



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

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0. Executive Summary

This document presents the results for Slovenia 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 Slovenia for age and gender (based on Eurostat data of 12/2012). Responses were gathered, predominantly, through an online survey supplemented by a number of questionnaires administered in face to face interviews, in order to fulfil the quota and also reach those citizens who do not use the internet. The questionnaire consisted of 50 questions and was available online in all languages of the European Union between November 2013 and March 2014. The face to face interviews were carried out between December 2013 and February 2014. The Slovenian sample is based on the responses from 200 individuals who indicated Slovenia as their country of residence in the online survey or were administered the questionnaire face to face.¹

Generally, the data reveal a rather large spread in the Slovenian respondents' knowledge of different types of surveillance and surveillance technologies, with surveillance of telecommunication (89%) being the type most respondents have heard of and the surveillance of "suspicious" behaviour (32%) the least known. Most respondents also indicated that they know of a number of reasons for the setting up of surveillance, ranging between 78% for the detection of crime and 35% for the control of crowds. Most respondents think that surveillance is taking place in the country where they live, but almost two fifths of the respondents felt that they do not know about the economic costs of surveillance.

All types of surveillance being investigated (CCTV, surveillance using databases containing personal information, surveillance of online social networks, surveillance of financial transactions, and geolocation surveillance) were perceived as more useful than not useful for the reduction, detection or prosecution of crime², with the highest mean score³ for surveillance of financial transactions (4.14) and the lowest for surveillance using databases containing personal information (2.85). Surveillance was perceived as being most useful for the prosecution of crime⁴ 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 rather point at acceptance of surveillance being related to respondents having become accustomed to surveillance in city centres and urban areas.

The presence of surveillance appears to make only a small minority of Slovenian respondents feel more secure than insecure (14%); two fifths of the respondents feel more insecure when surveillance is present. 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

¹ The overall Slovenian sample consists of 273 respondents. However, due to the fact that most responses were collected through an online survey, in some of the age/gender subgroups more responses were collected than were needed to complete the quota. In such cases, the questionnaires to be used were randomly selected from amongst the responses collected for that subgroup.

² With the exception of surveillance using databases containing personal information and surveillance of online social networking, both for the purpose of reduction of crime.

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

⁴ With the exception of CCTV cameras and surveillance of financial transactions which were perceived to be most useful for the purpose of detection of crime (though with an only marginal difference to their perceived usefulness for the prosecution of crime).

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.

In line with their feelings of insecurity in the presence of surveillance, mistrust and lack of control over data collected through surveillance, respondents feel more unhappy than happy with all types of surveillance investigated. Most unhappy they feel with surveillance using databases containing personal information, and they also feel more unhappy than happy about surveillance taking place without people knowing about it.

The majority of Slovenian respondents agreed more than disagreed that most types of surveillance investigated (except CCTV) have a negative impact on one's privacy. The strongest negative impact on privacy was perceived for surveillance of online social networks. Moreover, only very few respondents are willing to accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (between 5% for surveillance using databases containing personal information or surveillance of financial transactions, and 8% for surveillance of online social networks).

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 community rather than protection to the individual citizen was perceived as the main social benefit of surveillance. But risks ("social costs") associated with surveillance seemed to be more keenly felt. The highest risks were perceived to be intentional misuse of information (mean score 6.41⁵), misinterpretation (6.29) and privacy invasion (6.04) arising from surveillance, followed by 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. Half of the respondents have stopped accepting discounts in exchange for personal data (50%⁶), but only few have restricted their activities or the way they behave (27%³), or avoided locations or activities that they suspect are under surveillance (22%³).

There were some significant gender differences. Female respondents had heard less of some types of surveillance technologies, noticed CCTV cameras less often than male respondents, and found some types of surveillance, in particular surveillance of online social networking, more useful than males. However, there were no significant gender differences in respondents' perceptions regarding the effectiveness of the different surveillance types, their beliefs about whether surveillance is taking place in the country where they live, their feelings of security due to the presence of surveillance, feelings of control over their personal data and trust into government agencies or private companies regarding the handling of personal data, their general happiness with surveillance measures, or perceived impact on privacy. Regarding the "social costs" of surveillance, female respondents feel the risk of

⁵ On a scale from 1 to 7, with 1=disagree, and 7=agree.

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

surveillance limiting citizens' rights of free speech and communication stronger than males, but males appeared partially to be more active, or less inactive, in their adaptation of behaviour due to perceived risks.

Very few patterns can be identified with regards to the demographic factor of age. Slovenian respondents aged 65+ indicated less awareness of some types of surveillance, and they felt less of a negative impact on their privacy caused by CCTV, surveillance of online social networks and geolocation surveillance. However, there are no statistically significant differences between age groups when it comes to the perceptions of usefulness, effectiveness, risks ("social costs"), and surveillance-related feelings of security or insecurity. Only in the actual adaptations of behaviour to mitigate the risks perceived through surveillance measures, the youngest respondents (aged 18-24) appear to be more active, or less inactive, than the older respondents.

To summarise, the Slovenian respondents felt more insecure than secure in the presence of surveillance, and they indicated a strongly felt lack of trust in the protection of, and control over, personal information gathered via surveillance. At the same time, a majority feel more unhappy than happy with the different types of surveillance, and they feel most unhappy with surveillance taking place without people knowing about it. Analyses also indicate that whilst feeling happy or unhappy with surveillance is only weakly related to feeling more secure or insecure in the presence of surveillance, an increased belief in the 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 2012.⁷ Responses were gathered, predominantly, through an online survey supplemented by a number of questionnaires administered in face to face interviews, in order to fulfil quotas and reach those citizens who do not use the internet. The survey consisted of 50 questions and sub-questions, and was available online in all languages of the European Union from November 2013 until March 2014.⁸ A snowball technique was used to promote the study and disseminate links to the questionnaire. Most RESPECT partners placed advertisements on their respective university/institute website and those of related institutions, sent out press releases and placed banners or advert links in local online newspapers or magazines, posted links to the questionnaire on social networking websites, sent the link out in circular emails (e.g., to university staff and students), and used personal and professional contacts to promote the survey. In order to achieve the quota a number of questionnaires were administered in face to face interviews. Typically, these face to face interviews were required for the older age groups as internet usage is not as common amongst older citizens as it is with the younger population.

Overall, 5,361 respondents from 28 countries completed the questionnaire. This total sample shows a very even gender and age distribution, which is unsurprising given that target quotas were set for each RESPECT partner country. The Slovenian sample used for this analysis is based on the responses from 200 individuals who indicated Italy as their country of residence in the online survey or were administered the questionnaire face to face. The sample has a gender distribution of 51% females and 49% males, and an age distribution (see figure 1 below) that is representative for the population in this country.

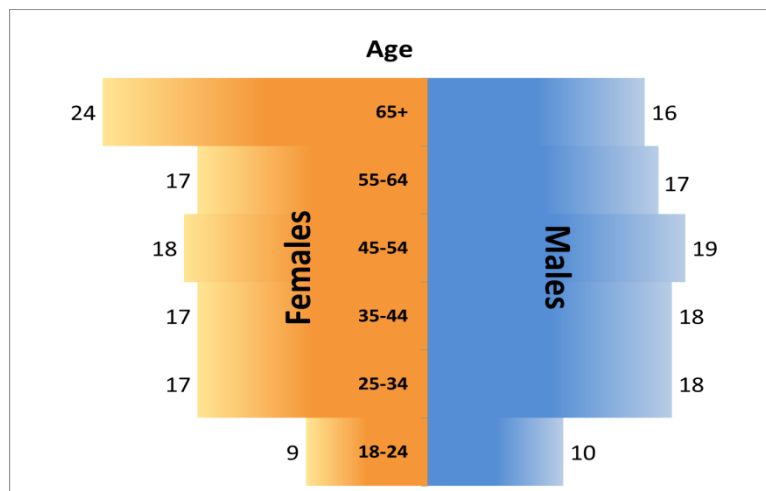


Figure 1: Age and gender distribution of Slovenian quota sample

Not fully satisfactory is the elevated level of education of the majority of respondents (67% 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

⁷ Source: http://epp.eurostat.ec.europa.eu/portal/page/portal/population/data/main_tables.

⁸ The English version of this questionnaire may be seen in Appendix B.

surveillance, 10% of Slovenian respondents (16% of total sample) felt that they were living in an area with increased security risks, 73% (53% total sample) indicated that they usually travel abroad at least twice per year, and 80% (71% total sample) responded that they usually visited a mass event at least twice per year. Therefore, it can be assumed that the majority of respondents are frequently exposed to a variety of surveillance measures that are intended to fight crime.

This report presents results on citizens' perceptions, awareness, acceptance of, and feelings towards, surveillance, and the potential relationships between these factors. Furthermore, separate analyses are dedicated to the social and economic costs of surveillance – covering also the additional aspect of behaviour and behavioural intentions – which are specific tasks within the RESPECT project. Another separate section focuses on how the results on various aspects of surveillance vary with age; gender aspects are discussed throughout all sections alongside the general results.

2. Citizens' knowledge of surveillance

2.1 Awareness of different types of surveillance

Generally, there can be observed a rather large spread in the awareness of different types and technologies of surveillance. A large proportion of Slovenian respondents (88.5%) indicated that they have heard of the surveillance of telecommunication, whereas less than a third (31.5%) had heard of the surveillance of "suspicious" behaviour. A split by gender shows some statistically significant differences, with male respondents indicating a greater awareness in particular regarding the surveillance of data and traffic on the internet (difference between male and female responses: 23.9 percentage points), surveillance through the use of Global Positioning Systems (difference of 21 percentage points), CCTV surveillance (difference of 14.1 percentage points), and surveillance of online communication (difference of 12.2 percentage points).

Table 1
Knowledge of types of surveillance

		Answer = YES		
		Total	Female	Male
Q1_1	Biometric data , e.g. analysis of fingerprints, palm prints, facial or body features	68.5%	63.7%	73.5%
Q1_2	"Suspicious" behaviour , e.g. automated detection of raised voices, facial or body features	31.5%	27.5%	35.7%
Q1_3	Data and traffic on the internet , e.g. Deep Packet/Content inspection	48.0%	36.3%	60.2%*
Q1_4	Databases containing personal information, e.g. searching state pension databases, or customer databases of private companies	63.5%	57.8%	69.4%
Q1_5	Online communication , e.g. social network analysis, monitoring of chat rooms or forums	79.5%	73.5%	85.7%*
Q1_6	Telecommunication , e.g. monitoring of phone calls or SMS	88.5%	88.2%	88.8%
Q1_7	Electronic tagging / Radio Frequency Identification (RFID) , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	41.0%	34.3%	48.0%
Q1_8	Global Positioning Systems (GPS) , e.g. tracking geolocation of cars or mobile phones	76.0%	65.7%	86.7%*
Q1_9	CCTV cameras , e.g. in public places, airports or supermarkets	77.5%	70.6%	84.7%*
Q1_10	Financial information , e.g. tracking of debit/credit card transactions	81.0%	80.4%	81.6%

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.

These gender differences cannot simply be related to general levels of awareness, as it appears that there are larger differences in some of those types that are less commonly known, but also in some of those that are well known. However, these differences found may also be partially related to gender-specific interpretations of the question, given that "have you ever heard of" does not necessarily request firm knowledge, and responses may as well reflect gender-specific self-constructions of "being knowledgeable in technologies".

2.2 Known reasons for surveillance

Most respondents are aware of the main reasons for deploying surveillance. The reason for surveillance that is most known about is the detection of crime (77.5%), and the least known is the use of surveillance for control of crowds (35.3%). Female respondents indicated significantly less than male respondents (difference of 26.9 percentage points) that they know of crowd control as a reason for the setting up of surveillance.

Table 2
Known reasons for surveillance

		Answer=YES	
		Female	Male
Q2_1	The reduction of crime	60.8%	69.4%
Q2_2	The detection of crime	77.5%	80.6%
Q2_3	The prosecution of crime	73.5%	78.6%
Q2_4	Control of border-crossings	70.6%	78.6%
Q2_5	Control of crowds	35.3%	62.2%*
Q2_6	Other	6.9%	22.4%*
Q2_7	I don't know of any reasons.	2.0%	2.0%

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

Surveillance of financial transactions is perceived as more useful than the other four types of surveillance investigated (CCTV, surveillance using databases containing personal information, surveillance of online social networks, and geolocation surveillance) for the reduction, detection, and prosecution of crime. Generally, most of the five types of surveillance were perceived to be most useful for the prosecution of crime, slightly less useful for the detection of crime, and less useful still for the reduction of crime.⁹ Generally, though, all five types of surveillance investigated are perceived to be useful for the detection, prosecution, and reduction of crime (mean result in all categories is above the midpoint of 3.00 in Table 3).¹⁰

Surveillance of financial transactions is perceived to be the most useful of the different types of surveillance, followed by CCTV and geolocation surveillance. Surveillance of online social networking and surveillance using databases containing personal information were perceived to be the least useful. There were only very few significant gender differences, with female respondents perceiving surveillance of online social networking (for the purpose of detection and prosecution of crime) and surveillance using databases containing personal information (for prosecution of crime) as less useful than male respondents.

⁹ With the exception of CCTV cameras and surveillance of financial transactions which were perceived as most useful for the detection of crime (though with an only marginal difference to their perceived usefulness for the prosecution of crime).

¹⁰ With the exception of surveillance using databases containing personal information and surveillance of online social networking for the purpose of reduction of crime.

Table 3
Perceived usefulness of surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q3.1	the reduction of crime						
Q3.1_1	CCTV cameras	3.35	1.241	3.44	1.235	3.27	1.248
Q3.1_2	Surveillance using databases containing personal information	2.85	1.269	2.95	1.289	2.74	1.248
Q3.1_3	Surveillance of online social networking	2.91	1.305	3.02	1.299	2.80	1.309
Q3.1_4	Surveillance of financial transactions	3.87	1.280	3.89	1.299	3.85	1.268
Q3.1_5	Geolocation surveillance	3.33	1.334	3.23	1.369	3.41	1.302
Q3.2	the detection of crime						
Q3.2_1	CCTV cameras	3.70	1.212	3.77	1.200	3.64	1.227
Q3.2_2	Surveillance using databases containing personal information	3.13	1.271	3.24	1.246	3.01	1.294
Q3.2_3	Surveillance of online social networking	3.11	1.239	3.34	1.222	2.91*	1.226
Q3.2_4	Surveillance of financial transactions	4.14	1.075	4.20	1.062	4.07	1.090
Q3.2_5	Geolocation surveillance	3.63	1.212	3.69	1.230	3.58	1.197
Q3.3	the prosecution of crime						
Q3.3_1	CCTV cameras	3.67	1.212	3.79	1.159	3.55	1.255
Q3.3_2	Surveillance using databases containing personal information	3.26	1.305	3.47	1.269	3.06*	1.315
Q3.3_3	Surveillance of online social networking	3.20	1.366	3.57	1.268	2.86*	1.373
Q3.3_4	Surveillance of financial transactions	4.12	1.102	4.23	1.017	4.01	1.175
Q3.3_5	Geolocation surveillance	3.84	1.140	3.96	1.085	3.73	1.184

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

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

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

perceived usefulness in different situations may point at respondents not only having a somewhat blurred picture of these forms of surveillance, but also being under-informed.

Furthermore, a strong relationship is observed between the perceived usefulness of CCTV for the prosecution of crime and the perceived usefulness of geolocation surveillance for the same purpose.

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, generally, the same pattern of results as for perceived usefulness of the same types of surveillance in the reduction, detection, and prosecution of crime. However, the different types of surveillance are generally perceived to be less effective in protection against crime than they are deemed to be useful for the reduction, detection, and prosecution of crime. Between 63%¹¹ (reduction of crime) and 70%¹² (detection of crime) of respondents believed that surveillance of financial transactions is useful, but only 56%¹³ of respondents agreed that it is effective. Surveillance of financial transactions is perceived to be the most effective surveillance measure in protection against crime, followed by geolocation surveillance. CCTV, surveillance of online social-networking and surveillance using databases containing personal information are not seen as particularly effective methods of protection against crime. There are no statistically significant differences between female and male responses to this question.

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	3.86	1.681	3.66	1.647	4.04	1.700
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.27	1.687	3.34	1.725	3.20	1.655
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.41	1.804	3.56	1.725	3.27	1.876
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.79	1.868	4.64	1.953	4.94	1.778
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.06	1.878	4.05	1.887	4.08	1.880

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.

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

¹² Answers 4 or 5 on a scale from 1 to 5, with 1=not useful at all and 5=very useful.

¹³ Answers 5, 6 or 7 on a scale from 1 to 7, with 1=disagree and 7=agree.

3.3 Relationship between perceived usefulness and effectiveness

There is, 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 detection of crime and perceived effectiveness in the protection against crime. This was the case for surveillance of online social-networking, surveillance of financial transactions, and geolocation surveillance. In the case of surveillance using databases containing personal information, the perceived effectiveness of this mode of surveillance as a means to protect against crime was related most closely with its perceived usefulness in prosecution of crime. For CCTV, the closest connection could be found between its perceived effectiveness and its usefulness for the reduction of crime.

4. Perceptions of surveillance

4.1 Surveillance and feelings of security

As seen in the previous section, most of the different types of surveillance are perceived as useful in the reduction, detection, and prosecution of crime and, some of them and at a lower level, effective in the protection against crime. At the same time, surveillance measures appear to make both female and male respondents feel equally more insecure than secure. For only 14% of respondents, the presence of surveillance makes them feel secure (4 or 5 on a 5-point scale, with 1=very insecure and 5=very secure), whereas two fifths (42%) 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 (36%), or “I don’t know” (8%).

4.2 Personal information collected through surveillance

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

Table 5
Feelings of security, control and trust

	Total		Female		Male	
	Mean	STD	Mean	STD	Mean	STD
4.3 Security (1=very insecure; 5=very secure)						
How secure does the presence of surveillance measures make you feel	2.57	1.062	2.52	1.004	2.62	1.118
4.4 Control (1= no control; 5=full control)						
4.4.1 How much control do you think you have over the processing of personal information gathered by <u>government agencies</u> via surveillance measures?	1.53	0.848	1.48	0.852	1.58	0.845
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?	1.75	0.998	1.68	1.013	1.82	0.983
4.5 Trust (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?	2.28	1.118	2.31	1.140	2.26	1.102
4.5.2	How much do you trust <u>private companies</u> that they protect your personal information gathered via surveillance measures?	1.73	0.954	1.64	0.967	1.81	0.939

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

4.3 “Happiness” with surveillance

In line with their feelings of insecurity in the presence of surveillance, mistrust and lack of control over data collected through surveillance, both female and male respondents (without any significant difference in their responses) feel more unhappy than happy with all types of surveillance investigated. Most unhappy they feel with surveillance using databases containing personal information (mean score 3.55, participants feeling unhappy 40%, participants feeling happy 9%¹⁴). Respondents are also unhappy with surveillance taking place without people knowing, where 56% felt unhappy, but only 16% felt happy.

¹⁴ Scores 4 and 5 on a scale from 1=very happy to 5=very unhappy are classified as unhappy; Scores 1 and 2 are classified as happy.

Table 6
Happiness with surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
5.3_1	Feel happy/unhappy about CCTV cameras	3.09	0.869	3.08	0.857	3.10	0.885
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.43	1.011	3.33	0.944	3.52	1.068
5.3_3	Feel happy/unhappy about surveillance using databases	3.55	0.927	3.51	0.921	3.60	0.936
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.13	1.065	3.20	1.036	3.06	1.095
5.3_5	Feel happy/unhappy about geolocation surveillance	3.47	0.937	3.45	0.845	3.50	1.024
5.4	Feel happy/unhappy about surveillance taking place without noticing	3.70	1.190	3.79	1.043	3.61	1.325

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, moderate to 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 geolocation surveillance. As was the case in Section 3.1 above, this may be the result of several respondents not distinguishing much between the different types of surveillance. However, weaker links to the respondents' feeling happy or unhappy with surveillance of financial transactions and, partially, CCTV allow for the assumption that, for some types of surveillance, respondents do differentiate.

There is also a, though mostly weak, 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 surveillance using databases containing personal information. Additionally, being happy or unhappy with different types of surveillance is only weakly or very weakly related to feelings of security as a consequence of the presence of surveillance; this relation is most evident for surveillance taking place without people knowing about it. 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 to very weak with the exception of surveillance of CCTV for the purpose of reduction of crime, and surveillance of online social networking for the purpose of detection of crime¹⁵, where a moderate relationship can be found (see table A9 in Appendix A).

¹⁵ Linked to happiness with database surveillance.

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	3.83	2.055	3.83	2.065	3.83	2.057
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.39	2.041	4.21	2.003	4.57	2.071
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.48	2.186	4.38	2.229	4.58	2.151
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.01	2.148	3.76	2.216	4.24	2.066
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.44	2.09	4.20	2.133	4.66	2.035

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

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

The majority of respondents agreed more than disagreed that most types of surveillance (except CCTV) have a negative impact on privacy (Table 7). The highest negative impact on privacy was perceived for surveillance of online social networks. 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:	Total	Answer=YES	
			Female	Male
5.1.3_1	Surveillance via CCTV cameras	6.1%	4.9%	7.0%
5.1.3_2	Surveillance of online social networks	7.6%	3.3%	11.3%
5.1.3_3	Surveillance utilising databases containing personal information	5.3%	3.3%	7.0%
5.1.3_4	Surveillance of financial transactions	5.3%	3.3%	7.0%
5.1.3_5	Geolocation surveillance	6.1%	4.9%	7.0%

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

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

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

There are only weak relationships between the respondents feeling secure due to the presence of surveillance, and feelings of control over their personal data collected through surveillance. Only feelings of security due to the presence of surveillance and trust that personal data gathered by government agencies through surveillance is protected show a moderate link (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. A similar picture is revealed when looking at the relationship between the perceived effectiveness of these laws and feelings of control over personal information handled by government agencies or private companies. 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 moderate relationship between the perceived effectiveness of laws regarding the protection of personal information gathered via surveillance measures and feelings of security produced by surveillance. It is unclear what the basis of such a relationship may be, but it would appear that an increased belief in the effectiveness of data protection laws may produce an increased feeling of security in the presence of surveillance.

There is also a relationship between perceived effectiveness of surveillance measures and feelings of security in the presence of surveillance (see table A26 Appendix A), but – in particular for CCTV and surveillance of financial transactions – it is weaker, suggesting that increasing the perceived effectiveness of some surveillance measures may potentially, increase citizens' feelings of security in the presence of surveillance less than increasing citizens' belief in the general effectiveness of data protection laws.

5. Awareness of surveillance taking place

5.1 Noticing CCTV

Table 9
Whether CCTV is noticed

Q5.2.1	Total	Female	Male
I never notice CCTV cameras.	11.0%	15.7%	6.1%*
I rarely notice CCTV cameras.	23.0%	32.4%	13.3%*
I sometimes notice CCTV cameras.	35.0%	37.3%	32.7%
I often notice CCTV cameras.	24.5%	10.8%	38.8%*
I always notice CCTV cameras.	4.0%	1.0%	7.1%*
I don't know / No answer	2.5%	2.9%	2.0%

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

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

There is a clear gender difference in whether CCTV is noticed. Although overall, less than a third of respondents (28.5%) often or always notice CCTV cameras, there is a significantly higher proportion of male (45.9%) than female respondents (11.8%) who indicated that they often or always notice CCTV cameras. Correspondingly, 48.1% of female respondents, but only 19.4% of male respondents, rarely or never notice CCTV cameras.

5.2 Beliefs about surveillance taking place

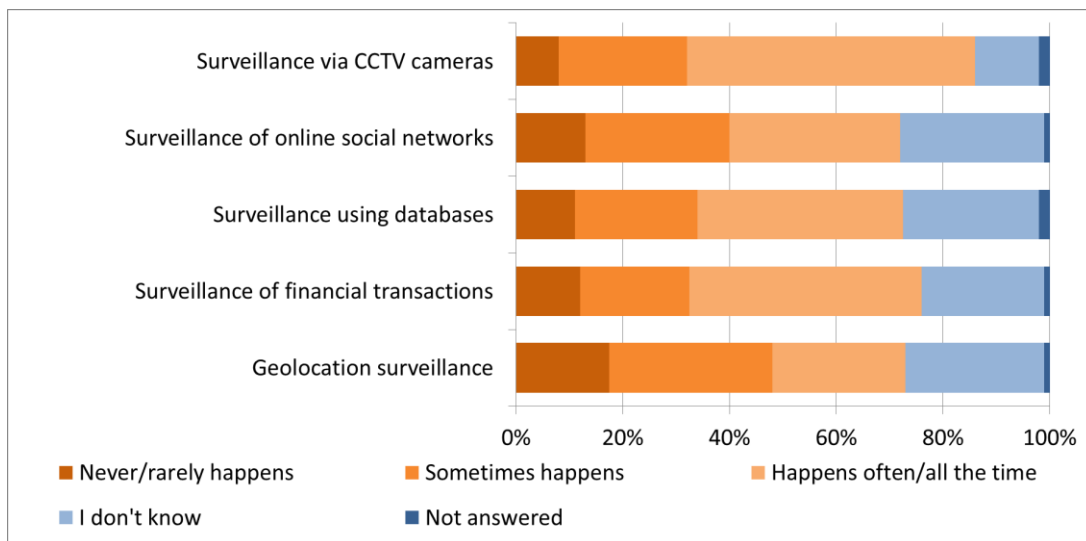


Figure2: Q5.2.2 – In your opinion, how often do the following types of surveillance take place in the country where you live?

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%). Fewer respondents believe that the other types of surveillance take place (often or all the time), between 25 and 43% 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 (23-27%). There were no statistically significant 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	6.5%	2.5%	2.0%
Acceptable only if the citizen is suspected of wrong-doing	19.5%	16.5%	11.5%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	50.0%	40.0%	23.5%
Acceptable if the citizen is informed	18.5%	15.5%	10.0%
Acceptable if the citizen has given consent	23.5%	21.5%	25.5%
Not acceptable in any circumstances	7.0%	24.5%	42.0%
I don't know	5.0%	6.0%	4.5%

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. Only about one out of four participants believe it is acceptable for information gathered through surveillance by government agencies to be shared with other government agencies or, slightly less, with foreign governments if the citizen has given consent. Whilst results regarding the sharing of information with other government agencies or foreign governments are fairly similar, sharing information with private companies is much less acceptable even if surveillance has been lawfully authorised for somebody suspected of wrong-doing. Many respondents (42%) think it is unacceptable in all circumstances or only if the citizen has given consent (25.5%) 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	3.5%	2.0%	2.0%
Acceptable only if the citizen is suspected of wrong-doing	19.5%	11.0%	9.0%
Acceptable only if the citizen is suspected of wrong-doing an the surveillance is legally authorised	38.5%	25.0%	20.5%
Acceptable if the citizen is informed	12.5%	8.0%	8.0%
Acceptable if the citizen has given consent	20.5%	17.0%	21.5%
Not acceptable in any circumstances	20.5%	41.5%	41.5%
I don't know	5.5%	6.5%	7.0%

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

There is an even lower number of respondents who find it fully acceptable (or acceptable if the citizen is suspected of wrong-doing) if private companies share a citizen's personal information. Lawfulness still has a strong effect, but it is generally less strong than with government sharing practices. Generally, there is a considerable number of respondents who feel that, unless information or consent has been given, private data should "stay private" – particularly information sharing practices between private companies and between private companies and foreign governments are deemed unacceptable in any circumstances (41.5%).

7. Acceptability of surveillance in different locations

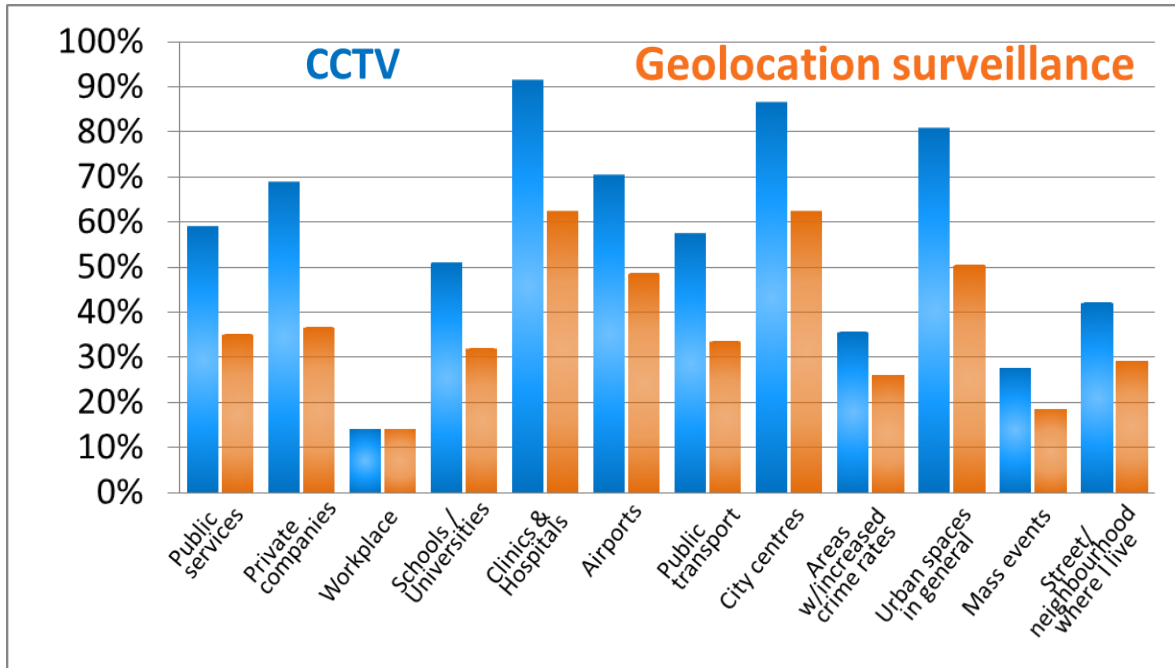


Figure 3: Acceptability of surveillance in different locations

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

CCTV surveillance is perceived as clearly more acceptable than geolocation surveillance for the purposes of fighting crime in all the events and locations investigated.¹⁶ Acceptance rates for CCTV are typically 35% to 90% higher than those for geolocation surveillance, with no significant differences between female and male responses.

Both types of surveillance are least accepted in the workplace (14%). The highest acceptance of surveillance by CCTV is in clinics and hospitals (92%), city centres (87%) and urban spaces in general (81%), with geolocation surveillance in clinics and hospitals also seen as acceptable by a majority of respondents (63%). A possible explanation for this rather surprising result could be that such acceptance levels of surveillance in clinics and hospitals may be related to high levels of trust in the care provided by these institutions, or to an increased perceived vulnerability in these locations that requires higher levels of protection through surveillance. Acceptance levels for CCTV in airports and private companies are also rather high (69-71%), which in itself is unsurprising, but CCTV surveillance in specific areas with increased crime rates is much less acceptable (36%). This may be due to respondents having become accustomed to surveillance in city centres and urban areas.

¹⁶ With the exception of workplace surveillance where the acceptance rates for CCTV and geolocation surveillance are equally low.

8. Economic costs of surveillance

Some respondents (16.9%) believed that the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in their country is “just right”; however, 37.5% indicated that, in their opinion, there was too little or far too little money allocated, whilst only 13% believed it was too much or far too much, with no gender-related differences. But overall almost two out of every five 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. Only a small number of respondents (16%) indicated they would be willing to do so whilst more than half (57.3%) replied that they would not. However, the comparatively low number of respondents to this question (n=75) only allows very cautious interpretations of these results.

Table 12
Beliefs about money allocated to surveillance

	Total	Female	Male
far too little	10.0%	10.8%	9.2%
too little	27.5%	30.4%	24.5%
just right	12.0%	6.9%	17.3%
too much	10.0%	6.9%	13.3%
far too much	3.0%	2.9%	3.1%
I don't know	37.0%	41.2%	32.7%
No answer	0.5%	1.0%	0.0%

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

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

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

	Total	Female	Male
Yes	16.0%	9.5%	24.2%
No	57.3%	61.9%	51.5%
I don't know	22.7%	23.8%	21.2%
No answer	4.0%	4.8%	3.0%

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

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

9. Social costs of surveillance

9.1 Attitudes towards surveillance

There are very few gender differences in the attitudes and perceptions of respondents towards surveillance (“social costs”): Female respondents perceive the risk of surveillance limiting a citizen’s right of expression, free speech and communication to be stronger than male respondents, but they also see surveillance as something to play with more than males.

Generally, protection of the community rather than protection to the individual citizen was perceived as the main social benefit of surveillance. But the risks associated with surveillance seemed to be more keenly felt. The highest perceived risks are that information gathered through surveillance is intentionally misused or misinterpreted, followed by the risk of privacy invasion. The risks that surveillance may violate citizens' right to control whether information about them is used, or that surveillance may cause discrimination and stigma 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	3.91	1.880	3.92	1.899	3.90	1.873
Q8.1.2	Surveillance provides protection of the community	4.16	1.793	4.23	1.834	4.10	1.757
Q8.1.3	Surveillance can be a source of personal excitement	5.91	1.607	5.99	1.485	5.83	1.721
Q8.1.4	Surveillance can be something to play with	3.43	2.649	3.93	2.660	2.92*	2.554
Q8.1.5	Surveillance may cause discrimination towards specific groups of society	5.61	1.864	5.78	1.604	5.43	2.092
Q8.1.6	Surveillance may be a source of stigma	5.57	1.639	5.54	1.615	5.61	1.669
Q8.1.7	Surveillance may violate a person's privacy	6.04	1.697	6.14	1.652	5.93	1.746
Q8.1.8	Surveillance may violate citizens' right to control whether information about them is used	5.71	1.822	5.87	1.661	5.56	1.968
Q8.1.9	There is a potential that information gathered via surveillance could be intentionally misused	6.41	1.149	6.37	1.121	6.44	1.184
Q8.1.10	There is a potential that information gathered via surveillance could be misinterpreted	6.29	1.159	6.21	1.237	6.37	1.072

Q8.1.11	Surveillance may limit a citizen's right of expression and free speech	5.49	1.910	5.85	1.576	5.13*	2.146
Q8.1.12	Surveillance may limit a citizen's right of communication	5.18	2.014	5.54	1.739	4.83*	2.200
Q8.1.13	Surveillance may limit a citizen's right of information	5.06	2.017	5.19	1.841	4.94	2.176

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

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

9.2 Behavioural changes resulting from surveillance

Rather few respondents have made changes to their behaviour as a result of being aware of surveillance. The only change in behaviour that was undertaken by a slight majority of respondents was to stop exchanging their personal data for discounts or vouchers, but only a minority of respondents have taken more proactive moves such as restricting their activities, avoiding surveilled locations or taking defensive measures. In the case of taking defensive measures, it appears that male respondents are more active, or less inactive, than female respondents in adapting their behaviour.

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	3.01	2.188	2.86	2.203	3.14	2.176
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.74	2.088	2.49	1.924	2.98	2.214
Q8.2.3	I have taken defensive measures (hiding face, faking data, incapacitating surveillance device)	2.21	1.841	1.90	1.560	2.49*	2.030
Q8.2.4	I have made fun of it	2.17	1.760	1.99	1.654	2.33	1.848
Q8.2.5	I have filed a complaint with the respective authorities	1.78	1.568	1.80	1.487	1.76	1.649
Q8.2.6	I have informed the media	1.54	1.220	1.52	1.167	1.56	1.277
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.65	1.383	1.73	1.524	1.58	1.245
Q8.2.8	have kept myself informed about technical possibilities to protect my personal data	3.88	2.326	3.54	2.431	4.17	2.201

Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.12	2.450	3.91	2.542	4.32	2.353
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Q8.2: To what extent has your awareness of surveillance changed your personal behaviour? Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views. (1=disagree; 7=agree)

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

9.3 Perceived social benefits and social costs: Relationships

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

- Surveillance bearing the risk of misuse and misinterpretation;
- whether surveillance limits the rights of free speech, communication and information;
- and surveillance potentially bearing the risk of discrimination and being a source of stigma (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, though mostly weak, relationship between the perceived social benefits of individual and community protection and the perceived usefulness and effectiveness of most types of surveillance measures investigated in this study (see table A20 in Appendix A). This relationship is most visible for CCTV and least for surveillance of financial transactions.

There are some moderate to strong links between changes in different behaviours as a result of awareness of surveillance. The strongest connections are between filing a complaint with the respective authorities and informing the media, between avoiding locations where surveillance is suspected to take place and taking defensive measures, and between avoiding locations and restricting activities (see Table A18 in Appendix A). These can be seen to represent certain "strategies" of protection against surveillance, with the latter being largely described as the "chilling effect" of surveillance, but it needs to be kept in mind that few respondents have acted in this way (see Table 15 above). The one change of personal behaviour most often indicated by respondents - not accepting discounts/vouchers in exchange for personal data – is only weakly related to the other forms of behavioural changes (see Table 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 and violation of privacy – show only very weak relationships with not accepting vouchers in exchange for personal data, and no relationship with other behavioural measures that could, perhaps, be expected in such case (e.g., filing complaints with the responsible authorities).

10. Surveillance and the role of age

Generally, interpreting differences between age groups has to be approached with caution due to the small number of respondents in some of the age groups. However, there can be identified some significant differences between

age groups (or lack thereof) and patterns in the distribution of answers which reveal interesting, though not entirely surprising, aspects.

Respondents of all ages show a rather similar level of knowledge of different types of surveillance. Only in the case of surveillance of financial information, such as the tracking of debit or credit card transactions, there is a significant difference with the 55-64 years age group showing a significantly lower knowledge than all other age groups (see table A1 in Appendix A). Regarding the reasons for the setting up of surveillance, there are no significantly different responses between age groups (see table A2 in Appendix A), nor are there any significant age-related differences in the respondent's beliefs about the economic costs of surveillance (see table A14 in Appendix A).

Regarding the situational awareness of surveillance, there are also only very few significant differences between age groups. Respondents aged 25-34 believe more than all others that surveillance using databases containing personal information rarely happens, whilst for surveillance of financial transactions and geolocation surveillance it is the 65+ respondents who show the largest proportion of answers indicating that they, actually, "don't know" whether or not these types of surveillance are taking place in the country where they live (see table A13 in Appendix A). However, there are again no statistically significant differences related to the respondents' ages in their perceptions of usefulness and effectiveness of the different types of surveillance (see tables A4 and A5 in Appendix A).

There are also no significant differences between age groups in their feelings of security, or insecurity, in the presence of surveillance measures. Only in feelings regarding control over the processing of personal information gathered via government agencies or private companies, younger respondents, in particular those aged 18-24, feel more in control than older respondents, and these youngest respondents also feel significantly less mistrust that private companies protect their personal information (see table A7 in Appendix A). But when being asked how happy or unhappy they feel about the different types of surveillance, and about surveillance taking place without people knowing about it, respondents of all ages show very similar responses (see table A8 in Appendix A).

Regarding the impact of surveillance on privacy, younger respondents, here in particular those aged 25-34, find CCTV, surveillance of online social networks, and geolocation surveillance to have a significantly stronger impact on their privacy than those aged 65+. However, there are no age-related differences in their perceptions of privacy impacts caused by surveillance using databases containing personal information and surveillance of financial transactions (see table A10 in Appendix A). Accepting financial compensation in exchange for more invasion of privacy through surveillance is not an option for a majority of respondents, also independent of their age (table A11 in Appendix A).

There are no age differences in the perceived social costs, and benefits, of surveillance (see A16a in Appendix A); the only statistically significant difference found in the behavioural changes of respondents due to surveillance is those aged 18-24 indicating that they have kept themselves informed about technical possibilities to protect their personal data more than those aged 55+ (see table A16b in Appendix A).

It is not completely surprising that younger citizens who have grown up with new technologies experience exhibit some more surveillance technology-related knowledge, awareness of the presence of surveillance different types of surveillance, and critical attitudes towards the privacy impact of such surveillance measures. A certain confidence to be more in control over personal data (or perceive less lack of control) than older respondents may, accordingly, be related to age-related beliefs about one's technical ability to do so, whilst differences in feelings of trust (or mistrust) may be related to some life experience. At the same time though, there are no statistically significant differences between age groups when it comes to feelings of security, the perceptions of risks ("social costs"), and

the actual adaptations of behaviour to mitigate the risks perceived through surveillance measures¹⁷. Therefore, feelings such as security (or insecurity) due to the presence of surveillance and generally being happy (or unhappy) with surveillance cannot be easily connected with age-related attitudes that may be based on knowledge and awareness of surveillance.

11. Conclusion

Overall, the Slovenian respondents felt more insecure than secure in the presence of surveillance, and they 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 Slovenian respondents also feel more unhappy than happy with the different types of surveillance investigated, and they feel most unhappy about surveillance taking place without them knowing about it.

Analyses also indicate that whilst feeling happy or unhappy with surveillance is only weakly related to feeling more secure or insecure in the presence of surveillance, an increased belief in the 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.

¹⁷ With the aforementioned exception of the youngest respondents' keeping themselves updated about technical possibilities to protect their personal data.

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

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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

		Answer = YES						
	Total	18-24	25-34	35-44	45-54	55-64	65+	
Q1_1	Biometric data , e.g. analysis of fingerprints, palm prints, facial or body features	68.5%	78.9%	68.6%	74.3%	73.0%	55.9%	65.0%
Q1_2	"Suspicious" behaviour , e.g. automated detection of raised voices, facial or body features	31.5%	47.4%	34.3%	37.1%	29.7%	26.5%	22.5%
Q1_3	Data and traffic on the internet , e.g. Deep Packet/Content inspection	48.0%	68.4%	45.7%	54.3%	59.5%	29.4%	40.0%
Q1_4	Databases containing personal information, e.g. searching state pension databases, or customer databases of private companies	63.5%	68.4%	71.4%	62.9%	62.2%	61.8%	57.5%
Q1_5	Online communication , e.g. social network analysis, monitoring of chat rooms or forums	79.5%	94.7%	82.9%	88.6%	64.9%	79.4%	75.0%
Q1_6	Telecommunication , e.g. monitoring of phone calls or SMS	88.5%	100.0%	88.6%	82.9%	91.9%	85.3%	87.5%
Q1_7	Electronic tagging / Radio Frequency Identification (RFID) , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	41.0%	36.8%	37.1%	51.4%	48.6%	29.4%	40.0%
Q1_8	Global Positioning Systems (GPS) , e.g. tracking geolocation of cars or mobile phones	76.0%	84.2%	77.1%	82.9%	83.8%	64.7%	67.5%
Q1_9	CCTV cameras , e.g. in public places, airports or supermarkets	77.5%	84.2%	74.3%	74.3%	78.4%	76.5%	80.0%
Q1_10	Financial information , e.g. tracking of debit/credit card transactions	81.0%	89.5%	85.7%	88.6%	83.8%	64.7%*	77.5%

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

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

Table A2: Known reasons for surveillance by age group

		Answer = YES						
	Total	18-24	25-34	35-44	45-54	55-64	65+	
Q2_1	The reduction of crime	65.0%	78.9%	77.1%	74.3%	75.7%	47.1%	45.0%
Q2_2	The detection of crime	79.0%	100.0%	80.0%	77.1%	78.4%	85.3%	65.0%
Q2_3	The prosecution of crime	76.0%	94.7%	77.1%	82.9%	78.4%	70.6%	62.5%
Q2_4	Control of border-crossings	74.5%	78.9%	91.4%	74.3%	67.6%	79.4%	60.0%
Q2_5	Control of crowds	48.5%	68.4%	65.7%	54.3%	43.2%	44.1%	27.5%
Q2_6	Other	14.5%	15.8%	17.1%	20.0%	16.2%	11.8%	7.5%
Q2_7	I don't know of any reasons.	2.0%	5.3%	0.0%	5.7%	2.7%	0.0%	0.0%

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

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

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

Usefulness for **REDUCTION** of crime

			CCTV	database	SNS	financialT	geolocat.
			Q3.1_1	Q3.1_2	Q3.1_3	Q3.1_4	Q3.1_5
REDUCTION	CCTV	Q3.1_1	1.000	0.381	0.350	0.308	0.445
	database	Q3.1_2	0.381	1.000	0.618	0.483	0.507
	SNS	Q3.1_3	0.350	0.618	1.000	0.300	0.500
	financT	Q3.1_4	0.308	0.483	0.300	1.000	0.461
	Geoloc.	Q3.1_5	0.445	0.507	0.500	0.461	1.000
DETECTION	CCTV	Q3.2_1	0.676	0.262	0.375	0.142	0.366
	database	Q3.2_2	0.490	0.655	0.598	0.342	0.420
	SNS	Q3.2_3	0.311	0.432	0.706	0.225	0.281
	financT	Q3.2_4	0.372	0.301	0.249	0.529	0.337
	Geoloc.	Q3.2_5	0.368	0.378	0.463	0.225	0.478
PROSECUTION	CCTV	Q3.3_1	0.599	0.300	0.367	0.166	0.408
	database	Q3.3_2	0.478	0.573	0.509	0.289	0.421
	SNS	Q3.3_3	0.337	0.438	0.721	0.209	0.357
	financT	Q3.3_4	0.328	0.347	0.313	0.488	0.274
	Geoloc.	Q3.3_5	0.507	0.281	0.340	0.235	0.467

Usefulness for **DETECTION** of crime

			CCTV	database	SNS	financialT	geolocat.
			Q3.2_1	Q3.2_2	Q3.2_3	Q3.2_4	Q3.2_5
DETECTION	CCTV	Q3.2_1	1.000	0.466	0.375	0.447	0.503
	database	Q3.2_2	0.466	1.000	0.572	0.524	0.534
	SNS	Q3.2_3	0.375	0.572	1.000	0.361	0.560
	financT	Q3.2_4	0.447	0.524	0.361	1.000	0.468
	Geoloc.	Q3.2_5	0.503	0.534	0.560	0.468	1.000
PROSECUTION	CCTV	Q3.3_1	0.603	0.385	0.314	0.344	0.459
	database	Q3.3_2	0.441	0.684	0.496	0.447	0.522
	SNS	Q3.3_3	0.367	0.496	0.703	0.357	0.533
	financT	Q3.3_4	0.277	0.428	0.322	0.682	0.384
	Geoloc.	Q3.3_5	0.465	0.439	0.290	0.437	0.612

Usefulness for **PROSECUTION** of crime

			CCTV	database	SNS	financialT	geolocat.
			Q3.3_1	Q3.3_2	Q3.3_3	Q3.3_4	Q3.3_5
PROSECUTION	CCTV	Q3.3_1	1.000	0.491	0.541	0.424	0.677
	database	Q3.3_2	0.491	1.000	0.601	0.502	0.577
	SNS	Q3.3_3	0.541	0.601	1.000	0.433	0.535
	financT	Q3.3_4	0.424	0.502	0.433	1.000	0.531
	Geoloc.	Q3.3_5	0.677	0.577	0.535	0.531	1.000

Table A4: Perceived effectiveness of surveillance by age group

Q5.1.1	Effectiveness (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	3.86	1.681	4.24	1.954	3.55	1.152	3.76	1.733
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.27	1.687	3.50	1.689	2.75	1.136	3.16	1.668
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.41	1.804	3.72	1.965	3.65	1.857	2.94	1.731
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.79	1.868	4.89	1.875	4.44	1.673	4.69	2.083
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.06	1.878	4.41	2.002	3.88	1.610	3.69	2.055
				45-54	55-64	65+			
Q5.1.1	Effectiveness (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD		
Q5.1.1_1	CCTV is an effective way to protect against crime	4.14	1.833	3.93	1.510	3.70	1.879		
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.46	1.788	3.41	1.547	3.41	2.105		
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.09	1.483	3.69	1.713	3.63	2.109		
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.34	1.893	5.15	1.698	5.24	1.895		
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.12	1.950	3.80	1.750	4.63	1.880		

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

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

Table A5: Perceived usefulness of surveillance by age group

		Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q3.1	the reduction of crime								
Q3.1_1	CCTV cameras	3.35	1.241	3.59	1.326	3.21	1.177	3.09	1.264
Q3.1_2	Surveillance using databases containing personal information	2.85	1.269	2.71	1.532	2.42	1.089	2.73	1.329
Q3.1_3	Surveillance of online social networking	2.91	1.305	3.06	1.436	3.03	1.337	2.65	1.346
Q3.1_4	Surveillance of financial transactions	3.87	1.280	3.69	1.493	3.56	1.460	3.74	1.214
Q3.1_5	Geolocation surveillance	3.33	1.334	3.31	1.448	3.29	1.382	3.15	1.374
Q3.2	the detection of crime								
Q3.2_1	CCTV cameras	3.70	1.212	3.94	1.088	3.74	1.125	3.42	1.370
Q3.2_2	Surveillance using databases containing personal information	3.13	1.271	3.31	1.250	2.91	1.146	3.03	1.468
Q3.2_3	Surveillance of online social networking	3.11	1.239	3.31	1.195	3.36	1.270	2.85	1.374
Q3.2_4	Surveillance of financial transactions	4.14	1.075	4.31	0.946	4.15	0.972	3.85	1.374
Q3.2_5	Geolocation surveillance	3.63	1.212	3.87	1.302	3.68	1.121	3.29	1.382
Q3.3	the prosecution of crime								
Q3.3_1	CCTV cameras	3.67	1.212	3.27	1.387	3.72	1.099	3.67	1.267
Q3.3_2	Surveillance using databases containing personal information	3.26	1.305	3.13	1.457	3.30	1.237	3.25	1.320
Q3.3_3	Surveillance of online social networking	3.20	1.366	2.71	1.541	3.30	1.403	3.25	1.368
Q3.3_4	Surveillance of financial transactions	4.12	1.102	3.81	1.223	4.15	1.105	4.03	1.185
Q3.3_5	Geolocation surveillance	3.84	1.140	3.94	1.088	3.97	1.167	3.79	1.317
		45-54		55-64		65+			
		Mean	STD	Mean	STD	Mean	STD		
Q3.1	the reduction of crime								
Q3.1_1	CCTV cameras	3.65	1.226	3.24	1.023	3.47	1.414		
Q3.1_2	Surveillance using databases containing personal information	3.25	1.368	3.04	0.922	2.90	1.319		
Q3.1_3	Surveillance of online social networking	3.16	1.322	2.69	1.105	2.96	1.338		
Q3.1_4	Surveillance of financial transactions	3.94	1.305	4.09	1.027	4.11	1.237		
Q3.1_5	Geolocation surveillance	3.48	1.228	3.27	1.230	3.45	1.457		
Q3.2	the detection of crime								
Q3.2_1	CCTV cameras	3.81	1.195	3.45	1.121	3.97	1.273		
Q3.2_2	Surveillance using databases containing personal information	3.40	1.248	3.07	1.120	3.16	1.369		
Q3.2_3	Surveillance of online social networking	2.94	1.076	3.14	1.177	3.18	1.307		
Q3.2_4	Surveillance of financial transactions	4.06	1.071	4.15	0.906	4.38	1.045		
Q3.2_5	Geolocation surveillance	3.83	1.108	3.45	1.121	3.77	1.257		

Q3.3 the prosecution of crime

Q3.3_1	CCTV cameras	3.97	1.149	3.24	1.091	3.91	1.259
Q3.3_2	Surveillance using databases containing personal information	3.52	1.313	3.07	1.033	3.22	1.539
Q3.3_3	Surveillance of online social networking	3.33	1.330	3.00	1.203	3.36	1.471
Q3.3_4	Surveillance of financial transactions	4.06	0.998	4.18	0.950	4.31	1.215
Q3.3_5	Geolocation surveillance	4.06	0.948	3.42	1.025	3.90	1.205

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

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

Table A6: Knowledge and perception of laws by age group

	Total		18-24		25-34		35-44	
	Mean	STD	Mean	STD	Mean	STD	Mean	STD
4.1 Knowledge about laws and regulations regarding the protection of personal data (1=I don't know anything; 5=I am very well informed)	2.49	1.022	2.53	0.964	2.49	0.951	2.69	1.301
4.2 Effectiveness of these laws (1= not effective at all; 5= very effective)	2.33	0.934	2.62	1.044	2.16	0.779	2.31	1.137

	45-54		55-64		65+	
	Mean	STD	Mean	STD	Mean	STD
4.1 Knowledge about laws and regulations regarding the protection of personal data (1=I don't know anything; 5=I am very well informed)	2.41	0.985	2.53	0.961	2.32	0.944
4.2 Effectiveness of these laws (1= not effective at all; 5= very effective)	2.48	0.890	2.44	0.821	2.16	0.954

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

Q4.2: How effective do you find these laws and regulations? (1=not effective at all, 5=very effective)

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

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

		Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
4.3	Security (1=very insecure; 5=very secure)								
	How secure does the presence of surveillance measures make you feel	2.57	1.062	2.88	1.088	2.42	0.792	2.29	1.031
4.4	Control (1= no control; 7=full control)								
4.4.1	Control over processing of personal information gathered via government agencies	1.53	0.848	2.06 ^A	0.827	1.79 ^B	0.978	1.44	0.824
4.4.2	Control over processing of personal information gathered via private companies	1.75	0.998	2.53 ^{ABC}	1.068	2.09	1.071	1.74	1.053
4.5	Trust (1=no trust; 7=complete trust)								
4.5.1	Trust into government that they protect personal information	2.28	1.118	2.67	1.085	2.32	1.065	2.26	1.214
4.5.2	Trust into private companies that they protect personal information	1.73	0.954	2.31 ^A	1.250	1.94	0.998	1.68	1.065
		45-54		55-64		65+			
		Mean	STD	Mean	STD	Mean	STD		
4.3	Security (1=very insecure; 5=very secure)								
	How secure does the presence of surveillance measures make you feel	2.46	0.960	2.97	1.092	2.58	1.300		
4.4	Control (1= no control; 7=full control)								
4.4.1	Control over processing of personal information gathered via government agencies	1.48	0.906	1.55	0.905	1.16 ^{AB}	0.370		
4.4.2	Control over processing of personal information gathered via private companies	1.56 ^A	0.894	1.42 ^B	0.663	1.56 ^C	0.969		
4.5	Trust (1=no trust; 7=complete trust)								
4.5.1	Trust into government that they protect personal information	2.14	1.033	2.44	1.133	2.08	1.156		
4.5.2	Trust into private companies that they protect personal information	1.77	0.770	1.56	0.840	1.43 ^A	0.801		

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

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

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

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

Table A8: Happiness with surveillance by age group

		Total		18-24		25-34		35-44	
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	3.09	0.869	2.94	0.639	3.28	0.960	3.12	0.976
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.43	1.011	3.31	1.195	3.47	0.973	3.67	1.051
5.3_3	Feel happy/unhappy about surveillance using databases	3.55	0.927	3.35	0.996	3.53	0.900	3.53	0.950
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.13	1.065	3.17	1.043	3.13	1.157	3.21	1.193
5.3_5	Feel happy/unhappy about geolocation surveillance	3.47	0.937	3.75	1.065	3.30	0.877	3.34	1.096
5.4	Feel happy/unhappy about surveillance taking place without noticing	3.70	1.190	3.84	1.259	3.68	1.319	3.91	1.164

		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	3.23	0.717	3.00	0.802	2.94	0.968
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.52	0.893	3.41	0.971	3.11	1.031
5.3_3	Feel happy/unhappy about surveillance using databases	3.48	0.935	3.83	0.889	3.52	0.939
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.23	1.006	2.94	0.929	3.11	1.078
5.3_5	Feel happy/unhappy about geolocation surveillance	3.66	0.769	3.48	0.911	3.45	0.925
5.4	Feel happy/unhappy about surveillance taking place without noticing	3.64	1.222	3.76	1.208	3.47	1.033

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

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

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

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

			HAPPINESS with surveillance					Feeling of SECURITY
			CCTV	Database	SNS	FinancT	Geoloc.	
			Q5.3_1	Q5.3_3	Q5.3_2	Q5.3_4	Q5.3_5	
Usefulness for REDUCTION of crime	CCTV	Q3.1_1	-0.420	-0.170	-0.245	-0.093	-0.194	0.2
	database	Q3.1_2	-0.063	-0.227	-0.269	-0.042	-0.218	0.31
	SNS	Q3.1_3	-0.055	-0.311	-0.237	0.016	-0.221	0.297
	financialT	Q3.1_4	-0.244	-0.073	-0.096	-0.263	-0.256	0.185
	geolocat.	Q3.1_5	-0.131	-0.130	-0.207	-0.083	-0.343	0.249
Usefulness for DETECTION of crime	CCTV	Q3.2_1	-0.377	-0.220	-0.315	-0.026	-0.312	0.274
	database	Q3.2_2	-0.152	-0.212	-0.297	-0.090	-0.232	0.332
	SNS	Q3.2_3	-0.159	-0.429	-0.311	-0.086	-0.317	0.341
	financialT	Q3.2_4	-0.254	-0.253	-0.242	-0.329	-0.351	0.287
	geolocat.	Q3.2_5	-0.206	-0.247	-0.351	-0.140	-0.384	0.326
Usefulness for PROSECUTION of crime	CCTV	Q3.3_1	-0.236	-0.049	-0.143	0.084	-0.200	0.25
	database	Q3.3_2	-0.246	-0.203	-0.311	-0.044	-0.344	0.163
	SNS	Q3.3_3	-0.195	-0.367	-0.279	-0.024	-0.367	0.235
	financialT	Q3.3_4	-0.154	-0.118	-0.136	-0.249	-0.276	0.157
	geolocat.	Q3.3_5	-0.216	-0.075	-0.237	-0.070	-0.298	0.157

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	3.83	2.055	3.71	1.993	4.5 ^A	1.856	3.97	2.054
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.39	2.041	5	1.879	4.77	1.647	4.76	2.122
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.48	2.186	4.61	2.227	5.26 ^A	1.825	5.06 ^B	2.135
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.01	2.148	3.89	1.53	4.53	2.14	4.24	2.463
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.44	2.09	4.94 ^A	2.071	5.29 ^B	1.792	4.41	2.271

5.1.2	Privacy (1=disagree; 7=agree)	45-54		55-64		65+	
		Mean	STD	Mean	STD	Mean	STD
5.1.2_1	CCTV has a negative impact on one's privacy	4.25	2.116	3.71	1.901	2.82 ^A	2.068
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.58	2.048	4.22	2.044	3.37 ^{AB}	2.102
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.74	2.119	3.93	2.103	3.20	2.188
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.00	1.971	3.53	2.135	3.83	2.307
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.83 ^C	1.905	4.18	2.098	3.19 ^{ABC}	1.857

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

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

Table A11: Financial privacy trade-off by age group

		Total	ANSWER = YES					
			18-24	25-34	35-44	45-54	55-64	65+
5.1.3								
5.1.3_1	Surveillance via CCTV cameras	6.1%	6.7%	7.1%	4.0%	4.0%	5.3%	10.0%
5.1.3_2	Surveillance of online social networks	7.6%	6.7%	17.9%	8.0%	4.0%	0.0%	5.0%
5.1.3_3	Surveillance utilising databases containing personal information	5.3%	13.3%	7.1%	4.0%	4.0%	0.0%	5.0%
5.1.3_4	Surveillance of financial transactions	5.3%	0.0%	10.7%	4.0%	4.0%	0.0%	10.0%
5.1.3_5	Geolocation surveillance	6.1%	6.7%	10.7%	4.0%	4.0%	5.3%	5.0%

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

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

Table A12: Awareness of CCTV by age group

Q5.2.1	Which of the following best describes you?	Total	ANSWER = YES					
			18-24	25-34	35-44	45-54	55-64	65+
	I never notice CCTV cameras.	11.0%	10.5%	5.7%	11.4%	16.2%	11.8%	10.0%
	I rarely notice CCTV cameras.	23.0%	10.5%	25.7%	20.0%	10.8%	32.4%	32.5%
	I sometimes notice CCTV cameras.	35.0%	31.6%	34.3%	28.6%	35.1%	38.2%	40.0%
	I often notice CCTV cameras.	24.5%	47.4%	22.9%	28.6%	29.7%	17.6%	12.5%
	I always notice CCTV cameras.	4.0%	0.0%	8.6%	11.4%*	0.0%	0.0%	2.5%
	I don't know / No answer	2.5%	0.0%	2.9%	0.0%	8.1%	0.0%	2.5%

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

In your opinion, how often do the following types of surveillance take place in the country where you live?		Total	18-24	25-34	35-44	45-54	55-64	65+
Q5.2.2	Surveillance via CCTV cameras							
Q5.2.2_1	Never happens	1.0%	0.0%	0.0%	2.9%	0.0%	2.9%	0.0%
	Rarely happens	7.0%	5.3%	5.7%	8.6%	8.1%	5.9%	7.5%
	Sometimes happens	24.0%	26.3%	20.0%	25.7%	24.3%	17.6%	30.0%
	Often happens	38.5%	36.8%	31.4%	34.3%	51.4%	50.0%	27.5%
	Happens all the time	15.5%	26.3%	22.9%	22.9%	8.1%	8.8%	10.0%
	I don't know	12.0%	5.3%	20.0%	2.9%	8.1%	11.8%	20.0%
	Not answered	2.0%	0.0%	0.0%	2.9%	0.0%	2.9%	5.0%
Q5.2.2_2	Surveillance of online social networks							
	Never happens	0.5%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
	Rarely happens	12.5%	15.8%	14.3%	11.4%	16.2%	8.8%	10.0%
	Sometimes happens	27.0%	21.1%	25.7%	28.6%	18.9%	38.2%	27.5%
	Often happens	24.5%	26.3%	20.0%	37.1%	29.7%	20.6%	15.0%
	Happens all the time	7.5%	10.5%	11.4%	2.9%	13.5%	2.9%	5.0%
	I don't know	27.0%	26.3%	28.6%	17.1%	21.6%	26.5%	40.0%
	Not answered	1.0%	0.0%	0.0%	0.0%	0.0%	2.9%	2.5%
Q5.2.2_3	Surveillance utilising databases containing personal information							
	Never happens	0.5%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
	Rarely happens	10.5%	10.5%	22.9%*	5.7%	8.1%	8.8%	7.5%
	Sometimes happens	23.0%	26.3%	14.3%	28.6%	21.6%	29.4%	20.0%
	Often happens	29.5%	31.6%	20.0%	37.1%	29.7%	32.4%	27.5%
	Happens all the time	9.0%	5.3%	11.4%	8.6%	16.2%	2.9%	7.5%
	I don't know	25.5%	26.3%	28.6%	14.3%	24.3%	23.5%	35.0%
	Not answered	2.0%	0.0%	2.9%	2.9%	0.0%	2.9%	2.5%
Q5.2.2_4	Surveillance of financial transactions							
	Never happens	0.5%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
	Rarely happens	11.5%	21.1%	14.3%	8.6%	13.5%	2.9%	12.5%
	Sometimes happens	20.5%	26.3%	20.0%	20.0%	16.2%	35.3%	10.0%
	Often happens	28.5%	31.6%	14.3%	31.4%	35.1%	35.3%	25.0%
	Happens all the time	15.0%	5.3%	25.7%	22.9%	13.5%	11.8%	7.5%
	I don't know	23.0%	15.8%	22.9%	14.3%	21.6%	14.7%	42.5%*
	Not answered	1.0%	0.0%	2.9%	0.0%	0.0%	0.0%	2.5%
Q5.2.2_5	Geolocation surveillance							
	Never happens	1.0%	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%
	Rarely happens	16.5%	31.6%	20.0%	17.1%	8.1%	23.5%	7.5%
	Sometimes happens	30.5%	26.3%	25.7%	31.4%	40.5%	29.4%	27.5%
	Often happens	16.0%	10.5%	14.3%	22.9%	21.6%	17.6%	7.5%
	Happens all the time	9.0%	10.5%	8.6%	11.4%	10.8%	5.9%	7.5%
	I don't know	26.0%	21.1%	31.4%	11.4%	18.9%	23.5%	45.0%*
	Not answered	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%

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

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

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

Q6.2	Total	18-24	25-34	35-44	45-54	55-64	65+
far too little	10.0%	15.8%	14.3%	11.4%	8.1%	5.9%	7.5%
too little	27.5%	26.3%	25.7%	28.6%	29.7%	32.4%	22.5%
just right	12.0%	10.5%	20.0%	8.6%	5.4%	11.8%	15.0%
too much	10.0%	5.3%	8.6%	11.4%	10.8%	8.8%	12.5%
far too much	3.0%	5.3%	2.9%	8.6%	2.7%	0.0%	0.0%
I don't know	37.0%	36.8%	28.6%	31.4%	43.2%	38.2%	42.5%
No answer	0.5%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%

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

Q6.2.1	Total	18-24	25-34	35-44	45-54	55-64	65+
Yes	16.0%	37.5%	0.0%	21.4%	0.0%	23.1%	25.0%
No	57.3%	50.0%	71.4%	64.3%	64.3%	46.2%	41.7%
I don't know	22.7%	12.5%	28.6%	14.3%	21.4%	30.8%	25.0%
No answer	4.0%	0.0%	0.0%	0.0%	14.3%	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 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 (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	3.91	1.880	3.83	1.823	4.50	1.814	3.74	1.781
Q8.1.2	Surveillance provides protection of the community	4.16	1.793	4.56	1.790	4.52	1.603	4.15	1.690
Q8.1.3	Surveillance can be a source of personal excitement	5.91	1.607	6.17	1.043	6.06	1.197	5.53	1.926
Q8.1.4	Surveillance can be something to play with	3.43	2.649	2.59	2.575	3.47	2.620	3.44	2.608
Q8.1.5	Surveillance may cause discrimination	5.61	1.864	4.76	2.078	5.36	1.884	5.30	2.069
Q8.1.6	Surveillance may be a source of stigma	5.57	1.639	5.40	1.805	5.29	1.488	5.58	1.621
Q8.1.7	Surveillance may violate a person's privacy	6.04	1.697	6.00	1.782	5.91	1.505	6.12	1.754
Q8.1.8	Violation of citizens' right to control of information use	5.71	1.822	5.35	2.120	5.52	2.002	5.94	1.645
Q8.1.9	Potential that information could be intentionally misused	6.41	1.149	6.22	1.166	6.24	1.327	6.29	1.292
Q8.1.10	Potential that information could be misinterpreted	6.29	1.159	6.11	1.132	6.24	1.103	6.15	1.306
Q8.1.11	Limiting a citizen's right of expression and free speech	5.49	1.910	5.18	1.944	5.39	1.731	5.62	1.891
Q8.1.12	Surveillance may limit a citizen's right of communication	5.18	2.014	4.29	2.312	5.00	2.048	5.52	1.805
Q8.1.13	Surveillance may limit a citizen's right of information	5.06	2.017	4.59	1.906	4.84	1.809	5.15	1.986

Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	45-54		55-64		65+	
		Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	4.09	2.094	3.59	1.739	3.71	1.964
Q8.1.2	Surveillance provides protection of the community	4.19	1.997	4.09	1.809	3.69	1.833
Q8.1.3	Surveillance can be a source of personal excitement	5.97	1.671	6.09	1.329	5.78	1.974
Q8.1.4	Surveillance can be something to play with	3.94	2.839	3.10	2.596	3.59	2.676
Q8.1.5	Surveillance may cause discrimination	6.33	1.394	5.79	1.591	5.61	2.032

Q8.1.6	Surveillance may be a source of stigma	6.00	1.393	5.42	1.747	5.63	1.884
Q8.1.7	Surveillance may violate a person's privacy	6.60	0.914	5.74	1.974	5.85	1.994
Q8.1.8	Violation of citizens' right to control of information use	5.88	1.495	5.70	1.912	5.74	1.928
Q8.1.9	Potential that information could be intentionally misused	6.63	0.843	6.44	1.190	6.51	1.073
Q8.1.10	Potential that information could be misinterpreted	6.40	1.168	6.27	1.126	6.46	1.144
Q8.1.11	Limiting a citizen's right of expression and free speech	5.83	1.844	5.22	2.151	5.53	1.969
Q8.1.12	Surveillance may limit a citizen's right of communication	5.79	1.883	4.94	2.015	5.09	2.049
Q8.1.13	Surveillance may limit a citizen's right of information	5.64	1.915	4.88	2.171	4.97	2.236

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

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

Table A16b: Social costs by age group – Behavioural changes

Q8.2	Changes of personal behaviour (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q8.2.1	I have restricted my activities or the way I behave	3.01	2.188	1.78	1.003	3.09	2.220	3.50	2.229
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.74	2.088	2.11	1.491	2.50	1.967	3.00	2.358
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	2.21	1.841	2.50	1.724	2.35	1.959	2.55	2.127
Q8.2.4	I have made fun of it	2.17	1.760	2.29	1.929	2.33	1.826	2.21	1.781
Q8.2.5	I have filed a complaint with the respective authorities	1.78	1.568	1.53	0.800	1.75	1.524	2.00	1.966
Q8.2.6	I have informed the media	1.54	1.220	1.53	1.231	1.42	0.958	1.35	0.915
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.65	1.383	1.50	1.339	1.84	1.648	1.87	1.565
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	3.88	2.326	5.06 ^{AB}	1.731	3.88	2.176	4.45	2.420

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	4.12	2.450	4.44	2.279	3.97	2.389	4.31	2.429
Q8.2.1	I have restricted my activities or the way I behave	3.57	2.266	2.77	2.171	2.74	2.305		
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.94	2.103	2.90	2.006	2.72	2.275		
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	2.15	1.811	1.85	1.541	1.97	1.794		
Q8.2.4	I have made fun of it	2.53	1.911	2.31	2.055	1.44	0.927		
Q8.2.5	I have filed a complaint with the respective authorities	2.19	1.891	1.54	1.303	1.50	1.280		
Q8.2.6	I have informed the media	1.77	1.383	1.56	1.368	1.63	1.431		
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.61	1.116	1.46	1.261	1.53	1.319		
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	4.43	2.404	3.03 ^A	2.079	2.81 ^B	2.264		
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.60	2.131	3.30	2.493	4.14	2.800		

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

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

Table A17: Correlations – Social costs (perceptions)

Social costs I (perceptions)		Protection of individual citizen	Protection of community	Source of excitement	Something to play with	Cause of discrimination	Source of stigma	Violates privacy	Violates right to control data	Potential misuse	Potential mis-interpretation	Limits right of free speech	Limits right of communication	Limits right of information
		Q8.1_1	Q8.1_2	Q8.1_3	Q8.1_4	Q8.1_5	Q8.1_6	Q8.1_7	Q8.1_8	Q8.1_9	Q8.1_10	Q8.1_11	Q8.1_12	Q8.1_13
Protection individual citizen	Q8.1_1	1.000												
Protection of community	Q8.1_2	0.656	1.000											
Source of excitement	Q8.1_3	-0.051	-0.020	1.000										
Something to play with	Q8.1_4	0.159	0.027	0.142	1.000									
Cause of discrimination	Q8.1_5	0.014	-0.016	0.272	0.148	1.000								
Source of stigma	Q8.1_6	-0.021	0.002	0.230	0.088	0.545	1.000							
Violates privacy	Q8.1_7	-0.061	0.010	0.282	0.204	0.476	0.371	1.000						
Violates right of control data	Q8.1_8	-0.094	-0.012	0.267	0.164	0.463	0.363	0.505	1.000					
Potential misuse	Q8.1_9	-0.043	0.013	0.372	0.082	0.460	0.436	0.360	0.449	1.000				
Potential mis-interpretation	Q8.1_10	0.022	0.013	0.392	0.144	0.424	0.414	0.306	0.422	0.693	1.000			
Limits right of free speech	Q8.1_11	-0.141	-0.164	0.226	0.235	0.473	0.360	0.241	0.334	0.257	0.283	1.000		
Limits right of communication	Q8.1_12	-0.129	-0.190	0.178	0.206	0.507	0.483	0.326	0.492	0.389	0.300	0.621	1.000	
Limits right of information	Q8.1_13	-0.097	-0.141	0.218	0.273	0.441	0.427	0.304	0.414	0.395	0.270	0.568	0.674	1.000

Table A18: Correlations – Social costs (behaviour)

Social costs II (behaviour)		restrict- ed activities	avoided locations	defen- sive measures	made fun of it	filed com- plaint	in- formed the media	counter- sur- veillance	info about technical protection	stopped accepting vouchers
		Q8.2_1	Q8.2_2	Q8.2_3	Q8.2_4	Q8.2_5	Q8.2_6	Q8.2_7	Q8.2_8	Q8.2_9
restricted activities	Q8.2_1	1.000								
avoided locations	Q8.2_2	0.599	1.000							
defensive measures	Q8.2_3	0.517	0.558	1.000						
made fun of it	Q8.2_4	0.357	0.239	0.353	1.000					
filed complaint	Q8.2_5	0.460	0.435	0.520	0.279	1.000				
informed the media	Q8.2_6	0.353	0.372	0.381	0.259	0.579	1.000			
counter-surveillance	Q8.2_7	0.348	0.422	0.348	0.189	0.458	0.386	1.000		
info about technical protection	Q8.2_8	0.446	0.298	0.403	0.299	0.308	0.163	0.228	1.000	
stopped accepting vouchers	Q8.2_9	0.319	0.324	0.319	0.148	0.178	0.018	0.136	0.262	1.000

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

Social costs III (perceptions vs behaviour)		restrict- ed activities	avoided locations	defen- sive measures	made fun of it	filed com- plaint	in- formed the media	counter- sur- veillance	info about technical protection	stopped accepting vouchers
		Q8.2_1	Q8.2_2	Q8.2_3	Q8.2_4	Q8.2_5	Q8.2_6	Q8.2_7	Q8.2_8	Q8.2_9
Protection of individual citizen	Q8.1_1	-0.122	-0.166	-0.161	-0.050	0.030	0.145	0.004	-0.009	-0.235
Protection of community	Q8.1_2	-0.031	-0.110	-0.077	0.086	0.071	0.210	-0.086	0.189	-0.162
Source of excitement	Q8.1_3	0.137	0.111	0.157	0.134	0.066	0.059	0.034	0.191	0.160
Something to play with	Q8.1_4	0.091	0.053	-0.026	0.000	-0.009	0.027	0.088	0.005	0.036
Cause of discrimination	Q8.1_5	0.036	-0.058	-0.041	0.092	-0.055	0.017	-0.028	-0.010	0.146
Source of stigma	Q8.1_6	0.034	-0.047	-0.044	0.009	-0.021	-0.057	-0.071	0.093	0.181
Violates privacy	Q8.1_7	0.012	-0.126	-0.074	0.016	-0.169	-0.147	-0.195	-0.002	0.175
Violates right to control data	Q8.1_8	0.062	-0.045	0.036	0.037	0.025	0.033	-0.038	0.028	0.240
Potential misuse	Q8.1_9	-0.040	-0.104	-0.076	-0.109	-0.210	-0.060	-0.150	-0.059	0.106
Potential misinterpretation	Q8.1_10	0.041	-0.110	-0.006	0.055	0.017	-0.085	-0.102	0.039	0.138
Limits right of free speech	Q8.1_11	0.086	0.053	0.124	-0.028	0.015	-0.110	-0.012	-0.007	0.151
Limits right of communication	Q8.1_12	0.179	0.078	0.045	0.000	0.067	0.070	0.022	-0.006	0.134
Limits right of information	Q8.1_13	0.156	0.066	0.033	-0.010	0.093	0.112	0.070	-0.025	0.147

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

			individual citizen	community
			Q8.1_1	Q8.1_2
Usefulness for REDUCTION of crime	CCTV	Q3.1_1	0.414	0.341
	database	Q3.1_2	0.344	0.208
	SNS	Q3.1_3	0.395	0.285
	financialT	Q3.1_4	0.15	0.073
	geolocat.	Q3.1_5	0.344	0.269
Usefulness for DETECTION of crime	CCTV	Q3.2_1	0.36	0.35
	database	Q3.2_2	0.359	0.285
	SNS	Q3.2_3	0.301	0.246
	financialT	Q3.2_4	0.195	0.185
	geolocat.	Q3.2_5	0.227	0.226
Usefulness for PROSECUTION of crime	CCTV	Q3.3_1	0.418	0.307
	database	Q3.3_2	0.322	0.286
	SNS	Q3.3_3	0.3	0.233
	financialT	Q3.3_4	0.212	0.123
	geolocat.	Q3.3_5	0.318	0.248
EFFECTIVENESS	CCTV	Q5.1.1_1	0.385	0.393
	database	Q5.1.1_2	0.369	0.303
	SNS	Q5.1.1_3	0.323	0.286
	financialT	Q5.1.1_4	0.248	0.286
	geolocat.	Q5.1.1_5	0.339	0.28

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
		CTV	Databases	SNS	FinTrac	Geoloc.
Social costs (perceptions)						
Q8.1_1	Protection individual citizen	-0.059	-0.095	-0.046	-0.067	-0.132
Q8.1_2	Protection of community	-0.136	-0.104	-0.125	-0.121	-0.133
Q8.1_3	Source of excitement	0.144	0.099	0.076	0.126	0.049
Q8.1_4	Something to play with	0.077	-0.077	-0.008	-0.021	0.048
Q8.1_5	Cause of discrimination	0.128	0.217	0.163	0.194	0.149
Q8.1_6	Source of stigma	0.103	0.215	0.243	0.179	0.112
Q8.1_7	Violates privacy	0.072	0.241	0.165	0.222	0.122
Q8.1_8	Violates right of control data	0.039	0.211	0.141	0.151	0.144
Q8.1_9	Potential misuse	-0.032	0.089	0.125	0.107	0.111
Q8.1_10	Potential misinterpretation	0.004	0.170	0.135	0.165	0.103
Q8.1_11	Limits right of free speech	0.177	0.165	0.198	0.114	0.193
Q8.1_12	Limits right of communication	0.140	0.155	0.253	0.127	0.198
Q8.1_13	Limits right of information	0.226	0.213	0.218	0.181	0.283
Social costs (behaviour)						
Q8.2_1	restricted activities	0.145	0.115	0.144	0.048	0.167
Q8.2_2	avoided locations	0.162	0.111	0.133	0.089	0.211
Q8.2_3	defensive measures	0.149	0.220	0.186	0.137	0.206
Q8.2_4	made fun of it	0.048	0.130	0.023	0.002	0.116
Q8.2_5	filed complaint	0.200	0.058	0.082	0.025	0.136
Q8.2_6	informed the media	0.209	-0.016	-0.068	-0.023	0.109
Q8.2_7	counter-surveillance	0.050	-0.041	0.003	-0.037	0.027
Q8.2_8	info about technical protection	0.193	0.243	0.193	0.147	0.165
Q8.2_9	stopped accepting vouchers	0.118	0.262	0.246	0.149	0.277

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	0.604	0.302	0.168	0.182	0.339
		database	Q3.1_2	0.214	0.521	0.364	0.271	0.408
		SNS	Q3.1_3	0.328	0.440	0.644	0.196	0.415
		financT	Q3.1_4	0.109	0.253	0.101	0.442	0.294
		Geoloc.	Q3.1_5	0.325	0.419	0.379	0.328	0.547
	DETECTION	CCTV	Q3.2_1	0.566	0.305	0.310	0.234	0.374
		database	Q3.2_2	0.392	0.573	0.450	0.353	0.486
		SNS	Q3.2_3	0.350	0.442	0.649	0.194	0.411
		financT	Q3.2_4	0.240	0.347	0.317	0.518	0.391
		Geoloc.	Q3.2_5	0.390	0.480	0.530	0.358	0.619
	PROSECUTION	CCTV	Q3.3_1	0.429	0.303	0.267	0.119	0.393
		database	Q3.3_2	0.351	0.541	0.434	0.222	0.359
		SNS	Q3.3_3	0.333	0.397	0.648	0.147	0.357
		financT	Q3.3_4	0.265	0.240	0.280	0.445	0.334
		Geoloc.	Q3.3_5	0.459	0.376	0.319	0.269	0.561

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	-0.235	1.000				
	SNS	Q5.3_2	-0.301	0.390	1.000			
	Database	Q5.3_3	-0.258	0.494	0.642	1.000		
	FinancT	Q5.3_4	-0.153	0.327	0.381	0.494	1.000	
	Geoloc.	Q5.3_5	-0.312	0.520	0.550	0.651	0.505	1.000
Happiness about NOT KNOWING	Q5.4	-0.350	0.298	0.370	0.404	0.236	0.368	1.000

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

		NEGATIVE IMPACT on PRIVACY				
		CCTV	database	SNS	financialT	geolocat.
		Q5.1.2_1	Q5.1.2_2	Q5.1.2_3	Q5.1.2_4	Q5.1.2_5
Feeling of security	Q4.3	-0.136	-0.277	-0.286	-0.211	-0.228
Feeling of control I	Q4.4.1	0.023	-0.073	-0.029	-0.125	-0.106
Feeling of control II	Q4.4.2	0.001	0.037	-0.007	-0.037	0.04
Trust I	Q4.5.1	-0.143	-0.224	-0.226	-0.294	-0.223
Trust II	Q4.5.2	-0.021	-0.153	-0.125	-0.074	-0.034

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

		Knowledge of laws	Effectiveness of laws	Feeling of security	Feeling of control I	Feeling of control II	Trust I	Trust II
		Q4.1	Q4.2	Q4.3	Q4.4.1	Q4.4.2	Q4.5.1	Q4.5.2
Knowledge of laws	Q4.1	1.000						
Effectiveness of laws	Q4.2	0.366	1.000					
Feeling of security	Q4.3	0.240	0.504	1.000				
Feeling of control I	Q4.4.1	0.144	0.364	0.293	1.000			
Feeling of control II	Q4.4.2	0.006	0.195	0.293	0.449	1.000		
Trust I	Q4.5.1	0.084	0.394	0.504	0.389	0.179	1.000	
Trust II	Q4.5.2	0.025	0.244	0.282	0.330	0.306	0.452	1.000

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

		EFFECTIVENESS				
		CCTV	database	SNS	financialT	geolocat.
		Q5.1.1_1	Q5.1.1_2	Q5.1.1_3	Q5.1.1_4	Q5.1.1_5
Feeling of security	Q4.3	0.323	0.498	0.409	0.386	0.462
Feeling of control I	Q4.4.1	0.169	0.215	0.151	0.084	0.183
Feeling of control II	Q4.4.2	0.144	0.297	0.2	0.095	0.15
Trust I	Q4.5.1	0.26	0.237	0.095	0.222	0.234
Trust II	Q4.5.2	0.255	0.198	0.108	0.007	0.171

Appendix B – Questionnaire

Q0.1 Country of Residence

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

Q0.2 Age

years

Q0.3 Gender

1. Female

2. Male
3. Other

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Q5.2.1 Which of the following best describes you?

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

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

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

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

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

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

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

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

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

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

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

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

You may choose more than one option if applicable.

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

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

You may choose more than one option if applicable.

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

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

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

Q8.1.1 Surveillance provides protection for the individual citizen.

Q8.1.2 Surveillance provides protection of the community.

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

Q8.1.4 Surveillance can be something to play with.

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

Q8.1.6 Surveillance may be a source of stigma.

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

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

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

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

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

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

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

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

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

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

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

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

Q8.2.4 I have made fun of it.

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

Q8.2.6 I have informed the media.

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

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

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

Q9 Demographics

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

Q9.1 What is your highest level of education?

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

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

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

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

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

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

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

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

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