^A	1.602	2.04	1.721	1.53 ^{BC}	1.216
Q8.2.5	I have filed a complaint with the respective authorities	1.81	1.659	1.57	1.201	1.52	1.419
Q8.2.6	I have informed the media	1.83	1.623	1.57	1.217	1.64	1.519
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.72 ^{BE}	1.581	1.44 ^{CE}	1.196	1.33 ^{DE}	1.060
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	3.66 ^C	2.286	3.13	2.262	2.32 ^{ABC}	1.933
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.26 ^C	2.589	4.54 ^D	2.670	3.19 ^{ABCD}	2.629

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. (^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 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	0.600	1.000											
Source of excitement	Q8.1_3	0.186	0.013	1.000										
Something to play with	Q8.1_4	-0.015	-0.197	0.397	1.000									
Cause of discrimination	Q8.1_5	-0.190	-0.244	0.035	0.188	1.000								
Source of stigma	Q8.1_6	-0.191	-0.161	0.058	0.170	0.596	1.000							
Violates privacy	Q8.1_7	-0.136	-0.149	0.093	0.238	0.568	0.573	1.000						
Violates right of control data	Q8.1_8	-0.114	-0.113	0.098	0.223	0.538	0.531	0.657	1.000					
Potential misuse	Q8.1_9	-0.135	-0.116	0.047	0.290	0.434	0.467	0.586	0.622	1.000				
Potential mis-interpretation	Q8.1_10	-0.049	-0.026	0.058	0.270	0.539	0.538	0.632	0.595	0.735	1.000			
Limits right of free speech	Q8.1_11	-0.157	-0.236	0.128	0.243	0.655	0.647	0.618	0.625	0.460	0.526	1.000		
Limits right of communication	Q8.1_12	-0.199	-0.218	0.097	0.238	0.588	0.598	0.606	0.633	0.512	0.534	0.704	1.000	
Limits right of information	Q8.1_13	-0.131	-0.202	0.181	0.233	0.511	0.516	0.471	0.530	0.404	0.454	0.628	0.603	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	0.504	1.000							
defensive measures	Q8.2_3	0.490	0.588	1.000						
made fun of it	Q8.2_4	0.417	0.439	0.525	1.000					
filed complaint	Q8.2_5	0.388	0.396	0.379	0.388	1.000				
informed the media	Q8.2_6	0.435	0.489	0.497	0.426	0.589	1.000			
counter-surveillance	Q8.2_7	0.437	0.474	0.547	0.505	0.539	0.565	1.000		
info about technical protection	Q8.2_8	0.287	0.333	0.308	0.270	0.357	0.389	0.321	1.000	
stopped accepting vouchers	Q8.2_9	0.327	0.253	0.243	0.201	0.269	0.232	0.273	0.359	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	-0.108	-0.214	-0.232	-0.206	-0.141	-0.202	-0.222	-0.042	-0.021
Protection of community	Q8.1_2	-0.155	-0.202	-0.234	-0.208	-0.207	-0.189	-0.231	-0.040	-0.116
Source of excitement	Q8.1_3	0.047	-0.014	0.076	0.041	0.002	0.049	0.032	-0.043	-0.098
Something to play with	Q8.1_4	0.074	0.083	0.064	0.066	-0.008	0.008	-0.040	-0.022	0.107
Cause of discrimination	Q8.1_5	0.238	0.168	0.171	0.183	0.092	0.108	0.126	0.047	0.248
Source of stigma	Q8.1_6	0.232	0.192	0.208	0.175	0.101	0.091	0.150	0.011	0.202
Violates privacy	Q8.1_7	0.169	0.135	0.141	0.117	0.052	-0.025	0.098	0.052	0.289
Violates right to control data	Q8.1_8	0.244	0.144	0.164	0.121	0.015	0.019	0.107	0.049	0.219
Potential misuse	Q8.1_9	0.161	0.177	0.168	0.115	0.013	0.014	0.081	0.092	0.269
Potential misinterpretation	Q8.1_10	0.184	0.146	0.130	0.127	0.071	0.063	0.127	0.004	0.267
Limits right of free speech	Q8.1_11	0.267	0.198	0.233	0.218	0.121	0.073	0.183	0.054	0.197
Limits right of communication	Q8.1_12	0.242	0.216	0.215	0.217	0.082	0.096	0.196	0.033	0.189
Limits right of information	Q8.1_13	0.275	0.245	0.231	0.225	0.143	0.137	0.238	0.010	0.141

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

			Q8.1_1	Q8.1_2
Usefulness for REDUCTION of crime	CCTV	Q3.1_1	0.406	0.484
	database	Q3.1_2	0.206	0.295
	SNS	Q3.1_3	0.236	0.288
	financialIT	Q3.1_4	0.224	0.276
	geolocat.	Q3.1_5	0.271	0.323
Usefulness for DETECTION of crime	CCTV	Q3.2_1	0.366	0.439
	database	Q3.2_2	0.172	0.25
	SNS	Q3.2_3	0.219	0.266
	financialIT	Q3.2_4	0.181	0.283
	geolocat.	Q3.2_5	0.248	0.306
Usefulness for PROSECUTION of crime	CCTV	Q3.3_1	0.333	0.35
	database	Q3.3_2	0.24	0.256
	SNS	Q3.3_3	0.21	0.256
	financialIT	Q3.3_4	0.15	0.266
	geolocat.	Q3.3_5	0.216	0.25
EFFECTIVENESS	CCTV	Q5.1.1_1	0.456	0.525
	database	Q5.1.1_2	0.357	0.338
	SNS	Q5.1.1_3	0.324	0.408
	financialIT	Q5.1.1_4	0.249	0.338
	geolocat.	Q5.1.1_5	0.375	0.463

Table A21: Correlations – Social costs and privacy in surveillance

	Social costs (perceptions)	CCTV	Databases	SNS	FinTrac	Geoloc.
Q8.1_1	Protection individual citizen	-0.180	-0.164	-0.177	-0.004	-0.092
Q8.1_2	Protection of community	-0.233	-0.213	-0.195	-0.093	-0.161
Q8.1_3	Source of excitement	0.068	-0.032	-0.048	0.114	0.006
Q8.1_4	Something to play with	0.116	0.061	0.059	0.086	0.025
Q8.1_5	Cause of discrimination	0.361	0.331	0.376	0.239	0.297
Q8.1_6	Source of stigma	0.364	0.345	0.399	0.228	0.334
Q8.1_7	Violates privacy	0.311	0.392	0.356	0.221	0.354
Q8.1_8	Violates right of control data	0.277	0.304	0.338	0.176	0.328
Q8.1_9	Potential misuse	0.197	0.318	0.305	0.152	0.281
Q8.1_10	Potential misinterpretation	0.253	0.268	0.263	0.116	0.267
Q8.1_11	Limits right of free speech	0.340	0.349	0.370	0.216	0.300
Q8.1_12	Limits right of communication	0.359	0.334	0.366	0.254	0.279
Q8.1_13	Limits right of information	0.295	0.291	0.325	0.206	0.287
	Social costs (behaviour)					
Q8.2_1	restricted activities	0.176	0.173	0.221	0.155	0.219
Q8.2_2	avoided locations	0.230	0.207	0.182	0.147	0.190
Q8.2_3	defensive measures	0.253	0.195	0.179	0.156	0.253
Q8.2_4	made fun of it	0.267	0.165	0.169	0.162	0.198
Q8.2_5	filed complaint	0.204	0.156	0.191	0.197	0.213
Q8.2_6	informed the media	0.206	0.147	0.179	0.154	0.163
Q8.2_7	counter-surveillance	0.289	0.271	0.234	0.172	0.306
Q8.2_8	info about technical protection	0.042	0.161	0.107	0.116	0.181
Q8.2_9	stopped accepting vouchers	0.149	0.228	0.222	0.109	0.203

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	0.682	0.404	0.475	0.373	0.488
		database	Q3.1_2	0.317	0.594	0.465	0.268	0.461
		SNS	Q3.1_3	0.348	0.459	0.654	0.237	0.420
		financT	Q3.1_4	0.350	0.268	0.298	0.625	0.292
		Geoloc.	Q3.1_5	0.363	0.384	0.407	0.232	0.531
	DETECTION	CCTV	Q3.2_1	0.579	0.386	0.416	0.329	0.393
		database	Q3.2_2	0.269	0.559	0.458	0.264	0.441
		SNS	Q3.2_3	0.270	0.393	0.547	0.215	0.453
		financT	Q3.2_4	0.262	0.210	0.247	0.544	0.271
		Geoloc.	Q3.2_5	0.298	0.349	0.382	0.215	0.576
	PROSECUTION	CCTV	Q3.3_1	0.490	0.303	0.327	0.297	0.364
		database	Q3.3_2	0.316	0.503	0.426	0.307	0.413
		SNS	Q3.3_3	0.316	0.442	0.595	0.277	0.387
		financT	Q3.3_4	0.305	0.264	0.279	0.588	0.266
		Geoloc.	Q3.3_5	0.337	0.387	0.365	0.299	0.500

Table A23: Correlations – Security and happiness

			Feeling of HAPPINESS					Happiness about NOT KNOWING	
			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 ¹²	Q4.3	1.000						
	CCTV	Q5.3_1	-0.563	1.000					
	SNS	Q5.3_2	-0.487	0.599	1.000				
	Database	Q5.3_3	-0.467	0.548	0.666	1.000			
	FinancT	Q5.3_4	-0.320	0.408	0.494	0.490	1.000		
	Geoloc.	Q5.3_5	-0.464	0.613	0.658	0.602	0.454	1.000	
Happiness about NOT KNOWING ¹³	Q5.4	-0.376	0.335	0.423	0.420	0.259	0.455	1.000	

¹² 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.

¹³ 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

		NEGATIVE IMPACT on PRIVACY				
		CCTV	database	SNS	financialT	geolocat.
		Q5.1.2_1	Q5.1.2_2	Q5.1.2_3	Q5.1.2_4	Q5.1.2_5
Feeling of security	Q4.3	-0.242	-0.287	-0.251	-0.09	-0.208
Feeling of control I	Q4.4.1	-0.024	0.029	-0.038	-0.044	-0.017
Feeling of control II	Q4.4.2	0.125	0.173	0.117	0.151	0.132
Trust I	Q4.5.1	-0.13	-0.191	-0.177	-0.083	-0.161
Trust II	Q4.5.2	-0.119	-0.17	-0.126	-0.013	-0.102

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

		Knowledge of laws	Effectiveness of laws	Feeling of security	Feeling of control I	Feeling of control II	Trust I	Trust II
		Q4.1	Q4.2	Q4.3	Q4.4.1	Q4.4.2	Q4.5.1	Q4.5.2
Knowledge of laws	Q4.1	1.000						
Effectiveness of laws	Q4.2	0.332	1.000					
Feeling of security	Q4.3	0.164	0.504	1.000				
Feeling of control I	Q4.4.1	0.039	0.169	0.107	1.000			
Feeling of control II	Q4.4.2	0.034	0.019	-0.049	0.550	1.000		
Trust I	Q4.5.1	0.267	0.361	0.443	0.241	0.050	1.000	
Trust II	Q4.5.2	0.266	0.342	0.426	0.141	0.092	0.650	1.000

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

		EFFECTIVENESS				
		CCTV	database	SNS	financialT	geolocat.
		Q5.1.1_1	Q5.1.1_2	Q5.1.1_3	Q5.1.1_4	Q5.1.1_5
Feeling of security	Q4.3	0.58	0.463	0.471	0.387	0.513
Feeling of control I	Q4.4.1	0.168	0.157	0.129	0.091	0.165
Feeling of control II	Q4.4.2	-0.007	0.06	0.07	0.024	0.012
Trust I	Q4.5.1	0.289	0.293	0.275	0.249	0.27
Trust II	Q4.5.2	0.264	0.349	0.251	0.154	0.299

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?

	CCTV	Geolocation surveillance (Using mobile phones, GPS, electronic tagging, or RFID to determine the location of the devices and the devices' owners)
Public services (e.g. local council offices)	<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
Private companies (e.g. banks)	<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
Workplace	<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
Schools / universities	<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
Clinics and hospitals	<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
Airports	<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
Public transport (Railway, subway, buses, taxis etc.)	<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
City centres	<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
Specific areas that experience increased crime rates	<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
Urban spaces in general	<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
Mass events (concerts, football games etc.)	<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
The street/neighbourhood where I live	<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 with other government agencies							
Government agencies share a citizen's personal information gathered via surveillance measures with foreign governments							
Government agencies share a citizen's personal information gathered via surveillance measures with private companies							

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

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

(1=disagree, 7=agree, I don't know)

Q8.1.1 Surveillance provides protection for the individual citizen.

Q8.1.2 Surveillance provides protection of the community.

Q8.1.3 Surveillance can be a source of personal excitement.

Q8.1.4 Surveillance can be something to play with.

Q8.1.5 Surveillance may cause discrimination towards specific groups of society.

Q8.1.6 Surveillance may be a source of stigma.

Q8.1.7 Surveillance may violate a person's privacy.

Q8.1.8 Surveillance may violate citizens' right to control whether information about them is used.

Q8.1.9 There is a potential that information gathered via surveillance could be intentionally misused by those who collect or process the data.

Q8.1.10 There is a potential that information gathered via surveillance could be misinterpreted by those who collect or process the data.

Q8.1.11 Surveillance may limit a citizen's right of expression and free speech.

Q8.1.12 Surveillance may limit a citizen's right of communication.

Q8.1.13 Surveillance may limit a citizen's right of information.

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

(1=disagree, 7=agree, I don't know)

Q8.2.1 I have restricted my activities or the way I behave.

Q8.2.2 I have avoided locations or activities where I suspect surveillance is taking place.

Q8.2.3 I have taken defensive measures such 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