



Rules, Expectations & Security through  
Privacy-Enhanced Convenient Technologies

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

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**May 2015**



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

RESPECT

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

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## 0. Executive Summary

This document presents the results for Sweden 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 Sweden for age and gender (based on Eurostat data of 12/2012). Responses were gathered, predominantly, through an online survey supplemented in some partner countries 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 Swedish sample is based on the responses from 170 individuals who indicated Sweden as their country of residence.<sup>1</sup>

Generally, the data reveal a rather large spread in the Swedish respondents' knowledge of different types of surveillance and surveillance technologies, with CCTV (95%) being the type most respondents have heard of and the surveillance of "suspicious" behaviour (28%) the least known. Most respondents also indicated that they know of a number of reasons for the setting up of surveillance, ranging between 89% for the detection of crime and 63% for the prosecution of crime. Most respondents think that surveillance is taking place in the country where they live, but more than half of the respondents felt that they do not know about the economic costs of surveillance.

Most 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<sup>2</sup>, with the highest mean score<sup>3</sup> for CCTV (4.05) and the lowest for database surveillance (2.55). Surveillance was perceived as being most useful for the prosecution 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.

A considerable number of Swedish respondents appear to have two distinct, and very different, reactions to surveillance. Some people (25%) feel secure in the presence of surveillance, but in others surveillance produces feelings of insecurity (40%). Regarding the respondents' feelings about personal information gathered through surveillance, respondents feel generally a strong lack of control over processing of personal information gathered via surveillance, irrespective of whether it has been gathered by government agencies or by private companies. Additionally, there is a visible lack of trust in both private companies and government agencies being able to protect personal information gathered via surveillance, 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.

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<sup>1</sup> The overall Swedish sample consists of 226 respondents. However, due to the fact that 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.

<sup>2</sup> With the exception of surveillance using databases containing personal information and the surveillance of online social networking.

<sup>3</sup> 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 also feel more unhappy than happy about surveillance taking place without people knowing about it.

The majority of Swedish respondents disagreed more than agreed that most types of surveillance investigated have a negative impact on one's privacy. The strongest negative impact on privacy was perceived for surveillance using databases containing personal information. Moreover, only very few respondents are willing to accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (between 3% for CCTV surveillance and 8% 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 misinterpretation of information arising from surveillance (mean score 6.23<sup>4</sup>) and intentional misuse of information (6.14), followed by privacy invasion (5.99). 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 substantial minority of respondents (40-43%<sup>5</sup>) have stopped accepting discounts in exchange for personal data, have kept themselves informed about technical possibilities to protect their personal data, or have made fun of surveillance, but less have restricted their activities or the way they behave (30%<sup>3</sup>), or avoided locations or activities that they suspect are under surveillance (14%<sup>3</sup>).

There were a number of significant gender differences. Female respondents had heard less of some types of surveillance technologies and some reasons for the setting up of surveillance, noticed CCTV cameras less often than male respondents, and they perceived the usefulness and effectiveness of some surveillance measures (in particular the surveillance of online social networking) to be higher than males. Female respondents also felt less unhappy with most types of surveillance and less insecure in the presence of surveillance. However, there were no statistically significant gender differences in the felt control over one's personal information gathered via surveillance measures and trust that one's personal information is protected. Male respondents perceived that surveillance has a negative impact on privacy more than female respondents, and they were more active, or less inactive, than female respondents in the adaptation of their behaviour due to perceived risks of surveillance.

A couple of patterns can be identified with regards to age. Respondents aged 18-24 as well as those aged 65+ indicated less knowledge of some types of surveillance, and they showed, partially, less awareness whether

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

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

surveillance is taking place in the country where they live. The 65+ year olds also rated the usefulness and effectiveness of most types of surveillance higher than other age groups and felt less than others that too much money is allocated to government agencies for surveillance. Additionally, they felt a significantly less negative impact of surveillance on their privacy, and they showed the least behavioural changes due to perceived risks of surveillance. On the other side, respondents aged 25-34 and, partially, those aged 45-54 exhibit some more critical and reflective attitudes (e.g. towards the usefulness and effectiveness of surveillance measures, or privacy impact) and perceptions of risks. Interestingly, though, there are also some significant differences between age groups that follow a similar pattern when it comes to the respondents' feelings such as security, insecurity, control, trust, and general happiness with surveillance, which confirms the correlations found between these feelings and perceptions such as usefulness, effectiveness and privacy impact of surveillance.

To summarise, the Swedish respondents indicated a strongly felt lack of trust in the protection of, and control over, personal information gathered via surveillance. A majority also feel more unhappy than happy with the different types of surveillance (except CCTV). Additionally, there is a rather strong link between feeling happy, or unhappy, about surveillance and feeling secure or insecure through the presence of surveillance. At the same time, and despite the respondents' general perception of most surveillance measures being useful, surveillance measures currently reduce feelings of insecurity in only 1 in 4 people. In two out of five respondents the presence of surveillance produces feelings of insecurity. However, analyses also indicate that both increasing the perceived effectiveness of surveillance measures as well as increasing the perceived effectiveness of laws regarding the protection of personal data gathered via surveillance may make citizens feel more secure.

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

## 1. Introduction

The analyses and results in this document are based on a survey regarding the perceptions, feelings, attitudes and behaviour of European citizens towards surveillance for the purpose of fighting crime. This study was undertaken as part of the RESPECT project – “Rules, Expectations and Security through Privacy-enhanced Convenient Technologies” (RESPECT; G.A. 285582) – which was co-financed by the European Commission within the Seventh Framework Programme (2007-2013). Quota samples were used for each RESPECT partner country which were based on demographic data retrieved from the Eurostat statistics of December 2012.<sup>6</sup> Responses were gathered, predominantly, through an online survey supplemented in some partner countries by a number of questionnaires administered in face to face interviews, in order to fulfil quotas and reach those citizens who do not use the internet. The survey consisted of 50 questions and sub-questions, and was available online in all languages of the European Union from November 2013 until March 2014.<sup>7</sup> A snowball technique was used to promote the study and disseminate links to the questionnaire. Most RESPECT partners placed advertisements on their respective university/institute website and those of related institutions, sent out press releases and placed banners or advert links in local online newspapers or magazines, posted links to the questionnaire on social networking websites, sent the link out in circular emails (e.g., to university staff and students), and used personal and professional contacts to promote the survey.

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 Swedish sample used for this analysis is based on the responses from 170 individuals who indicated Sweden as their country of residence in the online survey or were administered the questionnaire face to face. The sample has a gender distribution of 50.6% females and 49.4% males, and an age distribution (see figure 1 below) that represents the aging population in this country.

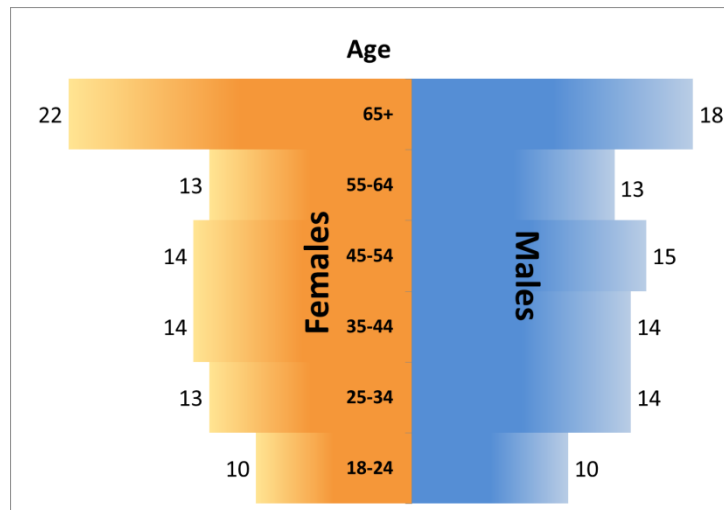


Figure 1: Age and gender distribution of Swedish quota sample

Not fully satisfactory is the high level of education of the majority of respondents (79% 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 respondents in the total RESPECT sample (73%). Regarding specific demographic data related to aspects of surveillance, only 7% of Swedish respondents (16% of total sample) felt that they were living in an area with

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

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

increased security risks, but 65% (53% total sample) indicated that they usually travel abroad at least twice per year, and 72% (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. Almost all Swedish respondents (94.7%) indicated that they have heard of CCTV, whereas just above a quarter (28.2%) had heard of the surveillance of "suspicious" behaviour. A split by gender shows a statistically significant difference only for the surveillance of "suspicious" behaviour, with male respondents indicating a greater awareness (difference between males and female responses: 17.1 percentage points), and for the surveillance of data and traffic on the internet (difference 16.9 percentage points).

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

|       |  | Answer = YES |        |        |
|-------|--|--------------|--------|--------|
|       |  | Total        | Female | Male   |
| Q1_1  | <b>Biometric data</b> , e.g. analysis of fingerprints, palm prints, facial or body features  | 65.9%        | 62.8%  | 69.0%  |
| Q1_2  | <b>"Suspicious" behaviour</b> , e.g. automated detection of raised voices, facial or body features   | 28.2%        | 19.8%  | 36.9%* |
| Q1_3  | <b>Data and traffic on the internet</b> , e.g. Deep Packet/Content inspection  | 67.6%        | 59.3%  | 76.2%* |
| Q1_4  | <b>Databases</b> containing personal information, e.g. searching state pension databases, or customer databases of private companies                         | 74.7%        | 68.6%  | 81.0%  |
| Q1_5  | <b>Online communication</b> , e.g. social network analysis, monitoring of chat rooms or forums   | 86.5%        | 83.7%  | 89.3%  |
| Q1_6  | <b>Telecommunication</b> , e.g. monitoring of phone calls or SMS   | 86.5%        | 84.9%  | 88.1%  |
| Q1_7  | <b>Electronic tagging / Radio Frequency Identification (RFID)</b> , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets | 41.2%        | 33.7%  | 48.8%  |
| Q1_8  | <b>Global Positioning Systems (GPS)</b> , e.g. tracking geolocation of cars or mobile phones   | 82.4%        | 80.2%  | 84.5%  |
| Q1_9  | <b>CCTV cameras</b> , e.g. in public places, airports or supermarkets  | 94.7%        | 94.2%  | 95.2%  |
| Q1_10 | <b>Financial information</b> , e.g. tracking of debit/credit card transactions   | 71.2%        | 67.4%  | 75.0%  |

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

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

### 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 (88.8%), and the least known is the use of surveillance for prosecution of crime (62.9%). There are, again, only few statistically significant gender differences in knowing of the reasons for surveillance specifically asked for, with male respondents indicating significantly more often that they know of the prosecution of crime (difference of 16.7 percentage points) and of control of crowds (difference of 20.3 percentage points) as reasons for surveillance.

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

|      |                              | Answer=YES |        |        |
|------|------------------------------|------------|--------|--------|
|      |                              | Total      | Female | Male   |
| Q2_1 | The reduction of crime       | 84.7%      | 81.4%  | 88.1%  |
| Q2_2 | The detection of crime       | 88.8%      | 87.2%  | 90.5%  |
| Q2_3 | The prosecution of crime     | 62.9%      | 54.7%  | 71.4%* |
| Q2_4 | Control of border-crossings  | 75.9%      | 74.4%  | 77.4%  |
| Q2_5 | Control of crowds            | 64.7%      | 54.7%  | 75%*   |
| Q2_6 | Other                        | 22.9%      | 19.8%  | 26.2%  |
| Q2_7 | I don't know of any reasons. | 1.8%       | 1.2%   | 2.4%   |

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

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

### 3. Perceived usefulness and effectiveness of surveillance

#### 3.1 Perceived usefulness

CCTV is perceived as more useful than the other four types of surveillance investigated (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. Generally, the five types of surveillance were perceived to be most useful for the prosecution of crime, slightly less useful for the detection of crime, and slightly less useful still for the reduction of crime.<sup>8</sup> Generally, though, the majority of all types of surveillance investigated (with the exception of surveillance using databases containing personal and surveillance of online social networking) 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).

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 could be found in the perceived usefulness of surveillance of online social networking, surveillance of financial transactions and geolocation surveillance for all three purposes investigated<sup>9</sup>; there, female respondents perceived the usefulness of those types of surveillance to be significantly higher than male respondents.

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

|             |  | Total |       | Female |       | Male  |       |
|-------------|--|-------|-------|--------|-------|-------|-------|
|             |  | Mean  | STD   | Mean   | STD   | Mean  | STD   |
| <b>Q3.1</b> | <b>the reduction of crime</b>                                |       |       |        |       |       |       |
| Q3.1_1      | CCTV cameras   | 3.56  | 1.422 | 3.75   | 1.374 | 3.36  | 1.452 |
| Q3.1_2      | Surveillance using databases containing personal information | 2.55  | 1.316 | 2.67   | 1.260 | 2.44  | 1.362 |
| Q3.1_3      | Surveillance of online social networking                     | 2.65  | 1.362 | 2.91   | 1.367 | 2.41* | 1.321 |

<sup>8</sup> With the exception of the surveillance of online social networking which was perceived as most useful for the detection of crime.

<sup>9</sup> With the exception of geolocation surveillance for the purpose of detection of crime.

|                                      |  |      |       |      |       |       |       |
|--------------------------------------|--|------|-------|------|-------|-------|-------|
| Q3.1_4                               | Surveillance of financial transactions                       | 3.20 | 1.368 | 3.48 | 1.286 | 2.96* | 1.400 |
| Q3.1_5                               | Geolocation surveillance                                     | 3.03 | 1.433 | 3.31 | 1.307 | 2.77* | 1.503 |
| <b>Q3.2 the detection of crime</b>   |  |      |       |      |       |       |       |
| Q3.2_1                               | CCTV cameras   | 3.79 | 1.259 | 3.95 | 1.226 | 3.63  | 1.279 |
| Q3.2_2                               | Surveillance using databases containing personal information | 2.71 | 1.359 | 2.81 | 1.319 | 2.62  | 1.398 |
| Q3.2_3                               | Surveillance of online social networking                     | 2.91 | 1.324 | 3.22 | 1.283 | 2.6*  | 1.298 |
| Q3.2_4                               | Surveillance of financial transactions                       | 3.48 | 1.288 | 3.74 | 1.170 | 3.24* | 1.352 |
| Q3.2_5                               | Geolocation surveillance                                     | 3.12 | 1.429 | 3.26 | 1.436 | 2.99  | 1.419 |
| <b>Q3.3 the prosecution of crime</b> |  |      |       |      |       |       |       |
| Q3.3_1                               | CCTV cameras   | 4.05 | 1.220 | 4.22 | 1.063 | 3.90  | 1.337 |
| Q3.3_2                               | Surveillance using databases containing personal information | 2.86 | 1.351 | 3.12 | 1.262 | 2.63  | 1.394 |
| Q3.3_3                               | Surveillance of online social networking                     | 2.87 | 1.364 | 3.20 | 1.269 | 2.57* | 1.384 |
| Q3.3_4                               | Surveillance of financial transactions                       | 3.61 | 1.234 | 3.87 | 1.100 | 3.39* | 1.305 |
| Q3.3_5                               | Geolocation surveillance                                     | 3.51 | 1.350 | 3.81 | 1.195 | 3.24* | 1.425 |

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

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

The potential relationships between the perceived usefulness of different types of surveillance for the reduction, detection and prosecution of crime were examined (See Table A3 in Appendix A). It appears that there is a relationship between beliefs about the usefulness of the various types of surveillance for different purposes. For example, if a respondent perceives CCTV surveillance as useful for the reduction of crime then the respondent is also likely to perceive this form of surveillance as useful for the detection of crime and prosecution of crime. There is a similar pattern of responses for all types of surveillance: The relationship between perceived usefulness for reduction of crime and perceived usefulness for detection was strongest for the surveillance of databases containing personal information, surveillance of financial transactions and geolocation surveillance; for CCTV the strongest relationship was found between the perceived usefulness for detection and the usefulness for prosecution of crime; for surveillance of online social networking sites the connection between reduction and detection of crime and between detection and prosecution of crime were equally strong. This pattern of responses suggests that the concepts of reduction, detection, and prosecution of crime may be somewhat entangled. However, it is also possible that some respondents decided on a general “usefulness setting” for each type of technology and answered the questions on the reduction, detection, and prosecution of crime in the same way. The overall closest relationship was found for surveillance of financial transactions between its usefulness for reduction and its usefulness for detection of crime. Furthermore, strong relationships are observed between the perceived usefulness of surveillance using databases containing personal information for the reduction of crime and the perceived usefulness of surveillance of social networking sites and geolocation surveillance for the same purpose. A similar relationship is present between the perceived usefulness of these types of surveillance (including the surveillance of financial transactions) for the detection and, partially less strong, for the 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, the different types of surveillance are generally perceived to be less effective in protection against crime than they are deemed to be useful for the reduction, detection, and prosecution of crime. For example, between 54%<sup>10</sup> (reduction of crime) and 68%<sup>11</sup> (detection of crime) of respondents believed that CCTV is useful, but only 49%<sup>12</sup> of respondents agreed that it is effective whilst 35% of respondents disagreed, showing two distinct, and very different, beliefs about the effectiveness of surveillance.

Still CCTV is perceived to be the most effective surveillance measure in protection against crime. All other types of surveillance are not seen as particularly effective methods of protection against crime (mean results below the midpoint of 4.0), and male respondents find in particular surveillance of online social networking to be significantly less effective than female respondents.

**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   | 4.41  | 1.987 | 4.60   | 1.854 | 4.21  | 2.109 |
| Q5.1.1_2 | Surveillance utilising databases containing personal information is an effective way to protect against crime | 2.93  | 1.761 | 3.09   | 1.772 | 2.76  | 1.746 |
| Q5.1.1_3 | Surveillance of online social-networking is an effective way to protect against crime                         | 2.97  | 1.823 | 3.31   | 1.976 | 2.64* | 1.597 |
| Q5.1.1_4 | Surveillance of financial transactions is an effective way to protect against crime                           | 3.82  | 1.968 | 4.03   | 1.916 | 3.62  | 2.008 |
| Q5.1.1_5 | Geolocation surveillance is an effective way to protect against crime.  | 3.38  | 1.917 | 3.56   | 1.886 | 3.21  | 1.943 |

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

There is, mostly, a clear relationship between the perceived usefulness of a type of surveillance in the reduction, detection, and prosecution of crime and the perceived effectiveness of that type of surveillance in the protection against crime (see Table A22 in Appendix A). The strongest relationship for most types of surveillance is found between perceived usefulness in reduction of crime and perceived effectiveness in the protection against crime. This was the case for CCTV, surveillance using databases containing personal information, surveillance of online social-networking, and geolocation surveillance. In the case of surveillance of financial transactions, the perceived

<sup>10</sup> Answers 4 or 5 on a scale from 1 to 5, with 1=not useful at all and 5=very useful.

<sup>11</sup> Answers 4 or 5 on a scale from 1 to 5, with 1=not useful at all and 5=very useful.

<sup>12</sup> Answers 5, 6 or 7 on a scale from 1 to 7, with 1=disagree and 7=agree.

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.

#### 4. Perceptions of surveillance

##### 4.1 Surveillance and feelings of security

As seen in the previous section, some of the different types of surveillance are perceived as useful in the reduction, detection, and prosecution of crime but, except for CCTV, they are not perceived as particularly effective in the protection against crime, and there is a high variability in responses about the effectiveness of surveillance measures. There is also some variability in responses on whether the presence of surveillance produces feelings of security (see Table 5 in next section). For about a quarter of respondents (25%), the presence of surveillance makes them feel secure (4 or 5 on a 5-point scale, with 1=very insecure and 5=very secure). But 40% of respondents feel insecure (1 or 2 on a 5-point scale, with 1=very insecure and 5=very secure) when surveillance is present. The remaining respondents indicated either the mid-point of the scale (25%), or “I don’t know” (10%). This points to there being potentially two distinct, and very different, reactions to surveillance. Some people feel secure in the presence of surveillance, but in others surveillance produces feelings of insecurity, with surveillance making male respondents feel significantly more insecure than female respondents.

##### 4.2 Personal information collected through surveillance

Respondents generally feel a strong lack of control over the processing of personal information gathered via surveillance, irrespective of whether it has been gathered by government agencies or by private companies. There is also a visible lack of trust in both private companies and government agencies being able to protect personal information gathered via surveillance, but with more mistrust towards private companies than towards government agencies. Consequently, there may not only be a missing link between surveillance and security, but also perceptions of a substantial lack of data protection in connection with personal information gathered through surveillance. No statistically significant gender differences could be found in these feelings of trust and control.

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

|  | Total |       | Female |       | Male  |       |
|--|-------|-------|--------|-------|-------|-------|
|  | Mean  | STD   | Mean   | STD   | Mean  | STD   |
| <b>4.3 Security</b> (1=very insecure; 5=very secure)   |       |       |        |       |       |       |
| How secure does the presence of surveillance measures make you feel  | 2.66  | 1.227 | 2.90   | 1.121 | 2.41* | 1.292 |
| <b>4.4 Control</b> (1= no control; 5=full control)   |       |       |        |       |       |       |
| 4.4.1 How much control do you think you have over the processing of personal information gathered by <u>government agencies</u> via surveillance measures? | 1.90  | 1.100 | 1.95   | 1.128 | 1.85  | 1.075 |
| 4.4.2 How much control do you think you have over the processing of personal information gathered by <u>private companies</u> via surveillance measures?   | 1.48  | 0.778 | 1.43   | 0.776 | 1.53  | 0.782 |
| <b>4.5 Trust</b> (1=no trust; 5=complete trust)  |       |       |        |       |       |       |
| 4.5.1 How much do you trust <u>government agencies</u> that they protect your personal information gathered via surveillance measures?                     | 2.53  | 1.259 | 2.70   | 1.267 | 2.35  | 1.233 |

|       |  |      |       |      |       |      |       |
|-------|--|------|-------|------|-------|------|-------|
| 4.5.2 | How much do you trust <u>private companies</u> that they protect your personal information gathered via surveillance measures? | 1.61 | 0.841 | 1.63 | 0.839 | 1.59 | 0.848 |
|-------|--|------|-------|------|-------|------|-------|

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 3.75<sup>13</sup>, participants feeling more unhappy than happy 41%, but participants feeling more happy than unhappy only 7%). Only in the case of surveillance of financial transactions the distribution between participants feeling more unhappy and those feeling more happy is fairly even (difference of 5 percentage points, with slightly more participants feeling more unhappy than happy), and a considerably number of respondents (53%) feel neither happy nor unhappy about this or indicated that they “don’t know”. With all types of surveillance (except for surveillance using databases containing personal information), male respondents feel significantly more unhappy than females.

Respondents are also unhappy with surveillance taking place without people knowing about it. But, there, no significant difference could be found between female and male responses.

<sup>13</sup> Scores 4 and 5 on a scale from 1=very happy to 5=very unhappy.

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

|       |   | Total |       | Female |       | Male  |       |
|-------|---|-------|-------|--------|-------|-------|-------|
|       |   | Mean  | STD   | Mean   | STD   | Mean  | STD   |
| 5.3_1 | Feel happy/unhappy about CCTV cameras                               | 2.73  | 1.238 | 2.47   | 1.102 | 2.97* | 1.320 |
| 5.3_2 | Feel happy/unhappy about surveillance of online social networks     | 3.71  | 1.109 | 3.47   | 1.084 | 3.92* | 1.095 |
| 5.3_3 | Feel happy/unhappy about surveillance using databases               | 3.75  | 1.091 | 3.59   | 1.102 | 3.89  | 1.069 |
| 5.3_4 | Feel happy/unhappy about surveillance of financial transactions     | 3.17  | 1.178 | 2.91   | 1.064 | 3.37* | 1.230 |
| 5.3_5 | Feel happy/unhappy about geolocation surveillance                   | 3.45  | 1.233 | 3.11   | 1.132 | 3.76* | 1.247 |
| 5.4   | Feel happy/unhappy about surveillance taking place without noticing | 3.65  | 1.257 | 3.59   | 1.257 | 3.71  | 1.262 |

Q5.3: How happy do you feel about the following types of surveillance [...] (1=very happy; 5=very unhappy)

Q5.4: How happy do you feel about surveillance taking place without being aware of it? (1=very happy; 5=very unhappy)

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

#### 4.4 Relationship between security and happiness

There are mostly strong correlations between citizens' feelings of being happy, or unhappy, with different types of surveillance (see table A23 in Appendix A). For example, respondents who are happy or unhappy with surveillance using databases containing personal information are also happy or unhappy with social-networking surveillance. And those who are happy or unhappy with geolocation surveillance have the same feelings about CCTV, social-networking surveillance, surveillance using databases containing personal information, and surveillance of financial transactions. As was the case in Section 3.1 above, this may be the result of several respondents not distinguishing much between the different types of surveillance.

There is also a moderate to strong relationship between generally feeling happy or unhappy about different types of surveillance and being happy or unhappy with surveillance taking place without one's knowledge, in particular for the surveillance using databases containing personal information. Additionally, being happy or unhappy with different types of surveillance is strongly related to feelings of security as a consequence of the presence of surveillance; this relation is most evident for happiness about surveillance taking place without being aware of it, and least (though still rather strong) for surveillance of financial transactions.

Furthermore, being happy or unhappy with the different types of surveillance is linked to the perceived usefulness of this type of surveillance for the reduction, detection and prosecution of crimes. However, this relationship is mostly weak in the usefulness for prosecution of crime (linked to all types of surveillance), and strongest for happiness with surveillance of financial transactions and its usefulness for the reduction of crime (see table A9 in Appendix A).

## 4.5 Surveillance and privacy

**Table 7**  
**Perceptions of privacy**

|         |   | Total |       | Female |       | Male  |       |
|---------|---|-------|-------|--------|-------|-------|-------|
|         |   | Mean  | STD   | Mean   | STD   | Mean  | STD   |
| 5.1.2_1 | CCTV has a negative impact on one's privacy                                   | 3.03  | 2.222 | 2.40   | 1.920 | 3.66* | 2.333 |
| 5.1.2_2 | Surveillance via databases has a negative impact on one's privacy             | 4.02  | 2.339 | 3.57   | 2.262 | 4.47* | 2.343 |
| 5.1.2_3 | Surveillance of online social networks has a negative impact on one's privacy | 3.89  | 2.291 | 3.31   | 2.101 | 4.5*  | 2.334 |
| 5.1.2_4 | Surveillance of financial transactions has a negative impact on one's privacy | 3.3   | 2.218 | 2.67   | 1.863 | 3.91* | 2.367 |
| 5.1.2_5 | Geolocation surveillance has a negative impact on one's privacy               | 3.76  | 2.35  | 3.13   | 2.150 | 4.37* | 2.387 |

Q5.1.2: How much do you agree or disagree with the following statements [...] (1=disagree; 7=agree)

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

The majority of respondents disagreed more than agreed that most types of surveillance (all except surveillance via databases containing personal information) have a negative impact on one's privacy (Table 7). For all types of surveillance, male respondents felt a stronger negative privacy impact than female respondents, and for database surveillance, surveillance of online social networks and geolocation surveillance the majority of male respondents agreed more than disagreed that these types of surveillance have a negative impact on their privacy. Irrespective of their views on the impact of different types of surveillance on privacy, very few respondents, both male and female, are willing to 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   | 3.3%       | 5.3%   | 1.9% |
| 5.1.3_2 | Surveillance of online social networks  | 4.4%       | 5.3%   | 3.8% |
| 5.1.3_3 | Surveillance utilising databases containing personal information                                    | 4.4%       | 2.6%   | 5.7% |
| 5.1.3_4 | Surveillance of financial transactions  | 7.7%       | 7.9%   | 7.5% |
| 5.1.3_5 | Geolocation surveillance  | 4.4%       | 5.3%   | 3.8% |

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 show a moderate to strong relation to their perceived impact of surveillance on privacy (see table A24 in Appendix A).



At the same time, their perceived impact of surveillance on privacy was only weakly or very weakly related with their feelings of trust in private companies and government agencies being able to protect personal information gathered via surveillance. Similarly, perceived impact of surveillance on privacy was weakly or very weakly related to feelings of control over processing of personal information gathered via surveillance. Therefore, despite the clearly perceived lack of trust and control in the context of personal information gathered during surveillance, and a moderately 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 are only weak to moderate relationships between the respondents feeling secure due to the presence of surveillance, and feelings of control over their personal data collected through surveillance. Only feelings of security (or insecurity) due to the presence of surveillance and trust (or mistrust) that personal data gathered by government agencies through surveillance is protected show a stronger 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 (see table A25 Appendix A).

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

There is also a moderate to strong relationship between perceived effectiveness of surveillance measures and feelings of security in the presence of surveillance (see table A26 Appendix A). This suggests that increasing the perceived effectiveness of surveillance measures may, to a certain extent, increase citizens’ feelings of security in the presence of surveillance.

### 5. Awareness of surveillance taking place

#### 5.1 Noticing CCTV

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

| <b>Q5.2.1</b>                    | <b>Total</b> | <b>Female</b> | <b>Male</b> |
|----------------------------------|--------------|---------------|-------------|
| I never notice CCTV cameras.     | 6.5%         | 12.8%         | 0.0%        |
| I rarely notice CCTV cameras.    | 21.8%        | 23.3%         | 20.2%       |
| I sometimes notice CCTV cameras. | 31.8%        | 31.4%         | 32.1%       |
| I often notice CCTV cameras.     | 35.9%        | 27.9%         | 44%*        |
| I always notice CCTV cameras.    | 1.8%         | 2.3%          | 1.2%        |
| I don't know / No answer         | 2.4%         | 2.4%          | 2.4%        |

Q5.2.1: Which of the following best describes you? [...]

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

There is some gender difference in whether CCTV is noticed. Although overall, only about a third of respondents (37.7%) often or always notice CCTV cameras, there is a significantly higher proportion of male (45.2%) than female respondents (31.2%) who indicated that they often or always notice CCTV cameras. Correspondingly, 36.1% of female respondents, but only 20.2% of male respondents, rarely or never notice CCTV cameras.

### 5.2 Beliefs about surveillance taking place

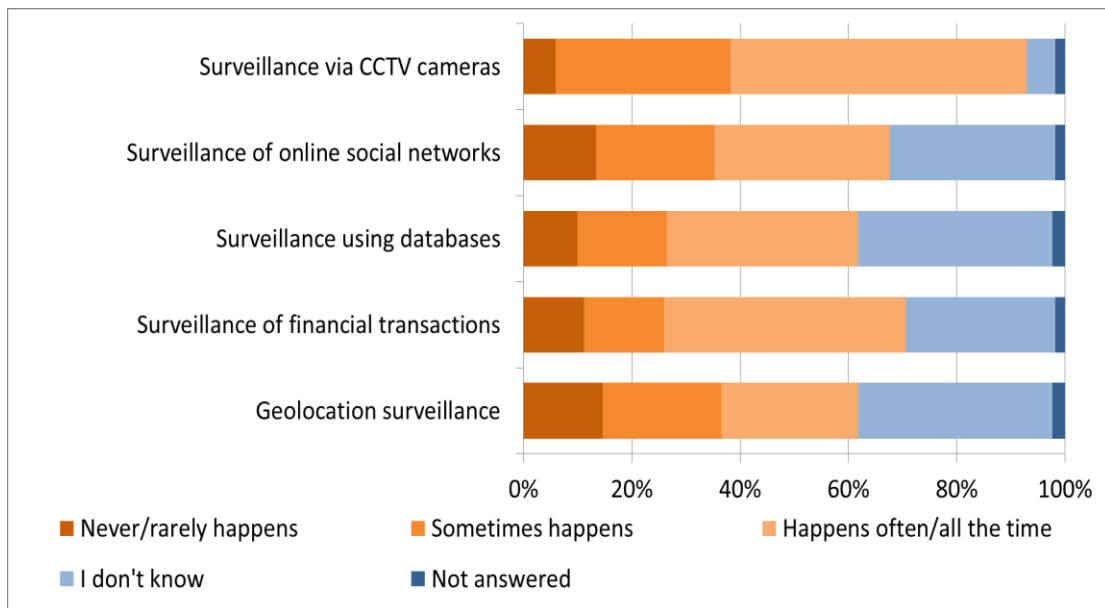


Figure2: Q5.2.2 – In your opinion, how often do the following types of surveillance take place in the country where you live?

Not very surprisingly, a majority of respondents believes that CCTV surveillance takes place often or all the time in the country where they live (54.7%). Far fewer respondents believe that the other types of surveillance take place, between 25 and 44% for surveillance of online social-networking, surveillance using databases containing personal information, surveillance of financial transactions and geolocation surveillance. Interesting, though, is the considerable proportion of respondents who indicated for these types of surveillance that they, actually, “don’t know” whether or how often such surveillance takes place in their country (28-36%). There or no gender differences in the responses to this question.

## 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   | 5.9%  | 1.8%  | 1.2%  |
| Acceptable only if the citizen is suspected of wrong-doing  | 19.4%   | 17.6%   | 11.8%   |
| Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised | 40.0%   | 32.4%   | 21.2%   |
| Acceptable if the citizen is informed   | 12.9%   | 8.2%  | 5.9%  |
| Acceptable if the citizen has given consent   | 18.8%   | 18.2%   | 20.0%   |
| Not acceptable in any circumstances   | 11.8%   | 28.2%   | 40.0%   |
| I don't know  | 4.7%  | 7.6%  | 5.9%  |

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. About one out of five participants believe it is acceptable for information gathered through surveillance by government agencies to be shared with other government agencies or 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 (40%) think it is unacceptable in all circumstances or only if the citizen has given consent (20%) 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   | 2.4%  | 0.6%  | 0.0%  |
| Acceptable only if the citizen is suspected of wrong-doing  | 14.7%   | 10.6%   | 8.8%  |
| Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised | 32.4%   | 21.2%   | 15.9%   |
| Acceptable if the citizen is informed   | 10.0%   | 4.7%  | 6.5%  |
| Acceptable if the citizen has given consent   | 14.1%   | 12.9%   | 20.0%   |
| Not acceptable in any circumstances   | 28.2%   | 48.8%   | 49.4%   |
| I don't know  | 7.1%  | 6.5%  | 5.9%  |

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

There is an even lower number of respondents who find it fully acceptable (or acceptable if the citizen is suspected of wrong-doing) if private companies share a citizen's personal information. Lawfulness still has a strong effect, but it is generally less strong than with government sharing practices. Generally, there is a considerable number of respondents who feel that, unless information or consent has been given, private data should "stay private" – particularly information sharing practices between private companies are deemed unacceptable in any circumstances (49.4%).

## 7. Acceptability of surveillance in different locations

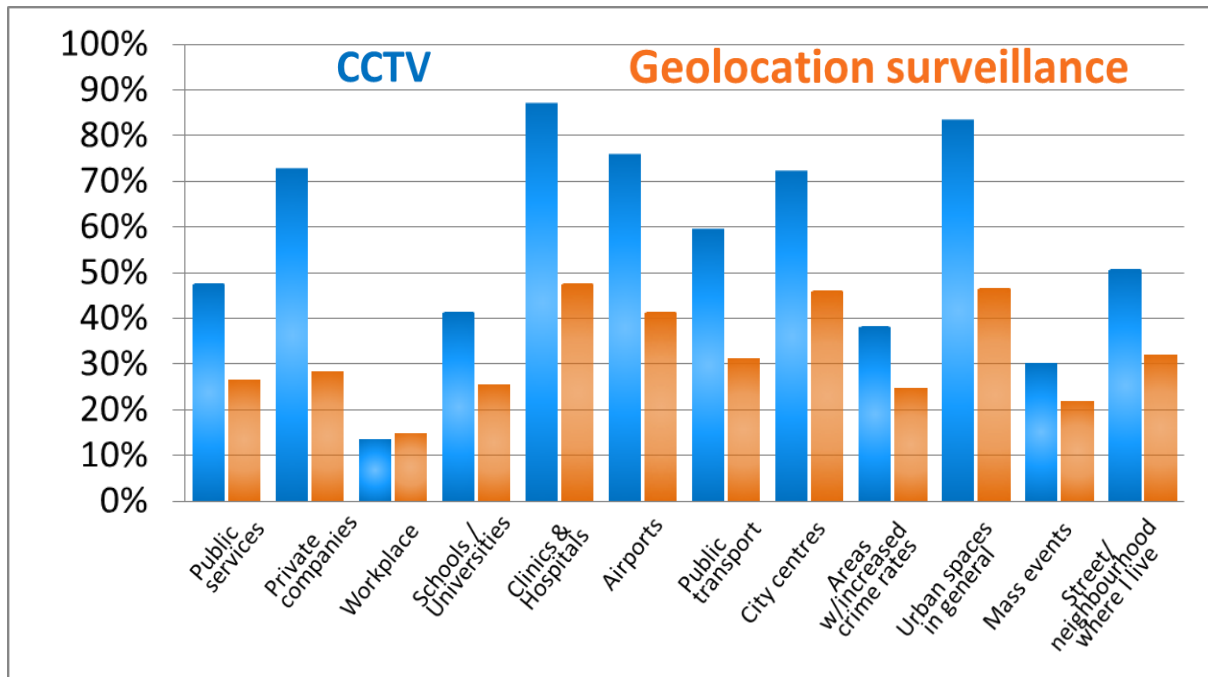


Figure 3: Acceptability of surveillance in different locations

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 (with the exception of CCTV in workplaces) perceived as clearly more acceptable than geolocation surveillance for the purposes of fighting crime in all the events and locations investigated. Acceptance rates for CCTV are between 40% and 160% higher than those for geolocation surveillance, with female respondents finding CCTV surveillance more acceptable than male respondents in clinics/hospitals and their own neighbourhood, whereas for geolocation surveillance the only statistically significant gender difference is in airports where female respondents find that type of surveillance more acceptable than males.

Both types of surveillance are least accepted in the workplace (CCTV 14%, geolocation surveillance 15%). The highest acceptance of surveillance by CCTV is in clinics/hospitals (87%) and urban spaces in general (84%), with geolocation surveillance in clinics and hospitals also seen as acceptable by almost half of the respondents (48%). A possible explanation for this rather surprising result could be that such acceptance levels of surveillance in clinics and hospitals may be related to high levels of trust in the care provided by these institutions, or to an increased perceived vulnerability in these locations that requires higher levels of protection through surveillance. Acceptance levels for CCTV in airports, city centres and private companies are also rather high (72-76%), 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 believed that the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in their country is “just right”; 14.1% indicated that, in their opinion, there was too little or far too little money allocated, 20.6% believed it was too much or far too much, with male respondents showing stronger opinions on this issue than female respondents, and far fewer males than females replied “I don’t know. But overall more than half of the respondents felt that they, actually, “don’t know” whether sufficient funds were allocated to government agencies for carrying out surveillance for the purpose of fighting crime.

Those respondents who thought that the money allocated to government agencies for carrying out surveillance to fight crime was too little or far too little were asked whether they are prepared to pay higher taxes so that more money can be allocated for this purpose. A third of these respondents (33.3%) indicated they would be willing to do so whilst another third (33.3%) replied that they would not. However, the very low number of respondents to this question (n=24) only allows very cautious interpretations of these results.

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

|                | Total | Female | Male   |
|----------------|-------|--------|--------|
| far too little | 2.9%  | 1.2%   | 4.8%   |
| too little     | 11.2% | 12.8%  | 9.5%   |
| just right     | 10.0% | 7.0%   | 13.1%  |
| too much       | 3.5%  | 1.2%   | 6.0%   |
| far too much   | 17.1% | 8.1%   | 26.2%* |
| I don't know   | 52.9% | 67.4%  | 38.1%* |
| No answer      | 2.4%  | 2.3%   | 2.4%   |

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

Note: Results in this table marked with an asterisk (\*) 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          | 33.3% | 16.7%  | 50.0% |
| No           | 33.3% | 50.0%  | 16.7% |
| I don't know | 29.2% | 33.3%  | 25.0% |
| No answer    | 4.2%  | 0.0%   | 8.3%  |

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

Note: Results in this table 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 some gender differences in the perception of economic costs described in the previous section, there are 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 – though predominantly by female rather than by male respondents. But, on the other hand, the risks associated with surveillance seemed to be more keenly felt. The highest perceived risks are that information gathered through surveillance is misinterpreted or intentionally misused, followed by the risk of privacy invasion. The risks that surveillance may violate citizens' right to control whether information about them is used, that surveillance may cause discrimination or stigma and limit citizen rights (to communication, free speech and information) 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                                     | 4.18  | 2.085 | 4.43   | 1.963 | 3.92  | 2.188 |
| Q8.1.2  | Surveillance provides protection of the community  | 4.62  | 1.944 | 5.17   | 1.681 | 4.05* | 2.043 |
| Q8.1.3  | Surveillance can be a source of personal excitement  | 3.54  | 2.245 | 3.81   | 2.433 | 3.24  | 1.997 |
| Q8.1.4  | Surveillance can be something to play with   | 2.24  | 2.185 | 2.28   | 2.313 | 2.20  | 2.070 |
| Q8.1.5  | Surveillance may cause discrimination towards specific groups of society                       | 5.63  | 1.953 | 5.84   | 1.840 | 5.43  | 2.049 |
| Q8.1.6  | Surveillance may be a source of stigma   | 5.55  | 1.869 | 5.53   | 1.733 | 5.57  | 1.998 |
| Q8.1.7  | Surveillance may violate a person's privacy  | 5.99  | 1.666 | 6.08   | 1.637 | 5.89  | 1.700 |
| Q8.1.8  | Surveillance may violate citizens' right to control whether information about them is used     | 5.77  | 1.752 | 5.81   | 1.799 | 5.72  | 1.717 |
| Q8.1.9  | There is a potential that information gathered via surveillance could be intentionally misused | 6.14  | 1.452 | 6.12   | 1.511 | 6.15  | 1.396 |
| Q8.1.10 | There is a potential that information gathered via surveillance could be misinterpreted        | 6.23  | 1.331 | 6.27   | 1.240 | 6.19  | 1.424 |

|         |  |      |       |      |       |      |       |
|---------|--|------|-------|------|-------|------|-------|
| Q8.1.11 | Surveillance may limit a citizen's right of expression and free speech | 5.52 | 1.949 | 5.60 | 1.842 | 5.43 | 2.061 |
| Q8.1.12 | Surveillance may limit a citizen's right of communication              | 5.25 | 1.974 | 5.30 | 1.911 | 5.20 | 2.046 |
| Q8.1.13 | Surveillance may limit a citizen's right of information                | 5.18 | 2.041 | 5.10 | 2.022 | 5.25 | 2.070 |

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

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

## 9.2 Behavioural changes resulting from surveillance

Rather few respondents have made changes to their behaviour as a result of being aware of surveillance. The three changes in behaviour that were undertaken by a substantial minority of respondents was to make fun of surveillance, stop exchanging their personal data for discounts or vouchers, and keeping themselves informed about technical possibilities to protect their personal data, but only a much smaller minority of respondents have taken more proactive moves such as avoiding surveilled locations or taking defensive measures. Here, it appears that male respondents are significantly more active, or less inactive, than female respondents.

**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  | 2.94  | 2.134 | 2.67   | 2.013 | 3.22  | 2.234 |
| Q8.2.2 | I have avoided locations or activities where I suspect surveillance is taking place            | 2.10  | 1.894 | 1.79   | 1.762 | 2.42* | 1.980 |
| Q8.2.3 | I have taken defensive measures (hiding face, faking data, incapacitating surveillance device) | 1.76  | 1.554 | 1.43   | 1.191 | 2.1*  | 1.800 |
| Q8.2.4 | I have made fun of it  | 3.64  | 2.494 | 3.27   | 2.450 | 4.03  | 2.497 |
| Q8.2.5 | I have filed a complaint with the respective authorities                                       | 1.48  | 1.471 | 1.43   | 1.459 | 1.53  | 1.492 |
| Q8.2.6 | I have informed the media  | 1.49  | 1.349 | 1.24   | 1.025 | 1.74* | 1.579 |
| Q8.2.7 | I have promoted or participated in collective actions of counter-surveillance                  | 1.81  | 1.770 | 1.51   | 1.425 | 2.12* | 2.039 |
| Q8.2.8 | have kept myself informed about technical possibilities to protect my personal data            | 3.62  | 2.330 | 3.06   | 2.184 | 4.18* | 2.352 |



|        |   |      |       |      |       |      |       |
|--------|---|------|-------|------|-------|------|-------|
| Q8.2.9 | I have stopped accepting discounts or vouchers if they are in exchange for my personal data | 3.63 | 2.599 | 3.47 | 2.615 | 3.80 | 2.589 |
|--------|---|------|-------|------|-------|------|-------|

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, whereas protection for the community as a perceived benefit appears to be only weakly related to the perceived social costs, there appears to be a moderate link between protection of the individual citizen and a number of perceived social costs, in particular the risk of surveillance being a source of stigma and the limitation of the citizens' right of information.

Several respondents have the same attitude towards many of the perceived social costs, being likely to respond in the same manner as to

- surveillance potentially being a source of stigma and limiting the citizens' rights of communication and free speech;
- surveillance potentially bearing the risk of discrimination and being a source of stigma;
- the potential for surveillance to violate the right of citizens to control whether information collected about them through surveillance is used and limiting the citizens' right of information (see table A17 in Appendix A).

Generally, it appears that respondents do perceive both social costs and benefits, but without necessarily "weighing" them against each other. Additionally, there is a moderate to strong relationship between the perceived social benefits of individual and community protection and the perceived usefulness<sup>14</sup> and effectiveness of most types of surveillance measures investigated in this study (see table A20 in Appendix A).

There are some moderate to strong links between changes in different behaviours as a result of awareness of surveillance. The strongest connections are between avoiding locations where surveillance is suspected to take place and restricting one's activities, between avoiding such locations and taking defensive measures, and between informing the media and participating in counter-surveillance (see Table A18 in Appendix A). These can be seen to represent certain "strategies" of protection against surveillance, though it needs to be kept in mind that few respondents have acted in this way (see Table 15 above). Those changes of personal behaviour most often indicated by respondents – making fun of surveillance, 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 A18 in Appendix A).

In this study there is little evidence to support a relationship between the perceived negative effects of surveillance and behavioural changes as a result of surveillance (see table A19 in Appendix A). Those social costs which were perceived most often – data misuse, data misinterpretation, violation of privacy and violation of the right to control the use of one's personal data – show only weak relationships with not accepting vouchers in exchange for personal

<sup>14</sup> For the reduction and the detection of crime, but weaker for the prosecution of crime.

data, and no relationship with other behavioural measures that could, perhaps, be expected in such case (e.g., filing complaints with the responsible authorities). The one behavioural change that shows the strongest (though still only moderate) connection with perceived social costs is the restriction of activities – a consequence which has been largely described as the “chilling effect” of surveillance.

## **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 a number of significant differences between age groups and patterns in the distribution of answers which reveal interesting, though not always entirely surprising, aspects.

Respondents of most ages show a rather similar level of knowledge of different types of surveillance. However, in the case of surveillance of online communication, such as network analysis or the monitoring of chat rooms or forums, and surveillance of data and traffic on the internet (e.g. Deep Packet/Content Inspection) there is a significant difference with the 65+ years age group showing a lower knowledge than all other age groups (see table A1 in Appendix A). On the other side, in the case of Electronic Tagging / Radio Frequency Identification (RFID), surveillance of telecommunication and the usage of Global Positioning Systems (GPS) and CCTV for surveillance purposes, it is the youngest age group (18-24) where respondents show a significantly lower knowledge than all others. Regarding surveillance of financial transactions, both the youngest (18-24) and the oldest (65+) respondents show a significantly lower knowledge than the other age groups, whilst the respondents aged 45-54 years have heard significantly more often of this type of surveillance.

There are also some significantly different responses between age groups regarding the reasons for the setting up of surveillance, with the 55-64 year olds indicating that they know less about the reduction of crime as a reason to set up surveillance, and the 25-34 year olds knowing most about the prosecution of crime as a reason. Regarding the control of border crossings, the 18-24 year olds indicated that they know less and the 45-54 year olds indicated that they know most about this reason for the setting up of surveillance(see table A2 in Appendix A). Although overall less than half of the respondents expressed views about whether enough funds are allocated to government agencies for surveillance, respondents aged 65+ replied significantly less often than those of other age groups that far too much is spent on surveillance (see table A14 in Appendix A).

Regarding the situational awareness of surveillance, there are also some statistically significant differences between age groups, in particular regarding the surveillance using databases containing personal information and surveillance of financial transactions. For the latter, it is the respondents aged 18-24 who show the largest proportion of answers indicating that they, actually, “don’t know” whether or not this type of surveillance is taking place in the country where they live, whilst some differences in the responses of the 65+ year olds suggest that respondents from that age group are of the opinion that surveillance of financial transactions and surveillance using databases containing personal information takes places less often than other age groups. Respondents aged 45-54 show the highest level of awareness regarding surveillance using databases containing personal information by indicating significantly more than all others that this type of surveillance happens often in the country where they live (see table A13 in Appendix A).

Some types of surveillance (CCTV cameras, surveillance of financial transactions and geolocation surveillance), in particular for the purposes of detection and prosecution of crime, are perceived by most age groups as more useful than not useful for the detection and prosecution of crime (see table A5 in Appendix A). Significant differences between age groups occur mostly in the perceived usefulness of surveillance for the reduction of crime. There, it is the 25-34 year olds (and, partially, the 45-54 year olds) who perceive all types of surveillance to be less useful than

all other respondents, whereas the 65+ year olds perceive them to be significantly more useful than all others. CCTV is rated by respondents of all age groups as the most useful form of surveillance for the reduction, detection, and prosecution of crime.

Generally, the older respondents (aged 65+) perceive most types of surveillance examined in this study as more useful than respondents in the other age groups. A very similar picture is revealed for the perceived effectiveness of surveillance, where the 65+ age group perceive the effectiveness of CCTV, surveillance of financial transactions, and geolocation surveillance to be significantly higher than the 25-34 and, partially, than the 45-54 year olds.(see table A4 in Appendix A).

Regarding differences between age groups in their feelings of security, or insecurity, in the presence of surveillance measures, the oldest respondents (65+) feel significantly more secure than respondents aged 25-34. A similar picture is revealed in the respondents' feelings regarding control over the processing of personal information gathered via government agencies, where the 65+ year olds feel significantly less lack of control than the 25-44 year olds. Regarding trust (or mistrust) that government agencies or private companies protect personal information gathered via surveillance, there is no significant difference between the responses of all age groups for trust into government agencies, but the youngest respondents (aged 18-24) show the least mistrust towards private companies (see table A7 in Appendix A). When being asked how happy or unhappy they feel with the different types of surveillance, it appears that respondents of the 65+ age group feel significantly happier with all types of surveillance than younger respondents, in particular than the 25-34 year olds (see table A8 in Appendix A). This difference between ages also remains visible when being asked how they feel about surveillance taking place without being aware of it.

A similar "split" between ages can be seen in the different age groups' views regarding the impact of surveillance on privacy. In most cases, younger respondents aged 25-44 (and, for surveillance of online social networks and geolocation surveillance, also those aged 18-24) perceive the negative impact of the different types of surveillance on privacy to be significantly stronger than the 65+ year olds (see table A10 in Appendix A). But accepting financial compensation in exchange for more invasion of privacy through surveillance is not an option for most respondents, independent of their age (table A11 in Appendix A).

There are only very few age differences in the perceived social costs, and benefits, of surveillance (see A16a in Appendix A): 65+ year old respondents perceive social benefits (surveillance providing protection to individual citizens and the community) significantly stronger than 25-34 year olds. On the other side, 25-34 year old respondents as well as those aged 45-54 perceive the risk of surveillance limiting a citizen's right of information significantly stronger than the 65+ year olds. Additionally, there are a number of statistically significant differences in the behavioural changes of respondents due to surveillance (see table A16b in Appendix A). Although overall few respondents changed their behaviour as a consequence of becoming aware of surveillance, those aged between 18 and 54 years indicated most often that they had done so – in particular restricting their activities or the way they behave (25-34 and 45-54 year olds), avoiding locations where surveillance is suspected to take place (25-34 year olds), taking defensive measures (18-24 year olds), and making fun of surveillance (45-54 year olds). Respondents aged 65+ had taken action least frequently as a result of becoming aware of surveillance.

It is not completely surprising that younger citizens who have grown up with new technologies, finished their education, taken up a profession and are grounding their opinions on some life experience exhibit some more critical and reflective attitudes (e.g., towards the usefulness and effectiveness of surveillance measures, or a negative impact of surveillance on one's privacy), perceptions of risks, and behavioural changes due to their awareness of surveillance. Interestingly, though, there are also some significant differences between age groups that follow a similar pattern when it comes to the Swedish respondents' feelings such as security, insecurity,

control, trust, and general happiness with surveillance, which confirms the correlations found between these feelings and perceptions such as usefulness, effectiveness and privacy impact of surveillance.

## **11. Conclusion**

Overall, the Swedish respondents indicated a strongly felt lack of trust in the protection of, and control over, personal information gathered via surveillance. Based on the data collected in this study, the majority of Swedish respondents feel more unhappy than happy with the different types of surveillance (except CCTV), and they feel also unhappy about surveillance taking place without them knowing about it. Additionally, there is a rather strong link between feeling happy, or unhappy, about surveillance and feeling secure or insecure through the presence of surveillance.

A large number of Swedish respondents appear to have two distinct, and very different, reactions to surveillance. Some people feel secure in the presence of surveillance, but in others surveillance produces feelings of insecurity. However, the majority of respondents feel more insecure than secure due to surveillance measures. Analyses also indicate that increasing the perceived effectiveness of surveillance measures as well as increasing the perceived effectiveness of laws regarding the protection of personal data gathered via surveillance may make citizens feel more secure.

Further research is needed to disentangle the relationships 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 UK 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

Table 8: Financial privacy trade-off

Table 9: Noticing CCTV

Table 10: Acceptability of data sharing practices of government agencies

Table 11: Acceptability of data sharing practices of private companies

Table 12: Beliefs about money allocated to surveillance

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

Table 14: Attitudes towards surveillance

Table 15: Behaviour changes resulting from an awareness of surveillance

Table A1: Knowledge of types of surveillance by age group

Table A2: Known reasons for surveillance by age group

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

Table A4: Perceived effectiveness of surveillance by age group

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 A16a: Social costs by age group – Attitudes and perceptions

Table A16b: Social costs by age group – Behavioural changes

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**

|       |  | Total | Answer = YES |       |        |         |        | 65+    |
|-------|--|-------|--------------|-------|--------|---------|--------|--------|
|       |  |       | 18-24        | 25-34 | 35-44  | 45-54   | 55-64  |        |
| Q1_1  | <b>Biometric data</b> , e.g. analysis of fingerprints, palm prints, facial or body features  | 65.9% | 50.0%        | 74.1% | 71.4%  | 72.4%   | 61.5%  | 62.5%  |
| Q1_2  | <b>"Suspicious" behaviour</b> , e.g. automated detection of raised voices, facial or body features   | 28.2% | 20.0%        | 25.9% | 46.4%  | 41.4%   | 23.1%  | 15.0%  |
| Q1_3  | <b>Data and traffic on the internet</b> , e.g. Deep Packet/Content inspection  | 67.6% | 70.0%        | 85.2% | 78.6%  | 82.8%   | 61.5%  | 40.0%* |
| Q1_4  | <b>Databases</b> containing personal information, e.g. searching state pension databases, or customer databases of private companies                         | 74.7% | 55.0%        | 81.5% | 71.4%  | 89.7%   | 69.2%  | 75.0%  |
| Q1_5  | <b>Online communication</b> , e.g. social network analysis, monitoring of chat rooms or forums   | 86.5% | 80.0%        | 92.6% | 100.0% | 100.0%  | 84.6%  | 67.5%* |
| Q1_6  | <b>Telecommunication</b> , e.g. monitoring of phone calls or SMS   | 86.5% | 65.0%*       | 96.3% | 85.7%  | 100.0%  | 92.3%  | 77.5%  |
| Q1_7  | <b>Electronic tagging / Radio Frequency Identification (RFID)</b> , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets | 41.2% | 10.0%*       | 51.9% | 53.6%  | 58.6%   | 42.3%  | 27.5%  |
| Q1_8  | <b>Global Positioning Systems (GPS)</b> , e.g. tracking geolocation of cars or mobile phones   | 82.4% | 50.0%*       | 92.6% | 92.9%  | 86.2%   | 92.3%  | 75.0%  |
| Q1_9  | <b>CCTV cameras</b> , e.g. in public places, airports or supermarkets  | 94.7% | 85.0%*       | 92.6% | 92.9%  | 96.6%   | 100.0% | 97.5%  |
| Q1_10 | <b>Financial information</b> , e.g. tracking of debit/credit card transactions   | 71.2% | 40.0%*       | 85.2% | 85.7%  | 100.0%* | 73.1%  | 45.0%* |

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

Note: 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       | 84.7%        | 80.0%  | 85.2%  | 96.4% | 89.7%  | 65.4%* | 87.5% |
| Q2_2 | The detection of crime       | 88.8%        | 75.0%  | 96.3%  | 85.7% | 93.1%  | 88.5%  | 90.0% |
| Q2_3 | The prosecution of crime     | 62.9%        | 45.0%  | 88.9%* | 71.4% | 58.6%  | 61.5%  | 52.5% |
| Q2_4 | Control of border-crossings  | 75.9%        | 45.0%* | 59.3%  | 71.4% | 96.6%* | 80.8%  | 87.5% |
| Q2_5 | Control of crowds            | 64.7%        | 65.0%  | 77.8%  | 46.4% | 75.9%  | 53.8%  | 67.5% |
| Q2_6 | Other                        | 22.9%        | 10.0%  | 18.5%  | 35.7% | 31.0%  | 23.1%  | 17.5% |
| Q2_7 | I don't know of any reasons. | 1.8%         | 5.0%   | 3.7%   | 0.0%  | 0.0%   | 0.0%   | 2.5%  |

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

|                    |                 |        | <b>CCTV</b> | <b>database</b> | <b>SNS</b> | <b>financialT</b> | <b>geolocat.</b> |
|--------------------|-----------------|--------|-------------|-----------------|------------|-------------------|------------------|
|                    |                 |        | Q3.1_1      | Q3.1_2          | Q3.1_3     | Q3.1_4            | Q3.1_5           |
| <b>REDUCTION</b>   | <b>CCTV</b>     | Q3.1_1 | 1.000       | 0.553           | 0.587      | 0.551             | 0.621            |
|                    | <b>database</b> | Q3.1_2 | 0.553       | 1.000           | 0.731      | 0.590             | 0.693            |
|                    | <b>SNS</b>      | Q3.1_3 | 0.587       | 0.731           | 1.000      | 0.573             | 0.703            |
|                    | <b>financT</b>  | Q3.1_4 | 0.551       | 0.590           | 0.573      | 1.000             | 0.616            |
|                    | <b>Geoloc.</b>  | Q3.1_5 | 0.621       | 0.693           | 0.703      | 0.616             | 1.000            |
| <b>DETECTION</b>   | <b>CCTV</b>     | Q3.2_1 | 0.617       | 0.451           | 0.443      | 0.536             | 0.573            |
|                    | <b>database</b> | Q3.2_2 | 0.416       | 0.677           | 0.551      | 0.564             | 0.600            |
|                    | <b>SNS</b>      | Q3.2_3 | 0.524       | 0.547           | 0.664      | 0.523             | 0.518            |
|                    | <b>financT</b>  | Q3.2_4 | 0.465       | 0.586           | 0.563      | 0.733             | 0.555            |
|                    | <b>Geoloc.</b>  | Q3.2_5 | 0.495       | 0.536           | 0.519      | 0.514             | 0.685            |
| <b>PROSECUTION</b> | <b>CCTV</b>     | Q3.3_1 | 0.542       | 0.437           | 0.443      | 0.415             | 0.474            |
|                    | <b>database</b> | Q3.3_2 | 0.313       | 0.545           | 0.507      | 0.411             | 0.439            |
|                    | <b>SNS</b>      | Q3.3_3 | 0.425       | 0.386           | 0.570      | 0.440             | 0.490            |
|                    | <b>financT</b>  | Q3.3_4 | 0.366       | 0.452           | 0.466      | 0.583             | 0.403            |
|                    | <b>Geoloc.</b>  | Q3.3_5 | 0.484       | 0.519           | 0.508      | 0.476             | 0.593            |

Usefulness for **DETECTION** of crime

|                    |                 |        | <b>CCTV</b> | <b>database</b> | <b>SNS</b> | <b>financialT</b> | <b>geolocat.</b> |
|--------------------|-----------------|--------|-------------|-----------------|------------|-------------------|------------------|
|                    |                 |        | Q3.2_1      | Q3.2_2          | Q3.2_3     | Q3.2_4            | Q3.2_5           |
| <b>DETECTION</b>   | <b>CCTV</b>     | Q3.2_1 | 1.000       | 0.540           | 0.571      | 0.614             | 0.648            |
|                    | <b>database</b> | Q3.2_2 | 0.540       | 1.000           | 0.678      | 0.699             | 0.703            |
|                    | <b>SNS</b>      | Q3.2_3 | 0.571       | 0.678           | 1.000      | 0.669             | 0.628            |
|                    | <b>financT</b>  | Q3.2_4 | 0.614       | 0.699           | 0.669      | 1.000             | 0.586            |
|                    | <b>Geoloc.</b>  | Q3.2_5 | 0.648       | 0.703           | 0.628      | 0.586             | 1.000            |
| <b>PROSECUTION</b> | <b>CCTV</b>     | Q3.3_1 | 0.729       | 0.420           | 0.522      | 0.516             | 0.564            |
|                    | <b>database</b> | Q3.3_2 | 0.451       | 0.632           | 0.542      | 0.547             | 0.507            |
|                    | <b>SNS</b>      | Q3.3_3 | 0.440       | 0.495           | 0.664      | 0.489             | 0.483            |
|                    | <b>financT</b>  | Q3.3_4 | 0.535       | 0.410           | 0.474      | 0.638             | 0.439            |
|                    | <b>Geoloc.</b>  | Q3.3_5 | 0.555       | 0.490           | 0.616      | 0.560             | 0.619            |

Usefulness for **PROSECUTION** of crime

|                    |                 |        | <b>CCTV</b> | <b>database</b> | <b>SNS</b> | <b>financialT</b> | <b>geolocat.</b> |
|--------------------|-----------------|--------|-------------|-----------------|------------|-------------------|------------------|
|                    |                 |        | Q3.3_1      | Q3.3_2          | Q3.3_3     | Q3.3_4            | Q3.3_5           |
| <b>PROSECUTION</b> | <b>CCTV</b>     | Q3.3_1 | 1.000       | 0.478           | 0.597      | 0.670             | 0.685            |
|                    | <b>database</b> | Q3.3_2 | 0.478       | 1.000           | 0.666      | 0.660             | 0.564            |
|                    | <b>SNS</b>      | Q3.3_3 | 0.597       | 0.666           | 1.000      | 0.586             | 0.646            |
|                    | <b>financT</b>  | Q3.3_4 | 0.670       | 0.660           | 0.586      | 1.000             | 0.689            |
|                    | <b>Geoloc.</b>  | Q3.3_5 | 0.685       | 0.564           | 0.646      | 0.689             | 1.000            |

**Table A4: Perceived effectiveness of surveillance by age group**

| Q5.1.1   | Effectiveness (1=disagree;<br>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   | 4.41              | 1.987 | 4.42  | 1.644 | 3.72 <sup>A</sup>  | 1.948 | 4.08  | 1.853 |
| Q5.1.1_2 | Surveillance utilising databases containing personal information is an effective way to protect against crime | 2.93              | 1.761 | 3.37  | 1.962 | 2.30               | 1.550 | 2.83  | 1.606 |
| Q5.1.1_3 | Surveillance of online social-networking is an effective way to protect against crime                         | 2.97              | 1.823 | 3.58  | 1.865 | 2.20               | 1.291 | 2.65  | 1.810 |
| Q5.1.1_4 | Surveillance of financial transactions is an effective way to protect against crime                           | 3.82              | 1.968 | 3.56  | 1.750 | 2.96 <sup>A</sup>  | 1.546 | 3.52  | 1.868 |
| Q5.1.1_5 | Geolocation surveillance is an effective way to protect against crime.  | 3.38              | 1.917 | 3.78  | 1.987 | 2.63 <sup>A</sup>  | 1.637 | 3.04  | 1.587 |
|          |   |                   |       | 45-54 | 55-64 | 65+                |       |       |       |
| Q5.1.1   | Effectiveness (1=disagree;<br>7=agree)  | Mean              | STD   | Mean  | STD   | Mean               | STD   |       |       |
| Q5.1.1_1 | CCTV is an effective way to protect against crime   | 4                 | 2.138 | 4.52  | 2.293 | 5.31 <sup>A</sup>  | 1.688 |       |       |
| Q5.1.1_2 | Surveillance utilising databases containing personal information is an effective way to protect against crime | 2.93              | 2.035 | 2.96  | 1.706 | 3.17               | 1.706 |       |       |
| Q5.1.1_3 | Surveillance of online social-networking is an effective way to protect against crime                         | 2.71              | 1.941 | 3.38  | 1.996 | 3.39               | 1.749 |       |       |
| Q5.1.1_4 | Surveillance of financial transactions is an effective way to protect against crime                           | 3.89              | 2.283 | 3.74  | 2.050 | 4.76 <sup>A</sup>  | 1.810 |       |       |
| Q5.1.1_5 | Geolocation surveillance is an effective way to protect against crime.  | 2.78 <sup>B</sup> | 1.761 | 3.52  | 2.108 | 4.36 <sup>AB</sup> | 1.934 |       |       |

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

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

**Table A5: Perceived usefulness of surveillance by age group**

|             |  | <b>Total</b>      |            | <b>18-24</b> |            | <b>25-34</b>       |            | <b>35-44</b> |            |
|-------------|--|-------------------|------------|--------------|------------|--------------------|------------|--------------|------------|
|             |  | <b>Mean</b>       | <b>STD</b> | <b>Mean</b>  | <b>STD</b> | <b>Mean</b>        | <b>STD</b> | <b>Mean</b>  | <b>STD</b> |
| <b>Q3.1</b> | <b>the reduction of crime</b>                                |                   |            |              |            |                    |            |              |            |
| Q3.1_1      | CCTV cameras   | 3.56              | 1.422      | 3.61         | 1.335      | 2.96 <sup>A</sup>  | 1.485      | 3.38         | 1.359      |
| Q3.1_2      | Surveillance using databases containing personal information | 2.55              | 1.316      | 2.75         | 1.238      | 1.88 <sup>A</sup>  | 1.166      | 2.63         | 1.209      |
| Q3.1_3      | Surveillance of online social networking                     | 2.65              | 1.362      | 2.94         | 1.056      | 2.00 <sup>A</sup>  | 1.291      | 2.74         | 1.375      |
| Q3.1_4      | Surveillance of financial transactions                       | 3.20              | 1.368      | 2.88         | 1.025      | 2.40 <sup>A</sup>  | 1.155      | 3.11         | 1.396      |
| Q3.1_5      | Geolocation surveillance                                     | 3.03              | 1.433      | 3.00         | 1.211      | 2.28 <sup>A</sup>  | 1.208      | 3.00         | 1.387      |
| <b>Q3.2</b> | <b>the detection of crime</b>                                |                   |            |              |            |                    |            |              |            |
| Q3.2_1      | CCTV cameras   | 3.79              | 1.259      | 4.00         | 1.188      | 3.24 <sup>A</sup>  | 1.393      | 3.68         | 1.249      |
| Q3.2_2      | Surveillance using databases containing personal information | 2.71              | 1.359      | 3.00         | 1.534      | 2.21               | 1.250      | 2.52         | 1.229      |
| Q3.2_3      | Surveillance of online social networking                     | 2.91              | 1.324      | 3.32         | 1.376      | 2.32               | 1.030      | 3.07         | 1.152      |
| Q3.2_4      | Surveillance of financial transactions                       | 3.48              | 1.288      | 3.38         | 1.360      | 3.12               | 1.201      | 3.36         | 1.224      |
| Q3.2_5      | Geolocation surveillance                                     | 3.12              | 1.429      | 3.29         | 1.404      | 2.80               | 1.354      | 2.93         | 1.331      |
| <b>Q3.3</b> | <b>the prosecution of crime</b>                              |                   |            |              |            |                    |            |              |            |
| Q3.3_1      | CCTV cameras   | 4.05              | 1.220      | 4.12         | 1.364      | 3.70               | 1.329      | 4.16         | 1.248      |
| Q3.3_2      | Surveillance using databases containing personal information | 2.86              | 1.351      | 3.00         | 1.225      | 2.46               | 1.141      | 2.65         | 1.112      |
| Q3.3_3      | Surveillance of online social networking                     | 2.87              | 1.364      | 2.71         | 1.105      | 2.29               | 1.083      | 2.92         | 1.320      |
| Q3.3_4      | Surveillance of financial transactions                       | 3.61              | 1.234      | 3.60         | 1.121      | 3.26               | 1.010      | 3.80         | 1.118      |
| Q3.3_5      | Geolocation surveillance                                     | 3.51              | 1.350      | 3.62         | 1.258      | 2.91 <sup>A</sup>  | 1.311      | 3.64         | 1.319      |
|             |  |                   |            |              |            |                    |            |              |            |
|             |  | <b>45-54</b>      |            | <b>55-64</b> |            | <b>65+</b>         |            |              |            |
|             |  | <b>Mean</b>       | <b>STD</b> | <b>Mean</b>  | <b>STD</b> | <b>Mean</b>        | <b>STD</b> |              |            |
| <b>Q3.1</b> | <b>the reduction of crime</b>                                |                   |            |              |            |                    |            |              |            |
| Q3.1_1      | CCTV cameras   | 3.21 <sup>B</sup> | 1.500      | 3.60         | 1.555      | 4.26 <sup>AB</sup> | 1.069      |              |            |
| Q3.1_2      | Surveillance using databases containing personal information | 2.46              | 1.449      | 2.57         | 1.469      | 2.97 <sup>A</sup>  | 1.204      |              |            |
| Q3.1_3      | Surveillance of online social networking                     | 2.21              | 1.371      | 2.92         | 1.586      | 3.06 <sup>A</sup>  | 1.171      |              |            |
| Q3.1_4      | Surveillance of financial transactions                       | 3.33              | 1.441      | 3.44         | 1.583      | 3.78 <sup>A</sup>  | 1.128      |              |            |
| Q3.1_5      | Geolocation surveillance                                     | 2.65 <sup>B</sup> | 1.522      | 2.96         | 1.551      | 3.97 <sup>AB</sup> | 1.132      |              |            |
| <b>Q3.2</b> | <b>the detection of crime</b>                                |                   |            |              |            |                    |            |              |            |
| Q3.2_1      | CCTV cameras   | 3.62              | 1.237      | 3.83         | 1.274      | 4.23 <sup>A</sup>  | 1.111      |              |            |
| Q3.2_2      | Surveillance using databases containing personal information | 2.42              | 1.332      | 2.96         | 1.364      | 3.09               | 1.358      |              |            |
| Q3.2_3      | Surveillance of online social networking                     | 2.57              | 1.399      | 3.13         | 1.517      | 3.11               | 1.308      |              |            |
| Q3.2_4      | Surveillance of financial transactions                       | 3.48              | 1.353      | 3.64         | 1.469      | 3.79               | 1.166      |              |            |
| Q3.2_5      | Geolocation surveillance                                     | 2.42 <sup>A</sup> | 1.391      | 3.38         | 1.377      | 3.73 <sup>A</sup>  | 1.407      |              |            |

**Q3.3 the prosecution of crime**

|        |  |      |       |      |       |                   |       |
|--------|--|------|-------|------|-------|-------------------|-------|
| Q3.3_1 | CCTV cameras   | 3.67 | 1.301 | 4.04 | 1.268 | 4.45              | 0.860 |
| Q3.3_2 | Surveillance using databases containing personal information | 2.85 | 1.610 | 3.13 | 1.546 | 3.07              | 1.334 |
| Q3.3_3 | Surveillance of online social networking                     | 2.56 | 1.502 | 3.21 | 1.444 | 3.34              | 1.382 |
| Q3.3_4 | Surveillance of financial transactions                       | 3.46 | 1.421 | 3.63 | 1.408 | 3.82              | 1.236 |
| Q3.3_5 | Geolocation surveillance                                     | 3.30 | 1.463 | 3.35 | 1.465 | 4.00 <sup>A</sup> | 1.146 |

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

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

**Table A6: Knowledge and perception of laws by age group**

|            |  | Total             |       | 18-24             |       | 25-34              |       | 35-44 |       |
|------------|--|-------------------|-------|-------------------|-------|--------------------|-------|-------|-------|
|            |  | Mean              | STD   | Mean              | STD   | Mean               | STD   | Mean  | STD   |
| <b>4.1</b> | <b>Knowledge about laws and regulations regarding the protection of personal data (1=I don't know anything; 5=I am very well informed)</b> | 2.89              | 1.075 | 2.60              | 1.353 | 2.48               | 1.051 | 2.96  | 0.962 |
| <b>4.2</b> | <b>Effectiveness of these laws (1= not effective at all; 5= very effective)</b>  | 2.46              | 1.076 | 2.69              | 1.138 | 1.70 <sup>AB</sup> | 0.865 | 2.32  | 0.945 |
|            |  | 45-54             |       | 55-64             |       | 65+                |       |       |       |
|            |  | Mean              | STD   | Mean              | STD   | Mean               | STD   |       |       |
| <b>4.1</b> | <b>Knowledge about laws and regulations regarding the protection of personal data (1=I don't know anything; 5=I am very well informed)</b> | 3.28              | 0.922 | 3.08              | 1.115 | 2.85               | 1.014 |       |       |
| <b>4.2</b> | <b>Effectiveness of these laws (1= not effective at all; 5= very effective)</b>  | 2.15 <sup>C</sup> | 1.008 | 2.65 <sup>A</sup> | 1.112 | 3.00 <sup>BC</sup> | 0.970 |       |       |

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

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

|            |  | Total             |       | 18-24               |       | 25-34              |       | 35-44             |       |
|------------|--|-------------------|-------|---------------------|-------|--------------------|-------|-------------------|-------|
|            |  | Mean              | STD   | Mean                | STD   | Mean               | STD   | Mean              | STD   |
| <b>4.3</b> | <b>Security (1=very insecure; 5=very secure)</b>                                 |                   |       |                     |       |                    |       |                   |       |
|            | How secure does the presence of surveillance measures make you feel              | 2.66              | 1.227 | 2.69                | 1.352 | 1.96 <sup>A</sup>  | 1.076 | 2.37              | 0.926 |
| <b>4.4</b> | <b>Control (1= no control; 7=full control)</b>                                   |                   |       |                     |       |                    |       |                   |       |
| 4.4.1      | Control over processing of personal information gathered via government agencies | 1.90              | 1.100 | 1.83                | 1.150 | 1.48 <sup>A</sup>  | 0.802 | 1.61 <sup>B</sup> | 0.832 |
| 4.4.2      | Control over processing of personal information gathered via private companies   | 1.48              | 0.778 | 1.81                | 0.981 | 1.27               | 0.533 | 1.43              | 0.690 |
| <b>4.5</b> | <b>Trust (1=no trust; 7=complete trust)</b>                                      |                   |       |                     |       |                    |       |                   |       |
| 4.5.1      | Trust into government that they protect personal information                     | 2.53              | 1.259 | 2.65                | 1.272 | 2.04               | 1.148 | 2.50              | 1.171 |
| 4.5.2      | Trust into private companies that they protect personal information              | 1.61              | 0.841 | 2.21 <sup>ABC</sup> | 1.357 | 1.33 <sup>A</sup>  | 0.555 | 1.61              | 0.786 |
|            |  | 45-54             |       | 55-64               |       | 65+                |       |                   |       |
|            |  | Mean              | STD   | Mean                | STD   | Mean               | STD   |                   |       |
| <b>4.3</b> | <b>Security (1=very insecure; 5=very secure)</b>                                 |                   |       |                     |       |                    |       |                   |       |
|            | How secure does the presence of surveillance measures make you feel              | 2.69              | 1.391 | 2.90                | 1.411 | 3.23 <sup>A</sup>  | 0.942 |                   |       |
| <b>4.4</b> | <b>Control (1= no control; 7=full control)</b>                                   |                   |       |                     |       |                    |       |                   |       |
| 4.4.1      | Control over processing of personal information gathered via government agencies | 1.97              | 1.210 | 1.92                | 0.881 | 2.44 <sup>AB</sup> | 1.330 |                   |       |
| 4.4.2      | Control over processing of personal information gathered via private companies   | 1.52              | 0.911 | 1.33                | 0.565 | 1.58               | 0.874 |                   |       |
| <b>4.5</b> | <b>Trust (1=no trust; 7=complete trust)</b>                                      |                   |       |                     |       |                    |       |                   |       |
| 4.5.1      | Trust into government that they protect personal information                     | 2.25              | 1.175 | 2.62                | 1.377 | 2.97               | 1.280 |                   |       |
| 4.5.2      | Trust into private companies that they protect personal information              | 1.48 <sup>B</sup> | 0.785 | 1.46 <sup>C</sup>   | 0.588 | 1.72               | 0.779 |                   |       |

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

Q4.4.1/Q4.4.2: How much control do you think you have over the processing of your personal information gathered via government agencies/private companies? (1=no control, 5=full control)

Q4.5.1/Q4.5.2: How much do you trust government agencies/private companies that they protect your personal information gathered via surveillance measures? (1=no trust, 5=complete trust)

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

**Table A8: Happiness with surveillance by age group**

|       |   | Total             |       | 18-24             |       | 25-34                |       | 35-44             |       |
|-------|---|-------------------|-------|-------------------|-------|----------------------|-------|-------------------|-------|
| 5.3   | Happy/unhappy with surveillance (1=very happy, 5=very unhappy)      | Mean              | STD   | Mean              | STD   | Mean                 | STD   | Mean              | STD   |
| 5.3_1 | Feel happy/unhappy about CCTV cameras                               | 2.73              | 1.238 | 2.81              | 1.223 | 3.32 <sup>A</sup>    | 1.215 | 3.04 <sup>B</sup> | 0.999 |
| 5.3_2 | Feel happy/unhappy about surveillance of online social networks     | 3.71              | 1.109 | 3.92              | 1.038 | 4.52 <sup>AB</sup>   | 0.665 | 3.63 <sup>A</sup> | 0.926 |
| 5.3_3 | Feel happy/unhappy about surveillance using databases               | 3.75              | 1.091 | 3.92              | 0.900 | 4.39 <sup>A</sup>    | 0.988 | 3.87              | 0.900 |
| 5.3_4 | Feel happy/unhappy about surveillance of financial transactions     | 3.17              | 1.178 | 3.80 <sup>A</sup> | 1.135 | 3.70 <sup>B</sup>    | 0.979 | 3.20              | 1.118 |
| 5.3_5 | Feel happy/unhappy about geolocation surveillance                   | 3.45              | 1.233 | 3.90 <sup>A</sup> | 1.287 | 4.18 <sup>B</sup>    | 1.053 | 3.57 <sup>C</sup> | 1.161 |
| 5.4   | Feel happy/unhappy about surveillance taking place without noticing | 3.65              | 1.257 | 3.37              | 1.499 | 4.24 <sup>A</sup>    | 1.165 | 3.85              | 1.262 |
|       |   | 45-54             |       | 55-64             |       | 65+                  |       |                   |       |
| 5.3   | Happy/unhappy with surveillance (1=very happy, 5=very unhappy)      | Mean              | STD   | Mean              | STD   | Mean                 | STD   |                   |       |
| 5.3_1 | Feel happy/unhappy about CCTV cameras                               | 3.00 <sup>C</sup> | 1.356 | 2.61              | 1.305 | 1.97 <sup>ABC</sup>  | 0.959 |                   |       |
| 5.3_2 | Feel happy/unhappy about surveillance of online social networks     | 3.86              | 1.246 | 3.68              | 1.249 | 3.03 <sup>B</sup>    | 0.951 |                   |       |
| 5.3_3 | Feel happy/unhappy about surveillance using databases               | 3.86              | 1.246 | 3.70              | 1.081 | 3.12 <sup>A</sup>    | 0.977 |                   |       |
| 5.3_4 | Feel happy/unhappy about surveillance of financial transactions     | 3.13              | 1.290 | 3.38              | 1.117 | 2.50 <sup>AB</sup>   | 1.047 |                   |       |
| 5.3_5 | Feel happy/unhappy about geolocation surveillance                   | 3.78 <sup>D</sup> | 1.126 | 3.26              | 1.408 | 2.64 <sup>ABCD</sup> | 0.895 |                   |       |
| 5.4   | Feel happy/unhappy about surveillance taking place without noticing | 3.86              | 1.302 | 3.48              | 1.122 | 3.21 <sup>A</sup>    | 1.080 |                   |       |

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

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

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

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

|  |                   |        | HAPPINESS with surveillance |          |        |         |         | Feeling of SECURITY |
|--|-------------------|--------|-----------------------------|----------|--------|---------|---------|---------------------|
|  |                   |        | CCTV                        | Database | SNS    | FinancT | Geoloc. |                     |
|  |                   |        | Q5.3_1                      | Q5.3_3   | Q5.3_2 | Q5.3_4  | Q5.3_5  | Q4.3                |
| Usefulness for<br><b>REDUCTION</b><br>of crime   | <b>CCTV</b>       | Q3.1_1 | -0.591                      | -0.478   | -0.523 | -0.529  | -0.581  | 0.546               |
|  | <b>database</b>   | Q3.1_2 | -0.390                      | -0.557   | -0.617 | -0.480  | -0.552  | 0.565               |
|  | <b>SNS</b>        | Q3.1_3 | -0.358                      | -0.489   | -0.487 | -0.403  | -0.431  | 0.474               |
|  | <b>financialT</b> | Q3.1_4 | -0.448                      | -0.506   | -0.590 | -0.663  | -0.461  | 0.573               |
|  | <b>geolocat.</b>  | Q3.1_5 | -0.492                      | -0.496   | -0.567 | -0.493  | -0.608  | 0.585               |
| Usefulness for<br><b>DETECTION</b><br>of crime   | <b>CCTV</b>       | Q3.2_1 | -0.631                      | -0.446   | -0.497 | -0.493  | -0.566  | 0.618               |
|  | <b>database</b>   | Q3.2_2 | -0.350                      | -0.428   | -0.566 | -0.441  | -0.545  | 0.584               |
|  | <b>SNS</b>        | Q3.2_3 | -0.357                      | -0.506   | -0.444 | -0.397  | -0.463  | 0.481               |
|  | <b>financialT</b> | Q3.2_4 | -0.409                      | -0.469   | -0.535 | -0.629  | -0.507  | 0.532               |
|  | <b>geolocat.</b>  | Q3.2_5 | -0.471                      | -0.447   | -0.498 | -0.441  | -0.596  | 0.572               |
| Usefulness for<br><b>PROSECUTION</b><br>of crime | <b>CCTV</b>       | Q3.3_1 | -0.466                      | -0.406   | -0.415 | -0.426  | -0.479  | 0.454               |
|  | <b>database</b>   | Q3.3_2 | -0.294                      | -0.446   | -0.513 | -0.275  | -0.463  | 0.459               |
|  | <b>SNS</b>        | Q3.3_3 | -0.283                      | -0.390   | -0.449 | -0.323  | -0.426  | 0.339               |
|  | <b>financialT</b> | Q3.3_4 | -0.356                      | -0.403   | -0.442 | -0.492  | -0.366  | 0.423               |
|  | <b>geolocat.</b>  | Q3.3_5 | -0.387                      | -0.411   | -0.360 | -0.415  | -0.470  | 0.438               |



**Table A10: Perceptions of privacy by age group**

| 5.1.2   | Privacy (1=disagree; 7=agree)   | Total |       | 18-24             |       | 25-34               |       | 35-44             |       |
|---------|---|-------|-------|-------------------|-------|---------------------|-------|-------------------|-------|
|         |   | Mean  | STD   | Mean              | STD   | Mean                | STD   | Mean              | STD   |
| 5.1.2_1 | CCTV has a negative impact on one's privacy                                   | 3.03  | 2.222 | 3.38              | 2.419 | 4.12 <sup>A</sup>   | 2.321 | 3.64 <sup>B</sup> | 2.361 |
| 5.1.2_2 | Surveillance via databases has a negative impact on one's privacy             | 4.02  | 2.339 | 4.33              | 2.093 | 5.15 <sup>A</sup>   | 1.895 | 4.91 <sup>B</sup> | 2.109 |
| 5.1.2_3 | Surveillance of online social networks has a negative impact on one's privacy | 3.89  | 2.291 | 4.82 <sup>A</sup> | 2.069 | 5.19 <sup>BD</sup>  | 1.777 | 4.38 <sup>C</sup> | 2.099 |
| 5.1.2_4 | Surveillance of financial transactions has a negative impact on one's privacy | 3.3   | 2.218 | 4.13              | 2.295 | 4.19 <sup>A</sup>   | 2.227 | 3.77              | 1.986 |
| 5.1.2_5 | Geolocation surveillance has a negative impact on one's privacy               | 3.76  | 2.35  | 4.75 <sup>A</sup> | 2.017 | 4.85 <sup>B</sup>   | 2.125 | 4.29 <sup>C</sup> | 2.177 |
| 5.1.2   | Privacy (1=disagree; 7=agree)   | 45-54 |       | 55-64             |       | 65+                 |       |                   |       |
|         |   | Mean  | STD   | Mean              | STD   | Mean                | STD   |                   |       |
| 5.1.2_1 | CCTV has a negative impact on one's privacy                                   | 3.00  | 2.188 | 2.76              | 2.107 | 1.97 <sup>AB</sup>  | 1.630 |                   |       |
| 5.1.2_2 | Surveillance via databases has a negative impact on one's privacy             | 3.93  | 2.493 | 3.46              | 2.467 | 2.95 <sup>AB</sup>  | 2.185 |                   |       |
| 5.1.2_3 | Surveillance of online social networks has a negative impact on one's privacy | 3.89  | 2.250 | 3.29 <sup>D</sup> | 2.422 | 2.57 <sup>ABC</sup> | 2.089 |                   |       |
| 5.1.2_4 | Surveillance of financial transactions has a negative impact on one's privacy | 2.90  | 2.289 | 3.20              | 2.291 | 2.42 <sup>A</sup>   | 1.926 |                   |       |
| 5.1.2_5 | Geolocation surveillance has a negative impact on one's privacy               | 3.93  | 2.638 | 3.22              | 2.373 | 2.41 <sup>ABC</sup> | 1.833 |                   |       |

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

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

**Table A11: Financial privacy trade-off by age group**

|         |  | Total | ANSWER = YES |       |       |       |       | 65+  |
|---------|--|-------|--------------|-------|-------|-------|-------|------|
|         |  |       | 18-24        | 25-34 | 35-44 | 45-54 | 55-64 |      |
| 5.1.3   |  |       |              |       |       |       |       |      |
| 5.1.3_1 | Surveillance via CCTV cameras                                    | 3.3%  | 16.7%*       | 0.0%  | 0.0%  | 0.0%  | 0.0%  | 7.1% |
| 5.1.3_2 | Surveillance of online social networks                           | 4.4%  | 16.7%        | 5.0%  | 5.3%  | 0.0%  | 0.0%  | 0.0% |
| 5.1.3_3 | Surveillance utilising databases containing personal information | 4.4%  | 8.3%         | 5.0%  | 5.3%  | 0.0%  | 0.0%  | 7.1% |
| 5.1.3_4 | Surveillance of financial transactions                           | 7.7%  | 0.0%         | 15.0% | 15.8% | 0.0%  | 0.0%  | 7.1% |
| 5.1.3_5 | Geolocation surveillance   | 4.4%  | 8.3%         | 0.0%  | 5.3%  | 0.0%  | 10.0% | 7.1% |

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

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

**Table A12: Awareness of CCTV by age group**

| Q5.2.1 | Which of the following best describes you? | Total |        |       |       |       |       | 65+   |
|--------|--|-------|--------|-------|-------|-------|-------|-------|
|        |  |       | 18-24  | 25-34 | 35-44 | 45-54 | 55-64 |       |
|        | I never notice CCTV cameras.               | 6.5%  | 5.0%   | 7.4%  | 0.0%  | 6.9%  | 7.7%  | 10.0% |
|        | I rarely notice CCTV cameras.              | 21.8% | 10.0%  | 11.1% | 14.3% | 31.0% | 23.1% | 32.5% |
|        | I sometimes notice CCTV cameras.           | 31.8% | 20.0%  | 29.6% | 50.0% | 24.1% | 38.5% | 27.5% |
|        | I often notice CCTV cameras.               | 35.9% | 40.0%  | 51.9% | 32.1% | 37.9% | 26.9% | 30.0% |
|        | I always notice CCTV cameras.              | 1.8%  | 15.0%* | 0.0%  | 0.0%  | 0.0%  | 0.0%  | 0.0%  |
|        | I don't know / No answer                   | 2.4%  | 10.0%  | 0.0%  | 3.6%  | 0.0%  | 3.8%  | 0.0%  |

Q5.2.1: Which of the following best describes you?

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

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

|                 |  | Total | In your opinion, how often do the following types of surveillance take place in the country where you live? |       |       |       |       |       |
|-----------------|--|-------|---|-------|-------|-------|-------|-------|
|                 |  |       | 18-24   | 25-34 | 35-44 | 45-54 | 55-64 | 65+   |
| <b>Q5.2.2</b>   | <b>In your opinion, how often do the following types of surveillance take place in the country where you live?</b> |       |   |       |       |       |       |       |
| <b>Q5.2.2_1</b> | <b>Surveillance via CCTV cameras</b>   |       |   |       |       |       |       |       |
|                 | Never happens  | 0.0%  | 0.0%  | 0.0%  | 0.0%  | 0.0%  | 0.0%  | 0.0%  |
|                 |  |       |   | 11.1  |       |       |       |       |
|                 | Rarely happens   | 5.9%  | 5.0%  | %     | 7.1%  | 6.9%  | 0.0%  | 5.0%  |
|                 |  | 32.4  | 20.0  | 33.3  | 53.6  |       | 38.5  |       |
|                 | Sometimes happens  | %     | %   | %     | %     | 20.7% | %     | 27.5% |
|                 |  | 44.7  | 45.0  | 33.3  | 32.1  |       | 50.0  |       |
|                 | Often happens  | %     | %   | %     | %     | 51.7% | %     | 52.5% |
|                 |  | 10.0  | 10.0  | 11.1  |       |       |       |       |
|                 | Happens all the time   | %     | %   | %     | 3.6%  | 20.7% | 7.7%  | 7.5%  |
|                 |  |       | 15.0  | 11.1  |       |       |       |       |
|                 | I don't know   | 5.3%  | %   | %     | 3.6%  | 0.0%  | 0.0%  | 5.0%  |
|                 | Not answered   | 1.8%  | 5.0%  | 0.0%  | 0.0%  | 0.0%  | 3.8%  | 2.5%  |
| <b>Q5.2.2_2</b> | <b>Surveillance of online social networks</b>  |       |   |       |       |       |       |       |
|                 | Never happens  | 0.0%  | 0.0%  | 0.0%  | 0.0%  | 0.0%  | 0.0%  | 0.0%  |
|                 |  | 13.5  | 20.0  |       |       |       | 11.5  |       |
|                 | Rarely happens   | %     | %   | 7.4%  | 7.1%  | 17.2% | %     | 17.5% |
|                 |  | 21.8  | 10.0  | 18.5  | 28.6  |       | 26.9  |       |
|                 | Sometimes happens  | %     | %   | %     | %     | 24.1% | %     | 20.0% |
|                 |  | 20.6  | 20.0  | 22.2  | 35.7  |       | 15.4  |       |
|                 | Often happens  | %     | %   | %     | %     | 17.2% | %     | 15.0% |
|                 |  | 11.8  | 10.0  | 18.5  |       |       | 15.4  |       |
|                 | Happens all the time   | %     | %   | %     | 7.1%  | 20.7% | %     | 2.5%  |
|                 |  | 30.6  | 35.0  | 33.3  | 21.4  |       | 26.9  |       |
|                 | I don't know   | %     | %   | %     | %     | 20.7% | %     | 42.5% |
|                 | Not answered   | 1.8%  | 5.0%  | 0.0%  | 0.0%  | 0.0%  | 3.8%  | 2.5%  |
| <b>Q5.2.2_3</b> | <b>Surveillance utilising databases containing personal information</b>  |       |   |       |       |       |       |       |
|                 | Never happens  | 0.6%  | 0.0%  | 0.0%  | 0.0%  | 0.0%  | 3.8%  | 0.0%  |
|                 |  |       |   |       | 10.7  |       | 11.5  | 22.5% |
|                 | Rarely happens   | 9.4%  | 0.0%  | 3.7%  | %     | 0.0%  | %     | *     |
|                 |  | 16.5  | 15.0  | 14.8  | 17.9  |       | 19.2  |       |
|                 | Sometimes happens  | %     | %   | %     | %     | 24.1% | %     | 10.0% |
|                 |  | 22.9  | 20.0  | 25.9  | 32.1  | 41.4% |       |       |
|                 | Often happens  | %     | %   | %     | %     | *     | 7.7%  | 12.5% |
|                 |  | 12.4  | 10.0  | 14.8  | 10.7  |       | 19.2  |       |
|                 | Happens all the time   | %     | %   | %     | %     | 20.7% | %     | 2.5%  |
|                 |  | 35.9  | 50.0  | 40.7  | 28.6  |       | 30.8  |       |
|                 | I don't know   | %     | %   | %     | %     | 13.8% | %     | 50.0% |
|                 | Not answered   | 2.4%  | 5.0%  | 0.0%  | 0.0%  | 0.0%  | 7.7%  | 2.5%  |
| <b>Q5.2.2_4</b> | <b>Surveillance of financial transactions</b>  |       |   |       |       |       |       |       |
|                 | Never happens  | 1.2%  | 0.0%  | 3.7%  | 0.0%  | 0.0%  | 3.8%  | 0.0%  |
|                 |  | 10.0  |   |       |       |       | 15.4  | 20.0% |
|                 | Rarely happens   | %     | 0.0%  | 7.4%  | 7.1%  | 3.4%  | %     | *     |

|                                 |      |      |      |      |       |      |       |
|---------------------------------|------|------|------|------|-------|------|-------|
|                                 | 14.7 | 10.0 | 11.1 | 14.3 |       | 19.2 |       |
| Sometimes happens               | %    | %    | %    | %    | 6.9%  | %    | 22.5% |
|                                 | 25.9 | 20.0 | 22.2 | 39.3 |       | 23.1 | 10.0% |
| Often happens                   | %    | %    | %    | %    | 44.8% | %    | *     |
|                                 | 18.8 | 10.0 | 22.2 | 25.0 |       | 23.1 |       |
| Happens all the time            | %    | %    | %    | %    | 31.0% | %    | 5.0%* |
|                                 | 27.6 | 55.0 | 33.3 | 14.3 |       | 11.5 |       |
| I don't know                    | %    | *    | %    | %    | 13.8% | %    | 40.0% |
| Not answered                    | 1.8% | 5.0% | 0.0% | 0.0% | 0.0%  | 3.8% | 2.5%  |
| <b>Q5.2.2_5</b>                 |      |      |      |      |       |      |       |
| <b>Geolocation surveillance</b> |      |      |      |      |       |      |       |
|                                 | 1.2% | 0.0% | 0.0% | 0.0% | 0.0%  | 3.8% | 2.5%  |
| Never happens                   |      |      |      |      |       | 15.4 |       |
|                                 | 13.5 | 10.0 | 14.8 |      |       |      |       |
| Rarely happens                  | %    | %    | %    | 7.1% | 20.7% | %    | 12.5% |
|                                 | 21.8 | 15.0 | 18.5 | 25.0 |       | 23.1 |       |
| Sometimes happens               | %    | %    | %    | %    | 20.7% | %    | 25.0% |
|                                 | 15.9 |      | 11.1 | 25.0 |       | 15.4 |       |
| Often happens                   | %    | 5.0% | %    | %    | 20.7% | %    | 15.0% |
|                                 |      |      | 11.1 | 10.7 |       | 11.5 |       |
| Happens all the time            | 9.4% | 5.0% | %    | %    | 17.2% | %    | 2.5%  |
|                                 | 35.9 | 60.0 | 40.7 | 32.1 |       | 26.9 |       |
| I don't know                    | %    | %    | %    | %    | 20.7% | %    | 40.0% |
| Not answered                    | 2.4% | 5.0% | 3.7% | 0.0% | 0.0%  | 3.8% | 2.5%  |

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

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

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

| <b>Q6.2</b>    | <b>Total</b> | <b>18-24</b> | <b>25-34</b> | <b>35-44</b> | <b>45-54</b> | <b>55-64</b> | <b>65+</b> |
|----------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|
| far too little | 2.9%         | 0.0%         | 3.7%         | 0.0%         | 3.4%         | 0.0%         | 7.5%       |
| too little     | 11.2%        | 5.0%         | 3.7%         | 7.1%         | 10.3%        | 3.8%         | 27.5%      |
| just right     | 10.0%        | 10.0%        | 11.1%        | 10.7%        | 10.3%        | 11.5%        | 7.5%       |
| too much       | 3.5%         | 5.0%         | 3.7%         | 0.0%         | 10.3%        | 0.0%         | 2.5%       |
| far too much   | 17.1%        | 25.0%        | 25.9%        | 21.4%        | 20.7%        | 15.4%        | 2.5%*      |
| I don't know   | 52.9%        | 50.0%        | 51.9%        | 60.7%        | 44.8%        | 65.4%        | 47.5%      |
| No answer      | 2.4%         | 5.0%         | 0.0%         | 0.0%         | 0.0%         | 3.8%         | 5.0%       |

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

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

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

| <b>Q6.2.1</b> | <b>Total</b> | <b>18-24</b> | <b>25-34</b> | <b>35-44</b> | <b>45-54</b> | <b>55-64</b> | <b>65+</b> |
|---------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|
| Yes           | 33.3%        | 0.0%         | 100.0%       | 0.0%         | 25.0%        | 0.0%         | 35.7%      |
| No            | 33.3%        | 0.0%         | 0.0%         | 50.0%        | 50.0%        | 100.0%       | 28.6%      |
| I don't know  | 29.2%        | 100.0%       | 0.0%         | 50.0%        | 0.0%         | 0.0%         | 35.7%      |
| No answer     | 4.2%         | 0.0%         | 0.0%         | 0.0%         | 25.0%        | 0.0%         | 0.0%       |

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

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

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

| Q8.1    | Attitudes and perceptions<br>(1=disagree; 7=agree)         | Total |       | 18-24 |       | 25-34             |       | 35-44 |       |
|---------|--|-------|-------|-------|-------|-------------------|-------|-------|-------|
|         |  | Mean  | STD   | Mean  | STD   | Mean              | STD   | Mean  | STD   |
| Q8.1.1  | Surveillance provides protection to the individual citizen | 4.18  | 2.085 | 4.42  | 2.293 | 3.00 <sup>A</sup> | 2.000 | 4.00  | 1.846 |
| Q8.1.2  | Surveillance provides protection of the community          | 4.62  | 1.944 | 4.84  | 1.922 | 3.50 <sup>A</sup> | 1.903 | 4.29  | 1.802 |
| Q8.1.3  | Surveillance can be a source of personal excitement        | 3.54  | 2.245 | 4.00  | 2.376 | 3.90              | 2.292 | 3.14  | 1.931 |
| Q8.1.4  | Surveillance can be something to play with                 | 2.24  | 2.185 | 2.88  | 2.872 | 3.06              | 2.568 | 1.62  | 1.408 |
| Q8.1.5  | Surveillance may cause discrimination                      | 5.63  | 1.953 | 5.65  | 2.323 | 6.15              | 1.515 | 5.96  | 1.506 |
| Q8.1.6  | Surveillance may be a source of stigma                     | 5.55  | 1.869 | 7.00  | 0.000 | 6.05              | 1.214 | 5.50  | 1.845 |
| Q8.1.7  | Surveillance may violate a person's privacy                | 5.99  | 1.666 | 5.53  | 2.458 | 6.44              | 1.396 | 6.25  | 1.076 |
| Q8.1.8  | Violation of citizens' right to control of information use | 5.77  | 1.752 | 5.88  | 2.187 | 6.38              | 1.299 | 5.96  | 1.556 |
| Q8.1.9  | Potential that information could be intentionally misused  | 6.14  | 1.452 | 6.31  | 1.195 | 6.73              | 0.724 | 6.26  | 1.023 |
| Q8.1.10 | Potential that information could be misinterpreted         | 6.23  | 1.331 | 5.74  | 1.851 | 6.67              | 0.877 | 6.39  | 1.100 |
| Q8.1.11 | Limiting a citizen's right of expression and free speech   | 5.52  | 1.949 | 5.22  | 2.415 | 6.23              | 1.394 | 5.77  | 1.657 |
| Q8.1.12 | Surveillance may limit a citizen's right of communication  | 5.25  | 1.974 | 5.29  | 2.229 | 5.96              | 1.541 | 5.37  | 1.822 |
| Q8.1.13 | Surveillance may limit a citizen's right of information    | 5.18  | 2.041 | 5.63  | 1.586 | 5.95 <sup>A</sup> | 1.618 | 5.22  | 1.783 |
|         |  |       |       | 45-54 |       | 55-64             |       | 65+   |       |
| Q8.1    | Attitudes and perceptions<br>(1=disagree; 7=agree)         | Mean  | STD   | Mean  | STD   | Mean              | STD   |       |       |
| Q8.1.1  | Surveillance provides protection to the individual citizen | 4.14  | 2.310 | 4.21  | 2.085 | 4.97 <sup>A</sup> | 1.740 |       |       |
| Q8.1.2  | Surveillance provides protection of the community          | 4.96  | 1.972 | 4.80  | 2.000 | 5.16 <sup>A</sup> | 1.788 |       |       |
| Q8.1.3  | Surveillance can be a source of personal excitement        | 3.33  | 2.353 | 3.06  | 2.164 | 3.73              | 2.363 |       |       |
| Q8.1.4  | Surveillance can be something to play with                 | 2.15  | 2.203 | 3.17  | 2.618 | 1.47              | 1.306 |       |       |
| Q8.1.5  | Surveillance may cause discrimination                      | 5.86  | 1.758 | 5.24  | 2.204 | 5.11              | 2.196 |       |       |

|         |  |                   |       |      |       |                    |       |
|---------|--|-------------------|-------|------|-------|--------------------|-------|
| Q8.1.6  | Surveillance may be a source of stigma                     | 5.74              | 1.912 | 5.27 | 2.272 | 4.88               | 1.965 |
| Q8.1.7  | Surveillance may violate a person's privacy                | 6.34              | 1.370 | 5.64 | 1.868 | 5.66               | 1.713 |
| Q8.1.8  | Violation of citizens' right to control of information use | 6.00              | 1.563 | 5.35 | 2.080 | 5.18               | 1.766 |
| Q8.1.9  | Potential that information could be intentionally misused  | 6.32              | 1.389 | 5.76 | 1.832 | 5.68               | 1.796 |
| Q8.1.10 | Potential that information could be misinterpreted         | 6.48              | 0.911 | 6.22 | 0.998 | 5.84               | 1.732 |
| Q8.1.11 | Limiting a citizen's right of expression and free speech   | 5.86              | 1.787 | 5.12 | 2.088 | 4.97               | 2.131 |
| Q8.1.12 | Surveillance may limit a citizen's right of communication  | 5.55              | 1.920 | 4.91 | 2.151 | 4.66               | 2.057 |
| Q8.1.13 | Surveillance may limit a citizen's right of information    | 5.89 <sup>B</sup> | 2.105 | 4.76 | 2.022 | 4.07 <sup>AB</sup> | 2.336 |

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

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

| Q8.2   | Changes of personal behaviour (1=disagree; 7=agree)                                   | Total |       | 18-24             |       | 25-34             |       | 35-44 |       |
|--------|---|-------|-------|-------------------|-------|-------------------|-------|-------|-------|
|        |   | Mean  | STD   | Mean              | STD   | Mean              | STD   | Mean  | STD   |
| Q8.2.1 | I have restricted my activities or the way I behave                                   | 2.94  | 2.134 | 3.06              | 1.652 | 3.81 <sup>A</sup> | 2.202 | 3.19  | 2.288 |
| Q8.2.2 | I have avoided locations or activities where I suspect surveillance is taking place   | 2.10  | 1.894 | 2.39              | 2.118 | 2.67 <sup>A</sup> | 1.922 | 2.29  | 2.070 |
| Q8.2.3 | I have taken defensive measures (hiding face, faking data etc.)                       | 1.76  | 1.554 | 2.56 <sup>A</sup> | 1.723 | 2.04              | 1.829 | 2.00  | 1.754 |
| Q8.2.4 | I have made fun of it   | 3.64  | 2.494 | 3.69              | 2.626 | 4.12              | 2.315 | 4.12  | 2.535 |
| Q8.2.5 | I have filed a complaint with the respective authorities                              | 1.48  | 1.471 | 1.50              | 1.543 | 1.50              | 1.631 | 1.63  | 1.621 |
| Q8.2.6 | I have informed the media   | 1.49  | 1.349 | 1.73              | 1.163 | 1.52              | 1.410 | 1.62  | 1.551 |
| Q8.2.7 | I have promoted or participated in collective actions of counter-surveillance         | 1.81  | 1.770 | 2.00              | 2.191 | 1.68              | 1.215 | 2.22  | 2.259 |
| Q8.2.8 | I have kept myself informed about technical possibilities to protect my personal data | 3.62  | 2.330 | 4.07              | 2.463 | 4.22              | 2.154 | 3.73  | 2.201 |

| Q8.2   | Changes of personal behaviour (1=disagree; 7=agree)   | 45-54              |       | 55-64             |       | 65+                |       |      |       |
|--------|---|--------------------|-------|-------------------|-------|--------------------|-------|------|-------|
|        |   | Mean               | STD   | Mean              | STD   | Mean               | STD   |      |       |
| Q8.2.9 | I have stopped accepting discounts or vouchers if they are in exchange for my personal data | 3.63               | 2.599 | 3.29              | 2.519 | 3.41               | 2.749 | 4.11 | 2.558 |
| Q8.2.1 | I have restricted my activities or the way I behave   | 3.59 <sup>B</sup>  | 2.096 | 2.71              | 2.386 | 1.77 <sup>AB</sup> | 1.512 |      |       |
| Q8.2.2 | I have avoided locations or activities where I suspect surveillance is taking place         | 2.19               | 2.020 | 2.42              | 2.283 | 1.21 <sup>A</sup>  | 0.767 |      |       |
| Q8.2.3 | I have taken defensive measures (hiding face, faking data etc.)                             | 1.66               | 1.632 | 1.79              | 1.668 | 1.10 <sup>A</sup>  | 0.384 |      |       |
| Q8.2.4 | I have made fun of it   | 4.68 <sup>AB</sup> | 2.480 | 2.58 <sup>A</sup> | 2.263 | 2.90 <sup>B</sup>  | 2.349 |      |       |
| Q8.2.5 | I have filed a complaint with the respective authorities                                    | 1.52               | 1.479 | 1.48              | 1.531 | 1.31               | 1.239 |      |       |
| Q8.2.6 | I have informed the media   | 1.63               | 1.822 | 1.35              | 1.265 | 1.26               | 0.780 |      |       |
| Q8.2.7 | I have promoted or participated in collective actions of counter-surveillance               | 2.38               | 2.274 | 1.35              | 1.265 | 1.36               | 1.112 |      |       |
| Q8.2.8 | I have kept myself informed about technical possibilities to protect my personal data       | 3.86               | 2.520 | 3.52              | 2.434 | 2.82               | 2.192 |      |       |
| Q8.2.9 | I have stopped accepting discounts or vouchers if they are in exchange for my personal data | 4.17               | 2.647 | 3.56              | 2.567 | 3.19               | 2.584 |      |       |

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

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



**Table A17: Correlations – Social costs (perceptions)**

| Social costs I (perceptions)   |         | Protection of individual citizen | Protection of community | Source of excitement | Something to play with | Cause of discrimination | Source of stigma | Violates privacy | Violates right to control data | Potential misuse | Potential mis-interpretation | Limits right of free speech | Limits right of communication | Limits right of information |
|--------------------------------|---------|----------------------------------|-------------------------|----------------------|------------------------|-------------------------|------------------|------------------|--------------------------------|------------------|------------------------------|-----------------------------|-------------------------------|-----------------------------|
|                                |         | Q8.1_1                           | Q8.1_2                  | Q8.1_3               | Q8.1_4                 | Q8.1_5                  | Q8.1_6           | Q8.1_7           | Q8.1_8                         | Q8.1_9           | Q8.1_10                      | Q8.1_11                     | Q8.1_12                       | Q8.1_13                     |
| Protection individual citizen  | Q8.1_1  | 1.000                            |                         |                      |                        |                         |                  |                  |                                |                  |                              |                             |                               |                             |
| Protection of community        | Q8.1_2  | 0.771                            | 1.000                   |                      |                        |                         |                  |                  |                                |                  |                              |                             |                               |                             |
| Source of excitement           | Q8.1_3  | 0.057                            | 0.121                   | 1.000                |                        |                         |                  |                  |                                |                  |                              |                             |                               |                             |
| Something to play with         | Q8.1_4  | -0.025                           | 0.063                   | 0.343                | 1.000                  |                         |                  |                  |                                |                  |                              |                             |                               |                             |
| Cause of discrimination        | Q8.1_5  | -0.509                           | -0.356                  | 0.137                | 0.168                  | 1.000                   |                  |                  |                                |                  |                              |                             |                               |                             |
| Source of stigma               | Q8.1_6  | -0.567                           | -0.405                  | 0.120                | 0.124                  | 0.789                   | 1.000            |                  |                                |                  |                              |                             |                               |                             |
| Violates privacy               | Q8.1_7  | -0.452                           | -0.348                  | 0.176                | 0.159                  | 0.757                   | 0.699            | 1.000            |                                |                  |                              |                             |                               |                             |
| Violates right of control data | Q8.1_8  | -0.492                           | -0.338                  | 0.142                | 0.200                  | 0.715                   | 0.678            | 0.629            | 1.000                          |                  |                              |                             |                               |                             |
| Potential misuse               | Q8.1_9  | -0.428                           | -0.334                  | 0.179                | 0.202                  | 0.571                   | 0.677            | 0.637            | 0.578                          | 1.000            |                              |                             |                               |                             |
| Potential mis-interpretation   | Q8.1_10 | -0.414                           | -0.315                  | 0.060                | 0.194                  | 0.554                   | 0.544            | 0.605            | 0.473                          | 0.646            | 1.000                        |                             |                               |                             |
| Limits right of free speech    | Q8.1_11 | -0.508                           | -0.380                  | 0.103                | 0.162                  | 0.686                   | 0.801            | 0.706            | 0.681                          | 0.587            | 0.603                        | 1.000                       |                               |                             |
| Limits right of communication  | Q8.1_12 | -0.501                           | -0.342                  | 0.049                | 0.108                  | 0.672                   | 0.835            | 0.678            | 0.689                          | 0.552            | 0.481                        | 0.816                       | 1.000                         |                             |
| Limits right of information    | Q8.1_13 | -0.533                           | -0.350                  | 0.185                | 0.232                  | 0.661                   | 0.745            | 0.633            | 0.784                          | 0.604            | 0.521                        | 0.696                       | 0.738                         | 1.000                       |

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

| Social costs II (behaviour)     |        | restrict-<br>ed<br>activities | avoided<br>locations | defen-<br>sive<br>measures | made<br>fun of it | filed<br>com-<br>plaint | in-<br>formed<br>the<br>media | counter-<br>sur-<br>veillance | info about<br>technical<br>protection | stopped<br>accepting<br>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 | 0.595                         | 1.000                |                            |                   |                         |                               |                               |                                       |                                  |
| defensive measures              | Q8.2_3 | 0.477                         | 0.602                | 1.000                      |                   |                         |                               |                               |                                       |                                  |
| made fun of it                  | Q8.2_4 | 0.296                         | 0.231                | 0.205                      | 1.000             |                         |                               |                               |                                       |                                  |
| filed complaint                 | Q8.2_5 | 0.304                         | 0.422                | 0.396                      | 0.226             | 1.000                   |                               |                               |                                       |                                  |
| informed the media              | Q8.2_6 | 0.294                         | 0.350                | 0.349                      | 0.282             | 0.528                   | 1.000                         |                               |                                       |                                  |
| counter-surveillance            | Q8.2_7 | 0.435                         | 0.530                | 0.350                      | 0.423             | 0.452                   | 0.545                         | 1.000                         |                                       |                                  |
| info about technical protection | Q8.2_8 | 0.487                         | 0.388                | 0.366                      | 0.318             | 0.276                   | 0.356                         | 0.490                         | 1.000                                 |                                  |
| stopped accepting vouchers      | Q8.2_9 | 0.438                         | 0.456                | 0.245                      | 0.098             | 0.309                   | 0.165                         | 0.281                         | 0.329                                 | 1.000                            |

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

| Social costs III (perceptions vs<br>behaviour) |         | restrict-<br>ed<br>activities | avoided<br>locations | defen-<br>sive<br>measures | made fun<br>of it | filed<br>com-<br>plaint | in-<br>formed<br>the<br>media | counter-<br>sur-<br>veillance | info about<br>technical<br>protection | stopped<br>accepting<br>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  | -0.523                        | -0.425               | -0.292                     | -0.332            | -0.218                  | -0.274                        | -0.486                        | -0.498                                | -0.408                           |
| Protection of community                        | Q8.1_2  | -0.424                        | -0.390               | -0.327                     | -0.302            | -0.083                  | -0.252                        | -0.455                        | -0.443                                | -0.378                           |
| Source of excitement                           | Q8.1_3  | -0.066                        | -0.053               | -0.061                     | 0.083             | 0.004                   | 0.084                         | -0.023                        | 0.008                                 | -0.006                           |
| Something to play with                         | Q8.1_4  | -0.002                        | 0.168                | 0.092                      | -0.037            | 0.020                   | 0.159                         | 0.004                         | 0.062                                 | 0.104                            |
| Cause of discrimination                        | Q8.1_5  | 0.380                         | 0.265                | 0.166                      | 0.198             | 0.158                   | 0.171                         | 0.257                         | 0.349                                 | 0.364                            |
| Source of stigma                               | Q8.1_6  | 0.446                         | 0.308                | 0.160                      | 0.270             | 0.165                   | 0.208                         | 0.324                         | 0.373                                 | 0.362                            |
| Violates privacy                               | Q8.1_7  | 0.327                         | 0.220                | 0.165                      | 0.241             | 0.131                   | 0.106                         | 0.210                         | 0.299                                 | 0.352                            |
| Violates right to control data                 | Q8.1_8  | 0.360                         | 0.287                | 0.244                      | 0.326             | 0.178                   | 0.179                         | 0.296                         | 0.364                                 | 0.323                            |
| Potential misuse                               | Q8.1_9  | 0.276                         | 0.190                | 0.153                      | 0.294             | 0.067                   | 0.081                         | 0.213                         | 0.288                                 | 0.289                            |
| Potential misinterpretation                    | Q8.1_10 | 0.306                         | 0.208                | 0.208                      | 0.256             | 0.047                   | 0.117                         | 0.234                         | 0.357                                 | 0.258                            |
| Limits right of free speech                    | Q8.1_11 | 0.424                         | 0.257                | 0.166                      | 0.332             | 0.146                   | 0.186                         | 0.290                         | 0.347                                 | 0.386                            |
| Limits right of communication                  | Q8.1_12 | 0.430                         | 0.292                | 0.172                      | 0.311             | 0.245                   | 0.167                         | 0.340                         | 0.349                                 | 0.379                            |
| Limits right of information                    | Q8.1_13 | 0.415                         | 0.336                | 0.261                      | 0.288             | 0.192                   | 0.230                         | 0.356                         | 0.332                                 | 0.357                            |

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

|  |                   |          | <b>PROTECTION for</b>         |                  |
|--|-------------------|----------|-------------------------------|------------------|
|  |                   |          | <b>individual<br/>citizen</b> | <b>community</b> |
|  |                   |          | Q8.1_1                        | Q8.1_2           |
| Usefulness for<br><b>REDUCTION</b> of<br>crime   | <b>CCTV</b>       | Q3.1_1   | 0.557                         | 0.501            |
|  | <b>database</b>   | Q3.1_2   | 0.485                         | 0.43             |
|  | <b>SNS</b>        | Q3.1_3   | 0.54                          | 0.513            |
|  | <b>financialT</b> | Q3.1_4   | 0.53                          | 0.53             |
|  | <b>geolocat.</b>  | Q3.1_5   | 0.545                         | 0.563            |
| Usefulness for<br><b>DETECTION</b> of<br>crime   | <b>CCTV</b>       | Q3.2_1   | 0.549                         | 0.493            |
|  | <b>database</b>   | Q3.2_2   | 0.5                           | 0.521            |
|  | <b>SNS</b>        | Q3.2_3   | 0.521                         | 0.506            |
|  | <b>financialT</b> | Q3.2_4   | 0.523                         | 0.47             |
|  | <b>geolocat.</b>  | Q3.2_5   | 0.483                         | 0.485            |
| Usefulness for<br><b>PROSECUTION</b><br>of crime | <b>CCTV</b>       | Q3.3_1   | 0.486                         | 0.4              |
|  | <b>database</b>   | Q3.3_2   | 0.431                         | 0.405            |
|  | <b>SNS</b>        | Q3.3_3   | 0.419                         | 0.401            |
|  | <b>financialT</b> | Q3.3_4   | 0.431                         | 0.406            |
|  | <b>geolocat.</b>  | Q3.3_5   | 0.318                         | 0.248            |
| <b>EFFECTIVENESS</b>                             | <b>CCTV</b>       | Q5.1.1_1 | 0.547                         | 0.58             |
|  | <b>database</b>   | Q5.1.1_2 | 0.633                         | 0.561            |
|  | <b>SNS</b>        | Q5.1.1_3 | 0.621                         | 0.544            |
|  | <b>financialT</b> | Q5.1.1_4 | 0.547                         | 0.546            |
|  | <b>geolocat.</b>  | Q5.1.1_5 | 0.609                         | 0.536            |

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

|                                   |                                 | Surveillance measures having a negative impact on privacy |                  |            |                |                |
|-----------------------------------|---------------------------------|---|------------------|------------|----------------|----------------|
|                                   |                                 | Q5.1.2_1  | Q5.1.2_2         | Q5.1.2_3   | Q5.1.2_4       | Q5.1.2_5       |
| <b>Social costs (perceptions)</b> |                                 | <b>CTV</b>  | <b>Databases</b> | <b>SNS</b> | <b>FinTrac</b> | <b>Geoloc.</b> |
| Q8.1_1                            | Protection individual citizen   | -0.523  | -0.570           | -0.507     | -0.468         | -0.532         |
| Q8.1_2                            | Protection of community         | -0.498  | -0.478           | -0.412     | -0.450         | -0.466         |
| Q8.1_3                            | Source of excitement            | -0.006  | -0.034           | 0.043      | -0.029         | 0.009          |
| Q8.1_4                            | Something to play with          | 0.191   | 0.172            | 0.217      | 0.157          | 0.188          |
| Q8.1_5                            | Cause of discrimination         | 0.354   | 0.453            | 0.433      | 0.277          | 0.420          |
| Q8.1_6                            | Source of stigma                | 0.395   | 0.515            | 0.510      | 0.386          | 0.484          |
| Q8.1_7                            | Violates privacy                | 0.320   | 0.377            | 0.378      | 0.258          | 0.362          |
| Q8.1_8                            | Violates right of control data  | 0.335   | 0.461            | 0.416      | 0.321          | 0.399          |
| Q8.1_9                            | Potential misuse                | 0.256   | 0.337            | 0.366      | 0.258          | 0.273          |
| Q8.1_10                           | Potential misinterpretation     | 0.293   | 0.305            | 0.311      | 0.178          | 0.237          |
| Q8.1_11                           | Limits right of free speech     | 0.401   | 0.505            | 0.534      | 0.376          | 0.466          |
| Q8.1_12                           | Limits right of communication   | 0.434   | 0.494            | 0.506      | 0.360          | 0.464          |
| Q8.1_13                           | Limits right of information     | 0.403   | 0.523            | 0.549      | 0.380          | 0.479          |
| <b>Social costs (behaviour)</b>   |                                 |   |                  |            |                |                |
| Q8.2_1                            | restricted activities           | 0.463   | 0.508            | 0.526      | 0.442          | 0.563          |
| Q8.2_2                            | avoided locations               | 0.464   | 0.457            | 0.448      | 0.439          | 0.557          |
| Q8.2_3                            | defensive measures              | 0.320   | 0.275            | 0.346      | 0.358          | 0.372          |
| Q8.2_4                            | made fun of it                  | 0.287   | 0.388            | 0.336      | 0.252          | 0.290          |
| Q8.2_5                            | filed complaint                 | 0.329   | 0.292            | 0.307      | 0.366          | 0.318          |
| Q8.2_6                            | informed the media              | 0.408   | 0.328            | 0.355      | 0.388          | 0.397          |
| Q8.2_7                            | counter-surveillance            | 0.387   | 0.482            | 0.409      | 0.324          | 0.488          |
| Q8.2_8                            | info about technical protection | 0.432   | 0.521            | 0.563      | 0.403          | 0.519          |
| Q8.2_9                            | stopped accepting vouchers      | 0.336   | 0.372            | 0.321      | 0.390          | 0.409          |

**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                      | 0.789    | 0.594    | 0.560    | 0.521    | 0.656 |
|                |             | database | Q3.1_2                      | 0.478    | 0.767    | 0.606    | 0.558    | 0.640 |
|                |             | SNS      | Q3.1_3                      | 0.544    | 0.639    | 0.714    | 0.514    | 0.631 |
|                |             | financT  | Q3.1_4                      | 0.567    | 0.608    | 0.515    | 0.729    | 0.618 |
|                |             | Geoloc.  | Q3.1_5                      | 0.630    | 0.623    | 0.615    | 0.568    | 0.761 |
|                | DETECTION   | CCTV     | Q3.2_1                      | 0.741    | 0.509    | 0.491    | 0.563    | 0.569 |
|                |             | database | Q3.2_2                      | 0.492    | 0.749    | 0.657    | 0.615    | 0.679 |
|                |             | SNS      | Q3.2_3                      | 0.545    | 0.626    | 0.707    | 0.533    | 0.647 |
|                |             | financT  | Q3.2_4                      | 0.549    | 0.637    | 0.549    | 0.742    | 0.574 |
|                |             | Geoloc.  | Q3.2_5                      | 0.575    | 0.640    | 0.557    | 0.531    | 0.734 |
|                | PROSECUTION | CCTV     | Q3.3_1                      | 0.639    | 0.433    | 0.453    | 0.488    | 0.479 |
|                |             | database | Q3.3_2                      | 0.329    | 0.611    | 0.530    | 0.414    | 0.496 |
|                |             | SNS      | Q3.3_3                      | 0.452    | 0.498    | 0.632    | 0.427    | 0.490 |
|                |             | financT  | Q3.3_4                      | 0.458    | 0.471    | 0.417    | 0.554    | 0.423 |
|                |             | Geoloc.  | Q3.3_5                      | 0.546    | 0.488    | 0.466    | 0.492    | 0.589 |

**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 SECURITY         | Q4.3     | 1.000                |        |        |          |         |                             |         |
| Feeling of HAPPINESS        | CCTV     | Q5.3_1               | -0.685 | 1.000  |          |         |                             |         |
|                             | SNS      | Q5.3_2               | -0.685 | 0.565  | 1.000    |         |                             |         |
|                             | Database | Q5.3_3               | -0.704 | 0.602  | 0.796    | 1.000   |                             |         |
|                             | FinancT  | Q5.3_4               | -0.607 | 0.617  | 0.566    | 0.710   | 1.000                       |         |
|                             | Geoloc.  | Q5.3_5               | -0.731 | 0.725  | 0.711    | 0.733   | 0.654                       | 1.000   |
| Happiness about NOT KNOWING | Q5.4     | -0.743               | 0.544  | 0.621  | 0.678    | 0.507   | 0.656                       | 1.000   |

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

|                              |        | <b>NEGATIVE IMPACT on PRIVACY</b> |                 |            |                   |                  |
|------------------------------|--------|-----------------------------------|-----------------|------------|-------------------|------------------|
|                              |        | <b>CCTV</b>                       | <b>database</b> | <b>SNS</b> | <b>financialT</b> | <b>geolocat.</b> |
|                              |        | Q5.1.2_1                          | Q5.1.2_2        | Q5.1.2_3   | Q5.1.2_4          | Q5.1.2_5         |
| <b>Feeling of security</b>   | Q4.3   | -0.595                            | -0.608          | -0.582     | -0.569            | -0.584           |
| <b>Feeling of control I</b>  | Q4.4.1 | -0.319                            | -0.253          | -0.261     | -0.28             | -0.284           |
| <b>Feeling of control II</b> | Q4.4.2 | -0.115                            | -0.103          | -0.064     | -0.068            | -0.04            |
| <b>Trust I</b>               | Q4.5.1 | -0.392                            | -0.371          | -0.369     | -0.336            | -0.348           |
| <b>Trust II</b>              | Q4.5.2 | -0.077                            | -0.171          | -0.195     | -0.074            | -0.114           |

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

|                              |        | <b>Knowledge of laws</b> | <b>Effective-ness of laws</b> | <b>Feeling of security</b> | <b>Feeling of control I</b> | <b>Feeling of control II</b> | <b>Trust I</b> | <b>Trust II</b> |
|------------------------------|--------|--------------------------|-------------------------------|----------------------------|-----------------------------|------------------------------|----------------|-----------------|
|                              |        | Q4.1                     | Q4.2                          | Q4.3                       | Q4.4.1                      | Q4.4.2                       | Q4.5.1         | Q4.5.2          |
| <b>Knowledge of laws</b>     | Q4.1   | 1.000                    |                               |                            |                             |                              |                |                 |
| <b>Effectiveness of laws</b> | Q4.2   | 0.163                    | 1.000                         |                            |                             |                              |                |                 |
| <b>Feeling of security</b>   | Q4.3   | -0.063                   | 0.646                         | 1.000                      |                             |                              |                |                 |
| <b>Feeling of control I</b>  | Q4.4.1 | 0.186                    | 0.455                         | 0.474                      | 1.000                       |                              |                |                 |
| <b>Feeling of control II</b> | Q4.4.2 | 0.230                    | 0.300                         | 0.277                      | 0.458                       | 1.000                        |                |                 |
| <b>Trust I</b>               | Q4.5.1 | -0.034                   | 0.574                         | 0.606                      | 0.576                       | 0.228                        | 1.000          |                 |
| <b>Trust II</b>              | Q4.5.2 | -0.098                   | 0.339                         | 0.373                      | 0.232                       | 0.340                        | 0.442          | 1.000           |

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

|                              |        | <b>EFFECTIVENESS</b> |                 |            |                   |                  |
|------------------------------|--------|----------------------|-----------------|------------|-------------------|------------------|
|                              |        | <b>CCTV</b>          | <b>database</b> | <b>SNS</b> | <b>financialT</b> | <b>geolocat.</b> |
|                              |        | Q5.1.1_1             | Q5.1.1_2        | Q5.1.1_3   | Q5.1.1_4          | Q5.1.1_5         |
| <b>Feeling of security</b>   | Q4.3   | 0.573                | 0.604           | 0.594      | 0.563             | 0.598            |
| <b>Feeling of control I</b>  | Q4.4.1 | 0.335                | 0.283           | 0.25       | 0.397             | 0.259            |
| <b>Feeling of control II</b> | Q4.4.2 | 0.192                | 0.103           | 0.143      | 0.161             | 0.124            |
| <b>Trust I</b>               | Q4.5.1 | 0.334                | 0.263           | 0.333      | 0.343             | 0.246            |
| <b>Trust II</b>              | Q4.5.2 | 0.128                | 0.23            | 0.255      | 0.067             | 0.185            |

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

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

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

**Q4.1 How much do you know about the laws and regulations of your country regarding the protection of your personal information gathered via surveillance measures?**

*1=I don't know anything about such laws and regulations, 5=I am very well informed*

**Q4.2 How effective do you find these laws and regulations?**

*1=not effective at all, 5=very effective, I don't know*

**Q4.3 How secure does the presence of surveillance measures make you feel?**

*1=very insecure, 5=very secure, I don't know*

**Q4.4.1 How much control do you think you have over the processing of your personal information gathered via government agencies?**

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

**Q4.4.2 How much control do you think you have over the processing of your personal information gathered via private companies?**

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

**Q4.5.1 How much do you trust government agencies that they protect your personal information gathered via surveillance measures?**

*1=no trust, 5=complete trust, I don't know*

**Q4.5.2 How much do you trust private companies that they protect your personal information gathered via surveillance measures?**

*1=no trust, 5=complete trust, I don't know*

**Q5.1.1 Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views.**

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

**Q5.1.1.1 CCTV** is an effective way to protect against crime.

**Q5.1.1.2 Surveillance utilising databases containing personal information** is an effective way to protect against crime.

**Q5.1.1.3 Surveillance of online social-networking** is an effective way to protect against crime.

**Q5.1.1.4 Surveillance of financial transactions** is an effective way to protect against crime.

**Q5.1.1.5 Geolocation surveillance using mobile phones, GPS, electronic tagging, or RFID** is an effective way to protect against crime.

**Q5.1.2** Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views.

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

**Q5.1.2.1 CCTV** aimed at protection against crime has a negative impact on my privacy.

**Q5.1.2.2 Surveillance utilising databases containing personal information** aimed at protection against crime has a negative impact on my privacy.

**Q5.1.2.3 Surveillance of online social-networking** aimed at protection against crime has a negative impact on my privacy.

**Q5.1.2.4 Surveillance of financial transactions** aimed at protection against crime has a negative impact on my privacy.

**Q5.1.2.5 Geolocation surveillance using mobile phones, GPS, electronic tagging, or RFID** aimed at protection against crime has a negative impact on my privacy.

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

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

**Q5.2.1 Which of the following best describes you?**

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

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

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

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

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

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

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

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

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

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

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

**Q7.1 Please indicate the extent to which you believe the following practices of government agencies for fighting crime are acceptable or not acceptable.**

*You may choose more than one option if applicable.*

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

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

*You may choose more than one option if applicable.*

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



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

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

**Q8.1.1** Surveillance provides protection for the individual citizen.

**Q8.1.2** Surveillance provides protection of the community.

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

**Q8.1.4** Surveillance can be something to play with.

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

**Q8.1.6** Surveillance may be a source of stigma.

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

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

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

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

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

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

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

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

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

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

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

**Q8.2.3** I have taken defensive measures such as hiding my face, faking my data, or incapacitating the surveillance device.

**Q8.2.4** I have made fun of it.

**Q8.2.5** I have filed a complaint with the respective authorities.

**Q8.2.6** I have informed the media.

**Q8.2.7** I have promoted or participated in collective actions of counter-surveillance, such as using mobile phones to document the behaviour of police and security forces.

**Q8.2.8** I have kept myself informed about technical possibilities to protect my personal data.

**Q8.2.9** I have stopped accepting discounts or vouchers if they are in exchange for my personal data.

## **Q9 Demographics**

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

### **Q9.1 What is your highest level of education?**

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

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

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

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

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

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

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

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

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