



Rules, Expectations & Security through
Privacy-Enhanced Convenient Technologies

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

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0. Executive Summary

This document presents the results for the Netherlands 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 the Netherlands 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 November 2013 and January 2014. The Dutch sample is based on the responses from 350 individuals who indicated the Netherlands 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 Dutch respondents' knowledge of different types of surveillance and surveillance technologies, with CCTV (94%) being the type most respondents have heard of and the surveillance of "suspicious" behaviour (38%) the least known. Most respondents also indicated that they know of a number of reasons for the setting up of surveillance, ranging between 91% for the detection of crime and 65% for the control of crowds. Most respondents think that surveillance is taking place in the country where they live, but three fifths of the respondents felt that they do not know about the economic costs of surveillance.

Most types of surveillance being investigated (CCTV, surveillance using databases containing personal information, surveillance of online social networks, surveillance of financial transactions, and geolocation surveillance) were perceived as more useful than not useful for the reduction, detection or prosecution of crime², with the highest mean score³ for CCTV (4.19) and the lowest for database surveillance (2.95). Surveillance was perceived as being most useful for the prosecution of crime and least useful for the reduction of crime. The results for perceived effectiveness of the different types of surveillance in protecting against crime follow the same pattern of results as for perceived usefulness of the same types of surveillance. Generally, though, the different types of surveillance are perceived as less effective in the protection against crime than they are deemed useful for the reduction, detection, and prosecution of crime, and different acceptance levels in different locations point at acceptance of surveillance rather being related to respondents having become accustomed to surveillance in city centres and urban areas.

A considerable number of Dutch respondents appear to have two distinct, and very different, reactions to surveillance. Some people feel secure in the presence of surveillance, but in others surveillance produces feelings of insecurity. Regarding the respondents' feelings about personal information gathered through surveillance, respondents feel generally a strong lack of control over processing of personal information gathered via surveillance, irrespective of whether it has been gathered by government agencies or by private companies. Additionally, there is a visible lack of trust in both private companies and government agencies being able to protect personal information gathered via surveillance, with more mistrust towards private companies than towards government agencies. Consequently, there may not only be a missing link between surveillance and feelings of

¹ The overall Dutch sample consists of 517 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 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.

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

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

The majority of Dutch respondents agreed more than disagreed that all types of surveillance investigated (except CCTV) have a negative impact on one's privacy. The strongest negative impact on privacy was perceived for surveillance using databases containing personal information. Moreover, only very few respondents are willing to accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (between 6% for surveillance of online social networks or geolocation surveillance and 9% for CCTV).

The sharing of information gathered through surveillance by government agencies with other government agencies, or with foreign governments, is deemed acceptable by the majority of respondents if the citizen is suspected of wrong-doing. However, most of these respondents believe it is necessary that the surveillance needs to be legally authorised for it to be acceptable, and sharing information with private companies is much less acceptable even if surveillance has been lawfully authorised. An even lower number of respondents find it fully acceptable, or acceptable even if the citizen is suspected of wrong-doing, for private companies to share a citizen's personal information. Generally, there is a considerable number of respondents who feel that, unless information or consent has been given, private information should "stay private".

Protection of the individual and, in particular, protection of the community were perceived as social benefits of surveillance. But risks ("social costs") associated with surveillance seemed to be even more keenly felt. The highest risks were perceived to be privacy invasion (mean score 5.98⁴), misinterpretation (5.94) and intentional misuse of information (5.82) 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. A majority of respondents have stopped accepting discounts in exchange for personal data (61%⁵), about half of the respondents have kept themselves informed about technical possibilities to protect their personal data, but few have restricted their activities or the way they behave (21%³), or avoided locations or activities that they suspect are under surveillance (12%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 were less aware of whether geolocation surveillance is taking place. But there were no differences in the perceived usefulness and effectiveness of surveillance measures, feelings of security due to the presence of surveillance, control over one's personal information gathered via surveillance measures, trust that one's personal information is protected, or general happiness with surveillance measures. Male respondents perceived that CCTV surveillance has a negative impact on privacy more than female respondents.

A couple of patterns can be identified with regards to age. Respondents aged 65+ indicated less knowledge of some types of surveillance and showed less awareness whether surveillance is taking place in the country where they live, but they also rated the usefulness and effectiveness of most types of surveillance higher than other age groups

⁴ On a scale from 1 to 7, with 1=disagree, and 7=agree.

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

and felt more than others that too little funds are spent on surveillance. Additionally, they felt significantly happier with CCTV and geolocation surveillance than younger respondents. Younger respondents showed some more critical and reflective attitudes (e.g., towards the usefulness and effectiveness of surveillance measures). At the same time though, there are no significant differences between age groups when it comes to the actual adaptation of behaviours to mitigate the risks perceived through surveillance measures that are most common, such as keeping oneself informed about technical possibilities to protect one's personal data, or stopping to accept discounts or vouchers if they are in exchange for one's personal data. This result is consistent with the rather high general knowledge of surveillance across all age groups.

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

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

1. Introduction

The analyses and results in this document are based on a survey regarding the perceptions, feelings, attitudes and behaviour of European citizens towards surveillance for the purpose of fighting crime. This study was undertaken as part of the RESPECT project – “Rules, Expectations and Security through Privacy-enhanced Convenient Technologies” (RESPECT; G.A. 285582) – which was co-financed by the European Commission within the Seventh Framework Programme (2007-2013). Quota samples were used for each RESPECT partner country which were based on demographic data retrieved from the Eurostat statistics of December 2012.⁶ 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 2014.⁷ 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 Dutch sample used for this analysis is based on the responses from 350 individuals who indicated the Netherlands as their country of residence in the online survey or were administered the questionnaire face to face. The sample has a gender distribution of 50.9% females and 49.1% males, and an age distribution (see figure 1 below) that represents the aging population in this country.

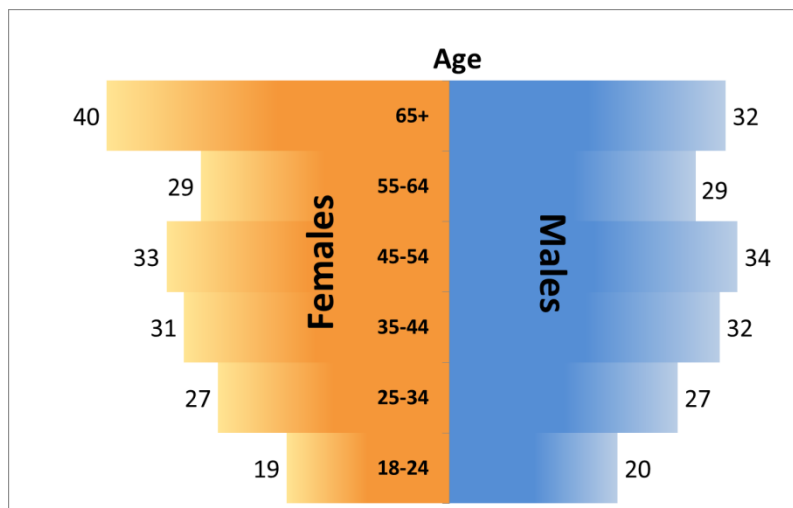


Figure 1: Age and gender distribution of Dutch quota sample

Not fully satisfactory is the high level of education of the majority of respondents (85% 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

⁶ Source: http://epp.eurostat.ec.europa.eu/portal/page/portal/population/data/main_tables.

⁷ The English version of this this questionnaire may be seen in Appendix B.

respondents in the total RESPECT sample (73%). Regarding specific demographic data related to aspects of surveillance, 10% of Dutch respondents (16% of total sample) felt that they were living in an area with increased security risks, 68% (53% total sample) indicated that they usually travel abroad at least twice per year, and 74% (71% total sample) responded that they usually visited a mass event at least twice per year. Therefore, it can be assumed that the majority of respondents are frequently exposed to a variety of surveillance measures that are intended to fight crime.

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

2. Citizens' knowledge of surveillance

2.1 Awareness of different types of surveillance

Generally, there can be observed a rather large spread in the awareness of different types and technologies of surveillance. Almost all Dutch respondents (94.3%) indicated that they have heard of CCTV, whereas just above a third (37.7%) had heard of the surveillance of "suspicious" behaviour. A split by gender shows some significant differences, with male respondents indicating a greater awareness in particular regarding the surveillance of data and traffic on the internet (difference between males and female responses: 17.4 percentage points), surveillance of "suspicious" behaviour (difference of 16.1 percentage points) and the use of biometric data for surveillance purposes (difference of 13.3 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	70.6%	64.0%	77.3%*
Q1_2	"Suspicious" behaviour , e.g. automated detection of raised voices, facial or body features	37.7%	29.8%	45.9%*
Q1_3	Data and traffic on the internet , e.g. Deep Packet/Content inspection	59.1%	50.6%	68%*
Q1_4	Databases containing personal information, e.g. searching state pension databases, or customer databases of private companies	70.6%	68.5%	72.7%
Q1_5	Online communication , e.g. social network analysis, monitoring of chat rooms or forums	78.9%	77.0%	80.8%
Q1_6	Telecommunication , e.g. monitoring of phone calls or SMS	86.6%	84.8%	88.4%
Q1_7	Electronic tagging / Radio Frequency Identification (RFID) , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	79.1%	77.5%	80.8%
Q1_8	Global Positioning Systems (GPS) , e.g. tracking geolocation of cars or mobile phones	85.7%	83.7%	87.8%
Q1_9	CCTV cameras , e.g. in public places, airports or supermarkets	94.3%	92.7%	95.9%
Q1_10	Financial information , e.g. tracking of debit/credit card transactions	75.1%	74.7%	75.6%

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 may, partially, be related to general levels of awareness, as it appears that there are smaller differences in those types that are more commonly known, and larger differences in those types that are less 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 (91.4%), and the least known is the use of surveillance for control of crowds (64.9%). There are, again, some statistically significant gender differences in knowing of the reasons for surveillance specifically asked for, with male respondents indicating significantly more often (difference of 7.7 percentage points) that they know of the detection of crime as a reason for surveillance.

Table 2
Known reasons for surveillance

		Answer=YES		
		Total	Female	Male
Q2_1	The reduction of crime	74.6%	70.2%	79.1%
Q2_2	The detection of crime	91.4%	87.6%	95.3%*
Q2_3	The prosecution of crime	78.0%	74.7%	81.4%
Q2_4	Control of border-crossings	73.7%	74.7%	72.7%
Q2_5	Control of crowds	64.9%	61.2%	68.6%
Q2_6	Other	14.6%	10.1%	19.2%*
Q2_7	I don't know of any reasons.	2.0%	3.4%	0.6%

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

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

3. Perceived usefulness and effectiveness of surveillance

3.1 Perceived usefulness

CCTV is perceived are more useful than the other four types of surveillance investigated (surveillance using databases containing personal information, surveillance of online social networks, surveillance of financial transactions, and geolocation surveillance) for the reduction, detection, and prosecution of crime. Generally, the five types of surveillance were perceived to be most useful for the detection of crime, slightly less useful for the prosecution of crime, and slightly less useful still for the reduction of crime.⁸ Generally, though, all five types of surveillance investigated (with the exception of surveillance using databases containing personal information for the purpose of reduction of crime) are perceived to be useful for the detection, prosecution, and reduction of crime (mean result in all categories is above the midpoint of 3.00 in Table 3).

CCTV is perceived to be the most useful of the different types of surveillance, followed by financial tracking and geolocation surveillance. Surveillance of online social networking and surveillance using databases containing personal information were perceived to be the least useful. There were no significant gender differences in the perception of usefulness of surveillance.

⁸ With the exception of the surveillance of financial transactions which was perceived as most useful for the prosecution 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	4.03	1.072	4.11	1.008	3.94	1.132
Q3.1_2	Surveillance using databases containing personal information	2.95	1.252	2.97	1.246	2.92	1.260
Q3.1_3	Surveillance of online social networking	3.04	1.284	3.10	1.211	2.98	1.350
Q3.1_4	Surveillance of financial transactions	3.47	1.217	3.44	1.148	3.50	1.283
Q3.1_5	Geolocation surveillance	3.62	1.209	3.67	1.117	3.57	1.295
Q3.2	the detection of crime						
Q3.2_1	CCTV cameras	4.19	0.977	4.22	0.951	4.16	1.005
Q3.2_2	Surveillance using databases containing personal information	3.44	1.202	3.48	1.165	3.41	1.239
Q3.2_3	Surveillance of online social networking	3.43	1.222	3.55	1.168	3.31	1.265
Q3.2_4	Surveillance of financial transactions	3.88	1.057	3.81	1.056	3.95	1.057
Q3.2_5	Geolocation surveillance	3.83	1.153	3.90	1.090	3.76	1.210
Q3.3	the prosecution of crime						
Q3.3_1	CCTV cameras	4.04	1.143	4.06	1.145	4.03	1.145
Q3.3_2	Surveillance using databases containing personal information	3.41	1.264	3.44	1.270	3.39	1.262
Q3.3_3	Surveillance of online social networking	3.23	1.285	3.34	1.286	3.13	1.281
Q3.3_4	Surveillance of financial transactions	3.90	1.057	3.80	1.099	4.00	1.009
Q3.3_5	Geolocation surveillance	3.79	1.176	3.86	1.170	3.73	1.181

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

The potential relationships between the perceived usefulness of different types of surveillance for the reduction, detection and prosecution of crime were examined (See Table A3 in Appendix A). It appears that there is a relationship between beliefs about the usefulness of the various types of surveillance for different purposes. For example, if a respondent perceives CCTV surveillance as useful for the reduction of crime then the respondent is also likely to perceive this form of surveillance as useful for the detection of crime and prosecution of crime. There is a similar pattern of responses for all types of surveillance: The relationship between perceived usefulness for reduction of crime and perceived usefulness for detection was strongest for CCTV, the surveillance of databases containing personal information, and geolocation surveillance; for surveillance of online social networking sites and surveillance of financial transactions the strongest relationship was found between the perceived usefulness for detection and the usefulness for prosecution of crime. This pattern of responses suggests that the concepts of reduction, detection, and prosecution of crime may be somewhat entangled. However, it is also possible that some respondents decided on a general “usefulness setting” for each type of technology and answered the questions on the reduction, detection, and prosecution of crime in the same way. The overall closest relationship was found for surveillance of online social networking sites between its usefulness for detection and its usefulness for prosecution of crime. There were also strong links between the perceived usefulness of surveillance using databases containing personal information for the reduction of crime and that of the detection of crime. Whilst this type of surveillance as well as the surveillance of social networking sites are believed to be considerably less useful by respondents than the others (CCTV, financial tracking, and geolocation surveillance), this relationship between perceived usefulness in different situations may point at respondents not only having a somewhat blurred picture of these forms of surveillance, but also being under-informed. Furthermore, strong relationships are observed between the

perceived usefulness of surveillance using databases containing personal information for the detection of crime and the perceived usefulness of surveillance of social networking sites, surveillance of financial transactions and geolocation surveillance for the same purpose. A similar relationship is present between the perceived usefulness of these types of surveillance for the prosecution and, less strong, for the reduction of crime. This may, again, be the result of some respondents not distinguishing much between the different types of surveillance and rather focusing on the usefulness of surveillance generally for different purposes.

There is no correlation between the knowledge of general purposes of surveillance, and the assumed usefulness of specific types of surveillance for these purposes. A reason for this missing link may be that surveillance still represents a somewhat abstract concept for the majority of citizens. To imagine specific purposes, these need to be linked to specific types, technologies or measures of surveillance.

3.2 Effectiveness in protection against crime

The results for perceived effectiveness of the different types of surveillance in protecting against crime follow the same pattern of results as for perceived usefulness of the same types of surveillance in the reduction, detection, and prosecution of crime. However, the different types of surveillance are generally perceived to be less effective in protection against crime than they are deemed to be useful for the reduction, detection, and prosecution of crime. Between 74%⁹ (reduction of crime) and 82%¹⁰ (detection of crime) of respondents believed that CCTV is useful, but only 66%¹¹ of respondents agreed that it is effective. CCTV is perceived to be the most effective surveillance measure in protection against crime, followed by geolocation surveillance and surveillance of financial transactions. Surveillance of online social-networking and surveillance using databases containing personal information are not seen as particularly effective methods of protection against crime.

Table 4
Perceived effectiveness of surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	4.95	1.557	4.98	1.524	4.93	1.595
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.56	1.666	3.58	1.693	3.54	1.645
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.52	1.704	3.56	1.744	3.49	1.669
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.27	1.586	4.11	1.523	4.44	1.634
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.28	1.706	4.25	1.672	4.31	1.745

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.

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

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

¹¹ 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 reduction of crime and perceived effectiveness in the protection against crime. This was the case for surveillance of online social-networking, CCTV, surveillance of financial transactions, and surveillance using databases containing personal information. In the case of geolocation surveillance, the perceived effectiveness of this mode of surveillance as a means to protect against crime was related most closely with its perceived usefulness in detection of crime.

4. Perceptions of surveillance

4.1 Surveillance and feelings of security

As seen in the previous section, most of the different types of surveillance are perceived as useful in the reduction, detection, and prosecution of crime and, though at a lower level, effective in the protection against crime. However, there is high variability in responses on whether the presence of surveillance produces feelings of security (see Table 5 in next section). For about a quarter of respondents (25%), the presence of surveillance makes them feel secure (4 or 5 on a 5-point scale, with 1=very insecure and 5=very secure). But an equal number of respondents feel insecure (1 or 2 on a 5-point scale, with 1=very insecure and 5=very secure) when surveillance is present. The remaining respondents indicated either the mid-point of the scale (40%), or “I don’t know” (10%). This points to there being potentially two distinct, and very different, reactions to surveillance. Some people feel secure in the presence of surveillance, but in others surveillance produces feelings of insecurity.

4.2 Personal information collected through surveillance

Respondents generally feel a strong lack of control over the processing of personal information gathered via surveillance, irrespective of whether it has been gathered by government agencies or by private companies. There is also a visible lack of trust in both private companies and government agencies being able to protect personal information gathered via surveillance, but with more mistrust towards private companies than towards government agencies. Consequently, there may not only be a missing link between surveillance and security, but also perceptions of a substantial lack of data protection in connection with personal information gathered through surveillance. No statistically significant gender differences could be found in these feelings of security, 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	2.98	0.921	2.99	0.887	2.97	0.957
4.4 Control (1= no control; 5=full control)						
How much control do you think you have over the processing of personal information gathered by <u>government agencies</u> via surveillance measures?	1.71	0.858	1.69	0.802	1.74	0.913

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?	1.85	0.891	1.79	0.853	1.92	0.926
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?	2.43	1.066	2.45	1.028	2.42	1.105
4.5.2	How much do you trust <u>private companies</u> that they protect your personal information gathered via surveillance measures?	1.85	0.861	1.82	0.880	1.88	0.844

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

4.3 “Happiness” with surveillance

With the exception of CCTV cameras, the majority of respondents feel more unhappy than happy with the different types of surveillance. They appear to feel most unhappy with surveillance using databases containing personal information (mean score 3.57, participants feeling more unhappy than happy 50%¹²). Particularly in the case of surveillance of financial transactions and geolocation surveillance, the distribution between participants feeling more unhappy and those feeling more happy is fairly even (difference of 3 to 6 percentage points, with slightly more participants feeling more unhappy than happy), and a considerably number of respondents (40-45%) feel neither happy nor unhappy about this. Respondents are also unhappy with surveillance taking place without people knowing about it. There is, again, no significant difference between female and male responses.

¹² Scores 4 and 5 on a scale from 1=very happy to 5=very unhappy.

Table 6
Happiness with surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
5.3_1	Feel happy/unhappy about CCTV cameras	2.61	1.020	2.58	0.934	2.63	1.102
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.38	0.982	3.37	0.953	3.39	1.010
5.3_3	Feel happy/unhappy about surveillance using databases	3.57	1.006	3.48	0.988	3.65	1.019
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.12	0.974	3.17	0.970	3.08	0.979
5.3_5	Feel happy/unhappy about geolocation surveillance	3.18	1.054	3.07	1.014	3.27	1.082
5.4	Feel happy/unhappy about surveillance taking place without noticing	3.44	1.156	3.53	1.131	3.36	1.177

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

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

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

4.4 Relationship between security and happiness

There are moderate 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 those who are happy or unhappy with geolocation surveillance have the same feelings about CCTV, social-networking surveillance, surveillance using databases containing personal information, and surveillance of financial transactions. As was the case in Section 3.1 above, this may be the result of several respondents not distinguishing much between the different types of surveillance.

There is also a relationship between generally feeling happy or unhappy about different types of surveillance and being happy or unhappy with surveillance taking place without one's knowledge, in particular for the surveillance of online social networks and the surveillance using databases containing personal information. Additionally, being happy or unhappy with different types of surveillance is moderately related to feelings of security as a consequence of the presence of surveillance; this relation is, again, most evident for surveillance of online social networks and surveillance using databases containing personal information, and least for CCTV and geolocation surveillance. Furthermore, being happy or unhappy with the different types of surveillance is linked to the perceived usefulness of this type of surveillance for the reduction, detection and prosecution of crimes. However, this relationship is mostly weak to very weak with the exception of surveillance using databases containing personal information and surveillance of online social networks, (see table A9 in Appendix A).

4.5 Surveillance and privacy

Table 7
Perceptions of privacy

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
5.1.2_1	CCTV has a negative impact on one's privacy	3.75	1.996	3.50	1.976	4.00*	1.991
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.70	1.918	4.56	1.959	4.85	1.870
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.38	1.995	4.24	2.030	4.52	1.958
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.25	1.909	4.35	1.863	4.15	1.954
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.23	2.03	4.02	2.016	4.44	2.029

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 (all except CCTV) have a negative impact on one's privacy (Table 7). The highest negative impact on privacy was perceived for surveillance using databases containing personal information. 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	9.2%	6.2%	12.0%
5.1.3_2	Surveillance of online social networks	5.5%	6.2%	4.8%
5.1.3_3	Surveillance utilising databases containing personal information	7.1%	8.8%	5.6%
5.1.3_4	Surveillance of financial transactions	8.8%	8.8%	8.8%
5.1.3_5	Geolocation surveillance	5.5%	8.0%	3.2%

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

Respondents' feelings of security or insecurity due to the presence of surveillance are only weakly related to their perceived impact of surveillance on privacy (see table A24 in Appendix A). Perceived impact of surveillance on privacy was only weakly or very weakly related with feelings of trust in private companies and government agencies being able to protect personal information gathered via surveillance. Similarly, perceived impact of surveillance on privacy was weakly or very weakly related to feelings of control over processing of personal information gathered

via surveillance.¹³ Therefore, despite the clearly perceived lack of trust and control in the context of personal information gathered during surveillance, and a moderately perceived negative impact of surveillance on one's privacy, these feelings appear not to be necessarily related.

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

There are only very weak relationships between the respondents feeling secure due to the presence of surveillance, and feelings of control over their personal data collected through surveillance. Only feelings of security due to the presence of surveillance and trust that personal data gathered by government agencies through surveillance is protected show a moderate link. A similar picture is revealed when looking at the relationship between feelings of control over personal information and trust in its protection with the perceived effectiveness of laws and regulations regarding the protection of personal information gathered via surveillance measures (see table A25 Appendix A).

The relationship between the perceived effectiveness of data protection laws and feelings of trust that personal data gathered by government agencies through surveillance is protected is stronger than the relationship with feelings of trust that personal data gathered by private companies is protected. This finding may be due to the fact that data protection laws are perceived as being applied by or being applicable to government agencies more than to private companies. There is a 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 moderate relationship between perceived effectiveness of surveillance measures and feelings of security in the presence of surveillance (see table A26 Appendix A). This suggests that increasing the perceived effectiveness of surveillance measures may, to a certain extent, increase citizens' feelings of security in the presence of surveillance.

¹³ With the exception of CCTV where a weak to moderate relationship can be found.

5. Awareness of surveillance taking place

5.1 Noticing CCTV

Table 9
Whether CCTV is noticed

Q5.2.1	Total	Female	Male
I never notice CCTV cameras.	3.4%	5.1%	1.7%*
I rarely notice CCTV cameras.	18.6%	24.2%	12.8%*
I sometimes notice CCTV cameras.	45.4%	51.1%	39.5%*
I often notice CCTV cameras.	28.6%	15.7%	41.9%*
I always notice CCTV cameras.	3.7%	3.4%	4.1%
I don't know / No answer	0.3%	0.6%	0.0%

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, only about a third of respondents (32.3%) often or always notice CCTV cameras, there is a significantly higher proportion of male (46%) than female respondents (19.1%) who indicated that they often or always notice CCTV cameras. Correspondingly, 29.3% of female respondents, but only 14.5% of male respondents, rarely or never notice CCTV cameras.

5.2 Beliefs about surveillance taking place

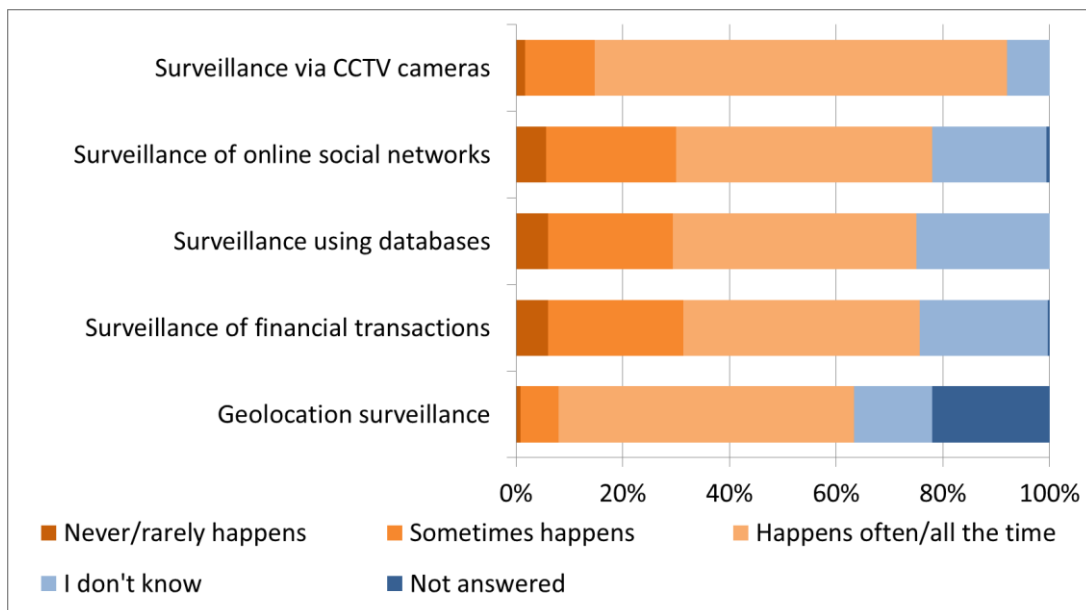


Figure2: Q5.2.2 – In your opinion, how often do the following types of surveillance take place in the country where you live?

Not very surprisingly, a large majority of respondents believes that CCTV surveillance takes place often or all the time in the country where they live (77.2%). Far fewer respondents believe that the other types of surveillance take place, between 44 and 55% 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 (15-25%). Male respondents believe that

geolocation surveillance is taking place more often than female respondents. The largest difference, there, can be found in the answer “I don’t know” where the “gap” is up to 24 percentage points between male and female responses (i.e., female respondents more often indicating “I don’t know” than male respondents). The reason why a considerable proportion of respondents (22% of total Dutch sample; 28% of female and 16% of male respondents) did not answer the question how often they think geolocation surveillance takes place in the country they live remains open; a potential interpretation may be that these respondents felt that this question was unanswerable.

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	7.7%	3.7%	2.0%
Acceptable only if the citizen is suspected of wrong-doing	22.6%	23.7%	15.4%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	42.3%	40.6%	25.7%
Acceptable if the citizen is informed	18.3%	12.6%	12.3%
Acceptable if the citizen has given consent	24.6%	22.0%	30.6%
Not acceptable in any circumstances	6.9%	17.1%	31.4%
I don't know	4.0%	3.7%	3.1%

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

Generally, the sharing of information gathered through surveillance by government agencies with other government agencies or with foreign governments is deemed acceptable by the majority of respondents if the citizen is suspected of wrong-doing. However, most of these respondents believe it is necessary that the surveillance needs to be legally authorised for it to be acceptable. About one out of 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 (31.4%) think it is unacceptable in all circumstances or only if the citizen has given consent (30.6%) for government agencies to share information gathered through surveillance with private companies.

Table 11
Acceptability of data sharing practices of private companies

	Sharing citizens' information gathered via surveillance measures with government agencies	Sharing citizens' information gathered via surveillance measures with foreign governments	Sharing citizens' information gathered via surveillance measures with other private companies
Fully acceptable in all circumstances	2.6%	3.4%	3.1%
Acceptable only if the citizen is suspected of wrong-doing	18.9%	14.3%	10.9%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	32.6%	24.3%	18.6%
Acceptable if the citizen is informed	13.7%	8.9%	10.3%
Acceptable if the citizen has given consent	29.1%	25.1%	27.1%
Not acceptable in any circumstances	18.0%	34.6%	39.4%
I don't know	4.9%	4.9%	4.0%

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 are deemed unacceptable in any circumstances (39.4%).

7. Acceptability of surveillance in different locations

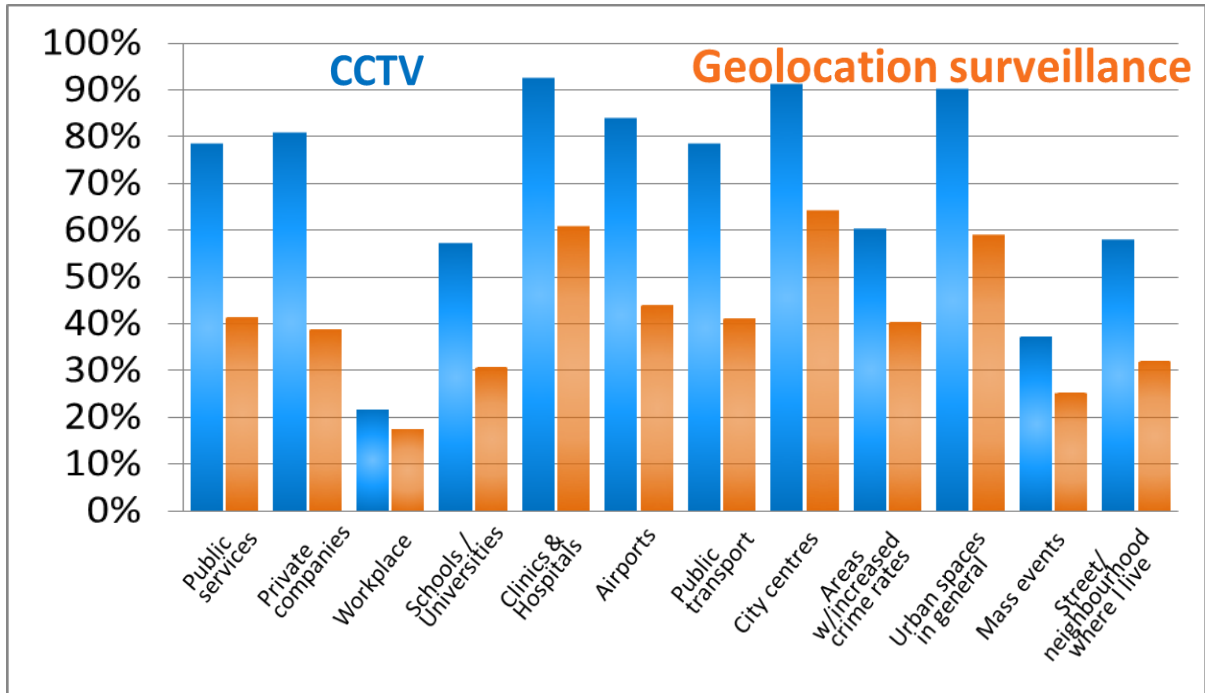


Figure 3: Acceptability of surveillance in different locations

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

CCTV surveillance is perceived as clearly more acceptable than geolocation surveillance for the purposes of fighting crime in all the events and locations investigated. Acceptance rates for CCTV are typically 50% to 100% higher than those for geolocation surveillance, with female respondents finding geolocation surveillance in most locations more acceptable than male respondents, whereas for CCTV the only statistically significant gender difference is in city centres where female respondents find that type of surveillance more acceptable than males.

Both types of surveillance are least accepted in the workplace (CCTV 21%, geolocation surveillance 17%). The highest acceptance of surveillance by CCTV is in clinics and hospitals (93%), city centres (91%) and urban spaces in general (90%), with geolocation surveillance in clinics and hospitals also seen as acceptable by a majority of respondents (61%). 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, public transport, public services and private companies are also rather high (79-84%), which in itself is unsurprising – but surveillance in specific areas with increased crime rates is less acceptable. This may be due to respondents having become accustomed to surveillance in city centres and urban areas.

8. Economic costs of surveillance

Few respondents believed that the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in their country is “just right”; 15.2% indicated that, in their opinion, there was too little or far too little money allocated, 12,3% believed it was too much or far too much, and male respondents showed slightly stronger opinions on this issue than female respondents and far fewer males than females replied “I don’t know. But overall more than three 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. Almost half of these respondents (47.2%) indicated they would be willing to do so whilst slightly less (41.5%) replied that they would not. However, the comparatively low number of respondents to this question (n=53) only allows very cautious interpretations of these results.

Table 12
Beliefs about money allocated to surveillance

	Total	Female	Male
far too little	0.9%	0.0%	1.7%*
too little	14.3%	11.2%	17.4%*
just right	10.0%	5.6%	14.5%*
too much	8.3%	5.6%	11%*
far too much	4.0%	1.7%	6.4%*
I don't know	62.0%	75.3%	48.3%*
No answer	0.6%	0.6%	0.6%

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	47.2%	35.0%	54.5%
No	41.5%	45.0%	39.4%
I don't know	9.4%	20.0%	3.0%
No answer	1.9%	0.0%	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

Whilst there were some gender differences in the perception of economic costs described in the previous section, there are no gender differences in the attitudes and perceptions of respondents towards surveillance (“social costs”). On one hand, protection of the individual citizen and, in particular, protection of the community were perceived as the social benefits of surveillance. But, on the other hand, the risks associated with surveillance seemed to be even more keenly felt. The highest perceived risks are privacy invasion through surveillance and that information gathered through surveillance is misinterpreted or intentionally misused, followed by the risk that surveillance may violate citizens' right to control whether information about them is used. The risks that surveillance may cause discrimination or stigma and limit citizen rights (to communication, free speech and information) also appear to be strong issues, though not at the level of data misuse and misinterpretation.

Table 14
Attitudes towards surveillance

	Total		Female		Male		
	Mean	STD	Mean	STD	Mean	STD	
Q8.1.1	Surveillance provides protection to the individual citizen	4.32	1.785	4.25	1.769	4.39	1.805
Q8.1.2	Surveillance provides protection of the community	4.96	1.600	4.93	1.665	4.99	1.535
Q8.1.3	Surveillance can be a source of personal excitement	3.99	2.175	3.88	2.162	4.10	2.191
Q8.1.4	Surveillance can be something to play with	3.18	2.324	3.04	2.273	3.31	2.370
Q8.1.5	Surveillance may cause discrimination towards specific groups of society	4.96	1.940	5.12	1.897	4.81	1.977
Q8.1.6	Surveillance may be a source of stigma	5.06	1.830	5.05	1.916	5.08	1.752
Q8.1.7	Surveillance may violate a person's privacy	5.98	1.513	6.05	1.454	5.92	1.572
Q8.1.8	Surveillance may violate citizens' right to control whether information about them is used	5.63	1.609	5.63	1.678	5.63	1.543
Q8.1.9	There is a potential that information gathered via surveillance could be intentionally misused	5.82	1.478	5.70	1.547	5.94	1.402
Q8.1.10	There is a potential that information gathered via surveillance could be misinterpreted	5.94	1.357	5.81	1.505	6.07	1.182
Q8.1.11	Surveillance may limit a citizen's right of expression and free speech	4.78	1.996	4.74	1.921	4.81	2.073

Q8.1.12	Surveillance may limit a citizen's right of communication	4.90	1.840	4.93	1.860	4.88	1.826
Q8.1.13	Surveillance may limit a citizen's right of information	4.64	1.915	4.71	1.912	4.58	1.921

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 two changes in behaviour that were undertaken by a slight majority of respondents was to stop exchanging their personal data for discounts or vouchers, and keeping themselves informed about technical possibilities to protect their personal data, but only a small minority of respondents have taken more proactive moves such as restricting their activities, avoiding surveilled locations or taking defensive measures. Here, it appears that male respondents are mostly more active, or less inactive, than female respondents.

Table 15
Behaviour changes resulting from an awareness of surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q8.2.1	I have restricted my activities or the way I behave	2.48	2.013	2.16	1.895	2.82*	2.082
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.03	1.829	1.90	1.846	2.16*	1.807
Q8.2.3	I have taken defensive measures (hiding face, faking data, incapacitating surveillance device)	1.66	1.382	1.45	1.153	1.87*	1.563
Q8.2.4	I have made fun of it	2.80	2.130	2.48	2.059	3.12*	2.158
Q8.2.5	I have filed a complaint with the respective authorities	1.50	1.300	1.26	0.972	1.75*	1.529
Q8.2.6	I have informed the media	1.49	1.163	1.24	0.799	1.73	1.398
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.59	1.374	1.39	1.157	1.79*	1.549
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	4.06	2.154	3.71	2.210	4.42*	2.040
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.83	2.243	4.78	2.310	4.89	2.176

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 independent¹⁴ of the perceived social costs. Several respondents have the same attitude towards many of the perceived social costs, being likely to respond in the same manner as to

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

Generally, it appears that respondents do perceive both social costs and benefits, but without necessarily "weighing" them against each other. Additionally, there is a weak to moderate 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).

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 or participating in counter-surveillance, and between taking defensive measures and filing complaints, informing the media or participating in counter-surveillance (see Table A18 in Appendix A). These can be seen to represent certain "strategies" of protection against surveillance, though it needs to be kept in mind that few respondents have acted in this way (see Table 15 above). Those changes of personal behaviour most often indicated by respondents - not accepting discounts/vouchers in exchange for personal data, and keeping oneself informed about the possibilities of technical data protection - are only weakly related to the other forms of behavioural changes (see Table A18 in Appendix A).

In this study there is little evidence to support a relationship between the perceived negative effects of surveillance and behavioural changes as a result of surveillance (see table A19 in Appendix A). Those social costs which were perceived most often - data misuse, data misinterpretation, violation of privacy and violation of the right to control the use of one's personal data - show only 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

¹⁴ With the exception of a weak negative relationship between surveillance providing protection for the individual and surveillance being a potential cause of discrimination or limiting a citizen's right of communication.

age groups 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 online communication, such as network analysis or the monitoring of chat rooms or forums, there is a significant difference with the 65+ years age group showing a significantly lower knowledge than all other age groups (see table A1 in Appendix A). There are also no significantly different responses between age groups regarding the reasons for the setting up of surveillance, with the exception of 18-24 year olds indicating that they know less about control of crowds as a reason to set up surveillance. This is slightly surprising as one would assume that it would be this age group whose members frequently participate in mass events, e.g., concerts, during which crowd control surveillance may be used (see table A2 in Appendix A). Although overall less than half of the respondents expressed views about whether enough funds are allocated to government agencies for surveillance, respondents aged 25 to 34 indicated less than other respondents that too little is spent for this purpose, whereas more 65+ respondents than those of other age groups replied that too little is spent on surveillance (see table A14 in Appendix A).

Regarding the situational awareness of surveillance, there are few significant differences between age groups. For CCTV, the surveillance of online social networks, the surveillance utilising databases containing personal information 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 this type of surveillance is taking place in the country where they live. Some differences in the responses of the 25-44 year olds suggest that respondents from these age groups are of the opinion that more surveillance, in particular more surveillance of financial transactions, takes places than other age groups. (see table A13 in Appendix A).

Almost all types of surveillance are perceived by all age groups as more useful than not useful for the detection and prosecution of crime (see table A5 in Appendix A), with two exceptions: All age groups, except for the 65+ age group, indicate that surveillance using databases containing personal information is less useful than useful for the reduction of crime, with the 35-44 year olds perceiving the lowest usefulness for this type of surveillance and purpose. Additionally, the 25-34 year olds as well as the 55-64 year olds find surveillance of online social networks less useful than useful for the reduction of crime. For the usefulness of surveillance for the purposes of detection and prosecution of crime, there are no statistically different responses between age groups, with the one exception that the 25-34 year olds find surveillance using databases containing personal information for the prosecution of crime still more useful than not useful, but significantly less useful than the 65+ year olds. CCTV is rated by respondents of all age groups as the most useful form of surveillance for the reduction, detection, and prosecution of crime.

Generally, the older respondents (aged 65+) perceive most types of surveillance examined in this study as more useful than respondents in the other age groups. A very similar picture is revealed for the perceived effectiveness of surveillance, where the 65+ age group perceive the effectiveness of CCTV, surveillance utilising databases containing personal information, and geolocation surveillance to be significantly higher than the 25-34 and, partially, than the 55-64 year olds.(see table A4 in Appendix A).

There are no significant differences between age groups in their feelings of security, or insecurity, in the presence of surveillance measures. This applies also to feelings regarding control over the processing of personal information gathered via government agencies or private companies, and trust (or mistrust) that government agencies or private companies protect personal information (see table A7 in Appendix A). However, when being asked how happy or unhappy they feel with the different types of surveillance, it appears that respondents of the 65+ age group feel significantly happier with CCTV and geolocation surveillance than younger respondents, in particular

than the 25-34 and 35-44 year olds (see table A8 in Appendix A). But when asked how they feel about surveillance taking place without being aware of it, the respondents of all age groups feel similarly unhappy.

The majority of respondents in all age groups also have similar views regarding the impact of surveillance on privacy. Only in the case of surveillance via databases containing personal information the 45-54 year olds perceive the negative impact of this type of surveillance on privacy to be significantly stronger than the 65+ year olds (see table A10 in Appendix A). Accepting financial compensation in exchange for more invasion of privacy through surveillance is not an option for most respondents, 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). However, there are a number of statistically significant differences in the behavioural changes of respondents due to surveillance (see table A16b in Appendix A). Although overall few respondents changed their behaviour as a consequence of becoming aware of surveillance, those aged between 18 and 44 years indicated most often that they had done so – in particular restricting their activities or the way they behave (25-44 year olds), taking defensive measures (18-24 and 35-44 year olds), and filing complaints with the respective authorities or informing the media (35-44 year olds). Respondents aged 65+ had taken action least frequently as a result of becoming aware of surveillance.

It is not completely surprising that younger citizens who have grown up with new technologies, finished their education, taken up a profession and are grounding their opinions on some life experience exhibit some more critical and reflective attitudes (e.g., towards the usefulness and effectiveness of surveillance measures) and behavioural changes due to their awareness of surveillance. At the same time though, there are no significant differences between age groups when it comes to the actual adaptations of behaviour to mitigate the risks perceived through surveillance measures that are most common, such as keeping oneself informed about technical possibilities to protect one's personal data, or stopping to accept discounts or vouchers if they are in exchange for one's personal data. This result is consistent with the rather high general knowledge of surveillance across all age groups.

11. Conclusion

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

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

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

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

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Table A1: Knowledge of types of surveillance by age group

		Total	Answer = YES					
			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	70.6%	53.8%	76.9%	71.4%	60.6%	77.6%	77.8%
Q1_2	"Suspicious" behaviour , e.g. automated detection of raised voices, facial or body features	37.7%	33.3%	42.3%	47.6%	31.8%	36.2%	34.7%
Q1_3	Data and traffic on the internet , e.g. Deep Packet/Content inspection	59.1%	51.3%	73.1%	63.5%	59.1%	50.0%	56.9%
Q1_4	Databases containing personal information, e.g. searching state pension databases, or customer databases of private companies	70.6%	53.8%	78.8%	79.4%	65.2%	77.6%	65.3%
Q1_5	Online communication , e.g. social network analysis, monitoring of chat rooms or forums	78.9%	84.6%	84.6%	84.1%	87.9%	81.0%	56.9%*
Q1_6	Telecommunication , e.g. monitoring of phone calls or SMS	86.6%	89.7%	92.3%	85.7%	86.4%	87.9%	80.6%
Q1_7	Electronic tagging / Radio Frequency Identification (RFID) , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	79.1%	71.8%	67.3%	76.2%	81.8%	87.9%	84.7%
Q1_8	Global Positioning Systems (GPS) , e.g. tracking geolocation of cars or mobile phones	85.7%	82.1%	84.6%	85.7%	86.4%	87.9%	86.1%
Q1_9	CCTV cameras , e.g. in public places, airports or supermarkets	94.3%	87.2%	96.2%	90.5%	95.5%	98.3%	95.8%
Q1_10	Financial information , e.g. tracking of debit/credit card transactions	75.1%	64.1%	76.9%	76.2%	83.3%	72.4%	73.6%

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	74.6%	61.5%	76.9%	84.1%	69.7%	79.3%	72.2%
Q2_2	The detection of crime	91.4%	89.7%	92.3%	88.9%	90.9%	94.8%	91.7%
Q2_3	The prosecution of crime	78.0%	76.9%	80.8%	81.0%	74.2%	74.1%	80.6%
Q2_4	Control of border-crossings	73.7%	71.8%	76.9%	77.8%	72.7%	70.7%	72.2%
Q2_5	Control of crowds	64.9%	38.5%*	59.6%	73.0%	68.2%	69.0%	69.4%
Q2_6	Other	14.6%	5.1%	23.1%	19.0%	19.7%	5.2%	12.5%
Q2_7	I don't know of any reasons.	2.0%	0.0%	1.9%	1.6%	1.5%	1.7%	4.2%

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				
	database	Q3.1_2	0.467	1.000			
	SNS	Q3.1_3	0.488	0.702	1.000		
	financT	Q3.1_4	0.382	0.617	0.522	1.000	
	Geoloc.	Q3.1_5	0.512	0.517	0.555	0.436	1.000
DETECTION	CCTV	Q3.2_1	0.623	0.369	0.433	0.268	0.424
	database	Q3.2_2	0.435	0.686	0.590	0.489	0.529
	SNS	Q3.2_3	0.410	0.560	0.643	0.424	0.489
	financT	Q3.2_4	0.337	0.443	0.366	0.551	0.409
	Geoloc.	Q3.2_5	0.458	0.427	0.417	0.322	0.598
PROSECUTION	CCTV	Q3.3_1	0.530	0.357	0.363	0.366	0.406
	database	Q3.3_2	0.384	0.588	0.533	0.422	0.485
	SNS	Q3.3_3	0.396	0.556	0.616	0.358	0.425
	financT	Q3.3_4	0.315	0.420	0.398	0.499	0.355
	Geoloc.	Q3.3_5	0.326	0.340	0.401	0.306	0.451

Usefulness for **DETECTION** of crime

		CCTV	database	SNS	financialT	geolocat.	
		Q3.2_1	Q3.2_2	Q3.2_3	Q3.2_4	Q3.2_5	
DETECTION	CCTV	Q3.2_1	1.000				
	database	Q3.2_2	0.539	1.000			
	SNS	Q3.2_3	0.473	0.765	1.000		
	financT	Q3.2_4	0.469	0.645	0.580	1.000	
	Geoloc.	Q3.2_5	0.527	0.629	0.584	0.509	1.000
PROSECUTION	CCTV	Q3.3_1	0.564	0.426	0.409	0.451	0.444
	database	Q3.3_2	0.400	0.604	0.626	0.481	0.517
	SNS	Q3.3_3	0.435	0.628	0.768	0.486	0.482
	financT	Q3.3_4	0.339	0.499	0.490	0.622	0.353
	Geoloc.	Q3.3_5	0.478	0.503	0.500	0.498	0.540

Usefulness for **PROSECUTION** of crime

		CCTV	database	SNS	financialT	geolocat.
		Q3.3_1	Q3.3_2	Q3.3_3	Q3.3_4	Q3.3_5
PROSECUTION	CCTV	Q3.3_1	1.000			
	database	Q3.3_2	0.618	1.000		
	SNS	Q3.3_3	0.510	0.737	1.000	
	financT	Q3.3_4	0.578	0.599	0.577	1.000
	Geoloc.	Q3.3_5	0.565	0.615	0.598	0.557

Table A4: Perceived effectiveness of surveillance by age group

Q5.1.1	Effectiveness (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	4.95	1.557	5.00	1.414	4.39 ^A	1.626	4.78	1.475
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.56	1.666	3.56	1.447	3.28 ^A	1.512	3.41	1.713
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.52	1.704	3.42	1.518	3.22	1.657	3.41	1.723
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.27	1.586	4.32	1.454	3.94	1.609	4.23	1.489
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.28	1.706	4.49	1.325	3.86 ^A	1.633	3.90 ^B	1.704
				45-54		55-64		65+	
Q5.1.1	Effectiveness (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD		
Q5.1.1_1	CCTV is an effective way to protect against crime	5.22	1.485	4.68	1.616	5.48 ^A	1.511		
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.57	1.688	3.25 ^B	1.455	4.21 ^{AB}	1.898		
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.73	1.671	3.43	1.650	3.84	1.899		
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.45	1.573	4.09	1.687	4.53	1.642		
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.48	1.693	4.09	1.761	4.80 ^{AB}	1.791		

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	4.03	1.072	4.08	0.900	3.70	1.199	4.03	1.145
Q3.1_2	Surveillance using databases containing personal information	2.95	1.252	2.86	1.134	2.82	1.292	2.78 ^A	1.285
Q3.1_3	Surveillance of online social networking	3.04	1.284	3.08	1.282	2.86	1.342	3.03	1.363
Q3.1_4	Surveillance of financial transactions	3.47	1.217	3.32	1.233	3.31	1.326	3.49	1.227
Q3.1_5	Geolocation surveillance	3.62	1.209	3.46	1.216	3.36	1.290	3.52	1.269
Q3.2	the detection of crime								
Q3.2_1	CCTV cameras	4.19	0.977	4.08	1.036	4.06	1.008	4.20	1.014
Q3.2_2	Surveillance using databases containing personal information	3.44	1.202	3.21	1.044	3.35	1.197	3.32	1.256
Q3.2_3	Surveillance of online social networking	3.43	1.222	3.23	1.180	3.36	1.274	3.32	1.265
Q3.2_4	Surveillance of financial transactions	3.88	1.057	3.69	0.977	3.73	1.078	3.83	1.201
Q3.2_5	Geolocation surveillance	3.83	1.153	3.73	1.122	3.55	1.062	3.69	1.303
Q3.3	the prosecution of crime								
Q3.3_1	CCTV cameras	4.04	1.143	4.08	0.984	3.88	1.269	4.12	1.151
Q3.3_2	Surveillance using databases containing personal information	3.41	1.264	3.37	1.324	3.08 ^A	1.205	3.29	1.303
Q3.3_3	Surveillance of online social networking	3.23	1.285	3.00	1.230	3.02	1.283	3.10	1.255
Q3.3_4	Surveillance of financial transactions	3.90	1.057	3.69	1.151	3.84	1.048	3.98	1.034
Q3.3_5	Geolocation surveillance	3.79	1.176	3.74	1.117	3.62	1.171	3.71	1.204
		45-54		55-64		65+			
		Mean	STD	Mean	STD	Mean	STD		
Q3.1	the reduction of crime								
Q3.1_1	CCTV cameras	4.03	1.052	4.00	1.155	4.24	0.918		
Q3.1_2	Surveillance using databases containing personal information	2.78 ^B	1.236	2.87	1.248	3.52 ^{AB}	1.158		
Q3.1_3	Surveillance of online social networking	3.07	1.209	2.92	1.234	3.26	1.292		
Q3.1_4	Surveillance of financial transactions	3.42	1.166	3.48	1.129	3.72	1.240		
Q3.1_5	Geolocation surveillance	3.84	1.042	3.57	1.283	3.83	1.149		
Q3.2	the detection of crime								
Q3.2_1	CCTV cameras	4.22	0.906	4.11	1.107	4.38	0.834		
Q3.2_2	Surveillance using databases containing personal information	3.50	1.214	3.44	1.280	3.73	1.157		
Q3.2_3	Surveillance of online social networking	3.46	1.208	3.51	1.203	3.62	1.209		
Q3.2_4	Surveillance of financial transactions	4.03	0.912	3.83	1.080	4.06	1.052		
Q3.2_5	Geolocation surveillance	3.95	1.146	3.98	1.136	3.97	1.098		

Q3.3 the prosecution of crime

Q3.3_1	CCTV cameras	3.98	1.170	3.89	1.227	4.26	1.024
Q3.3_2	Surveillance using databases containing personal information	3.37	1.324	3.46	1.199	3.86 ^A	1.146
Q3.3_3	Surveillance of online social networking	3.36	1.239	3.24	1.437	3.53	1.246
Q3.3_4	Surveillance of financial transactions	3.98	0.975	3.83	1.080	3.98	1.100
Q3.3_5	Geolocation surveillance	3.94	1.052	3.63	1.311	4.02	1.183

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)	2.65	0.988	2.54	0.884	2.77	0.983	2.52	0.981
4.2 Effectiveness of these laws (1= not effective at all; 5= very effective)	2.61	0.908	2.77	1.020	2.85	0.821	2.50	0.893

	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)	2.80	1.070	2.53	0.826	2.68	1.085
4.2 Effectiveness of these laws (1= not effective at all; 5= very effective)	2.58	0.879	2.50	0.784	2.59	1.045

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	2.98	0.921	3.15	0.958	2.84	1.007	2.78	0.918
4.4	Control (1= no control; 7=full control)								
4.4.1	Control over processing of personal information gathered via government agencies	1.71	0.858	1.78	0.787	1.74	0.723	1.76	0.935
4.4.2	Control over processing of personal information gathered via private companies	1.85	0.891	2.13	0.935	1.80	0.775	1.90	0.953
4.5	Trust (1=no trust; 7=complete trust)								
4.5.1	Trust into government that they protect personal information	2.43	1.066	2.84	1.143	2.44	0.998	2.38	1.091
4.5.2	Trust into private companies that they protect personal information	1.85	0.861	2.25	0.906	1.73	0.866	1.79	0.819
		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	3.15	0.805	2.95	0.756	3.08	1.036		
4.4	Control (1= no control; 7=full control)								
4.4.1	Control over processing of personal information gathered via government agencies	1.83	0.943	1.60	0.836	1.61	0.861		
4.4.2	Control over processing of personal information gathered via private companies	2.02	0.968	1.72	0.750	1.64	0.883		
4.5	Trust (1=no trust; 7=complete trust)								
4.5.1	Trust into government that they protect personal information	2.46	1.062	2.21	0.967	2.40	1.108		
4.5.2	Trust into private companies that they protect personal information	1.94	0.827	1.75	0.786	1.76	0.923		

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	2.61	1.020	2.51	1.011	2.93 ^A	1.021	2.70	1.085
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.38	0.982	3.34	1.035	3.38	0.962	3.49	1.003
5.3_3	Feel happy/unhappy about surveillance using databases	3.57	1.006	3.57	0.935	3.56	0.968	3.72	1.004
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.12	0.974	3.07	0.923	3.05	0.962	3.21	1.062
5.3_5	Feel happy/unhappy about geolocation surveillance	3.18	1.054	3.33	0.802	3.38	1.005	3.48 ^A	1.110
5.4	Feel happy/unhappy about surveillance taking place without noticing	3.44	1.156	3.47	1.133	3.45	1.064	3.34	1.138

		45-54		55-64		65+	
5.3	Happy/unhappy with surveillance (1=very happy, 5=very unhappy)	Mean	STD	Mean	STD	Mean	STD
5.3_1	Feel happy/unhappy about CCTV cameras	2.71	0.948	2.59	1.141	2.28 ^A	0.845
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.50	0.995	3.38	0.968	3.18	0.960
5.3_3	Feel happy/unhappy about surveillance using databases	3.62	1.028	3.69	0.940	3.25	1.093
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.06	0.867	3.18	0.993	3.12	1.043
5.3_5	Feel happy/unhappy about geolocation surveillance	3.15	0.945	3.04	1.062	2.80 ^A	1.167
5.4	Feel happy/unhappy about surveillance taking place without noticing	3.32	1.280	3.72	1.065	3.39	1.203

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	-0.444	-0.288	-0.314	-0.272	-0.360	0.433
	database	Q3.1_2	-0.256	-0.499	-0.509	-0.329	-0.438	0.462
	SNS	Q3.1_3	-0.258	-0.513	-0.452	-0.351	-0.421	0.465
	financialT	Q3.1_4	-0.180	-0.278	-0.386	-0.387	-0.330	0.344
	geolocat.	Q3.1_5	-0.363	-0.383	-0.405	-0.349	-0.443	0.467
Usefulness for DETECTION of crime	CCTV	Q3.2_1	-0.377	-0.272	-0.281	-0.257	-0.272	0.425
	database	Q3.2_2	-0.280	-0.418	-0.443	-0.363	-0.403	0.432
	SNS	Q3.2_3	-0.274	-0.474	-0.396	-0.396	-0.356	0.437
	financialT	Q3.2_4	-0.180	-0.245	-0.311	-0.412	-0.301	0.301
	geolocat.	Q3.2_5	-0.346	-0.319	-0.325	-0.324	-0.391	0.352
Usefulness for PROSECUTION of crime	CCTV	Q3.3_1	-0.314	-0.289	-0.257	-0.292	-0.228	0.313
	database	Q3.3_2	-0.234	-0.451	-0.356	-0.326	-0.399	0.363
	SNS	Q3.3_3	-0.198	-0.466	-0.366	-0.316	-0.324	0.381
	financialT	Q3.3_4	-0.178	-0.264	-0.269	-0.343	-0.237	0.303
	geolocat.	Q3.3_5	-0.218	-0.286	-0.256	-0.271	-0.214	0.399

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	3.75	1.996	3.44	1.997	3.88	1.906	3.87	2.012
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.7	1.918	4.56	1.635	4.87	1.826	4.95	1.892
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.38	1.995	4.47	1.688	4.65	1.877	4.49	1.968
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.25	1.909	4.05	1.541	4.1	1.672	4.43	1.979
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.23	2.03	4.19	1.664	4.34	2.076	4.58	1.972

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	4.32	1.969	3.49	1.956	3.36	2.028
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	5.10 ^A	1.864	4.68	1.850	4.05 ^A	2.163
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.76	2.117	4.21	1.934	3.78	2.136
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.67	1.943	4.19	1.941	3.95	2.124
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.63	2.112	4.02	1.866	3.62	2.192

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

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

Table A11: Financial privacy trade-off by age group

		ANSWER = YES						
5.1.3		Total	18-24	25-34	35-44	45-54	55-64	65+
5.1.3_1	Surveillance via CCTV cameras	9.2%	16.1%	11.8%	13.3%	12.0%	0.0%	2.3%
5.1.3_2	Surveillance of online social networks	5.5%	12.9%	5.9%	6.7%	8.0%	0.0%	0.0%
5.1.3_3	Surveillance utilising databases containing personal information	7.1%	19.4%*	11.8%	6.7%	6.0%	2.9%	0.0%
5.1.3_4	Surveillance of financial transactions	8.8%	9.7%	14.7%	15.6%	8.0%	2.9%	2.3%
5.1.3_5	Geolocation surveillance	5.5%	6.5%	8.8%	6.7%	6.0%	2.9%	2.3%

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

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

Table A12: Awareness of CCTV by age group

Q5.2.1	Which of the following best describes you?	Total	18-24	25-34	35-44	45-54	55-64	65+
	I never notice CCTV cameras.	3.4%	0.0%	1.9%	3.2%	1.5%	1.7%	9.7%*
	I rarely notice CCTV cameras.	18.6%	15.4%	13.5%	17.5%	19.7%	19.0%	23.6%
	I sometimes notice CCTV cameras.	45.4%	43.6%	51.9%	41.3%	45.5%	43.1%	47.2%
	I often notice CCTV cameras.	28.6%	33.3%	28.8%	34.9%	30.3%	29.3%	18.1%
	I always notice CCTV cameras.	3.7%	7.7%	3.8%	3.2%	3.0%	5.2%	1.4%
	I don't know / No answer	0.3%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%

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

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

Table A13: Beliefs about surveillance taking place by age group

Q5.2.2 In your opinion, how often do the following types of surveillance take place in the country where you live?		Total	18-24	25-34	35-44	45-54	55-64	65+
Q5.2.2_1 Surveillance via CCTV cameras								
	Never happens	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Rarely happens	1.7%	2.6%	0.0%	1.6%	4.5%	1.7%	0.0%
	Sometimes happens	13.1%	7.7%	7.7%	9.5%	15.2%	15.5%	19.4%
	Often happens	42.6%	30.8%	57.7%	47.6%	33.3%	46.6%	38.9%
	Happens all the time	34.6%	48.7%	32.7%	36.5%	39.4%	31.0%	25.0%
	I don't know	8.0%	10.3%	1.9%	4.8%	7.6%	5.2%	16.7%*
	Not answered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q5.2.2_2 Surveillance of online social networks								
	Never happens	0.6%	0.0%	1.9%	0.0%	0.0%	0.0%	1.4%
	Rarely happens	5.1%	5.1%	1.9%	3.2%	7.6%	8.6%	4.2%
	Sometimes happens	24.3%	15.4%	19.2%	25.4%	30.3%	29.3%	22.2%
	Often happens	28.6%	33.3%	44.2%	28.6%	22.7%	27.6%	20.8%
	Happens all the time	19.4%	20.5%	17.3%	27.0%	24.2%	12.1%	15.3%
	I don't know	21.4%	25.6%	15.4%	14.3%	15.2%	22.4%	34.7%*
	Not answered	0.6%	0.0%	0.0%	1.6%	0.0%	0.0%	1.4%
Q5.2.2_3 Surveillance utilising databases containing personal information								
	Never happens	0.3%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%
	Rarely happens	5.7%	2.6%	3.8%	6.3%	4.5%	6.9%	8.3%
	Sometimes happens	23.4%	20.5%	21.2%	22.2%	31.8%	29.3%	15.3%
	Often happens	27.4%	23.1%	44.2%	23.8%	22.7%	29.3%	23.6%
	Happens all the time	18.3%	23.1%	15.4%	27.0%	19.7%	10.3%	15.3%
	I don't know	24.9%	30.8%	15.4%	20.6%	21.2%	22.4%	37.5%*
	Not answered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q5.2.2_4 Surveillance of financial transactions								
	Never happens	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Rarely happens	6.0%	10.3%	3.8%	7.9%	3.0%	6.9%	5.6%
	Sometimes happens	25.4%	30.8%	28.8%	19.0%	22.7%	32.8%	22.2%
	Often happens	26.9%	17.9%	42.3%*	20.6%	30.3%	22.4%	26.4%
	Happens all the time	17.4%	12.8%	11.5%	30.2%*	22.7%	8.6%	15.3%
	I don't know	24.0%	28.2%	13.5%	22.2%	19.7%	29.3%	30.6%
	Not answered	0.3%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%
Q5.2.2_5 Geolocation surveillance								
	Never happens	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%
	Rarely happens	7.1%	12.8%	3.8%	7.9%	7.6%	3.4%	8.3%
	Sometimes happens	30.0%	25.6%	36.5%	22.2%	27.3%	48.3%*	22.2%
	Often happens	25.4%	25.6%	30.8%	31.7%	27.3%	20.7%	18.1%
	Happens all the time	14.6%	10.3%	7.7%	20.6%	19.7%	10.3%	15.3%
	I don't know	22.0%	25.6%	19.2%	17.5%	18.2%	17.2%	33.3%*
	Not answered	0.6%	0.0%	1.9%	0.0%	0.0%	0.0%	1.4%

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	18-24	25-34	35-44	45-54	55-64	65+
far too little	0.0%	0.0%	1.6%	0.0%	0.0%	2.8%
too little	7.7%	3.8%*	14.3%	13.6%	15.5%	25.0%*
just right	15.4%	9.6%	9.5%	6.1%	8.6%	12.5%
too much	10.3%	5.8%	7.9%	13.6%	8.6%	4.2%
far too much	5.1%	7.7%	7.9%	1.5%	3.4%	0.0%
I don't know	61.5%	73.1%	58.7%	65.2%	62.1%	54.2%
No answer	0.0%	0.0%	0.0%	0.0%	1.7%	1.4%

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

Note: Results in this table marked with an asterisk (*) show a statistically significant difference ($p < .05$) from all other 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	18-24	25-34	35-44	45-54	55-64	65+
Yes	0.0%	0.0%	60.0%	44.4%	55.6%	50.0%
No	66.7%	50.0%	30.0%	44.4%	33.3%	45.0%
I don't know	33.3%	50.0%	10.0%	11.1%	0.0%	5.0%
No answer	0.0%	0.0%	0.0%	0.0%	11.1%*	0.0%

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

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

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

		Total		18-24		25-34		35-44	
Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	4.32	1.785	4.03	1.536	4.29	1.825	4.39	1.978
Q8.1.2	Surveillance provides protection of the community	4.96	1.600	4.71	1.675	4.86	1.690	5.03	1.657
Q8.1.3	Surveillance can be a source of personal excitement	3.99	2.175	3.70	1.828	4.33	2.068	4.40	2.080
Q8.1.4	Surveillance can be something to play with	3.18	2.324	3.69	2.166	3.49	2.413	3.39	2.309
Q8.1.5	Surveillance may cause discrimination	4.96	1.940	4.60	1.735	4.92	1.978	4.98	1.836
Q8.1.6	Surveillance may be a source of stigma	5.06	1.830	4.93	1.334	5.15	1.726	5.11	1.822
Q8.1.7	Surveillance may violate a person's privacy	5.98	1.513	5.53	1.736	6.00	1.356	6.07	1.352
Q8.1.8	Violation of citizens' right to control of information use	5.63	1.609	5.29	1.601	5.57	1.307	5.56	1.618
Q8.1.9	Potential that information could be intentionally misused	5.82	1.478	5.43	1.676	5.94	1.227	5.89	1.226
Q8.1.10	Potential that information could be misinterpreted	5.94	1.357	5.37	1.457	6.02	1.225	5.87	1.248
Q8.1.11	Limiting a citizen's right of expression and free speech	4.78	1.996	4.49	2.116	5.06	1.760	4.60	2.019
Q8.1.12	Surveillance may limit a citizen's right of communication	4.90	1.840	4.39	1.701	4.77	1.808	5.02	1.824
Q8.1.13	Surveillance may limit a citizen's right of information	4.64	1.915	4.19	1.712	4.61	1.856	5.00	1.803
		45-54		55-64		65+			
Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD		
Q8.1.1	Surveillance provides protection to the individual citizen	4.42	1.602	3.97	1.816	4.65	1.824		
Q8.1.2	Surveillance provides protection of the community	4.97	1.380	4.60	1.589	5.42	1.590		
Q8.1.3	Surveillance can be a source of personal excitement	3.90	2.347	4.07	2.255	3.51	2.292		
Q8.1.4	Surveillance can be something to play with	2.71	2.126	3.26	2.466	2.80	2.377		
Q8.1.5	Surveillance may cause discrimination	4.80	1.998	5.20	1.957	5.12	2.065		

Q8.1.6	Surveillance may be a source of stigma	4.95	1.970	5.02	1.949	5.18	1.921
Q8.1.7	Surveillance may violate a person's privacy	6.18	1.391	5.89	1.708	6.03	1.566
Q8.1.8	Violation of citizens' right to control of information use	5.63	1.750	5.78	1.652	5.81	1.654
Q8.1.9	Potential that information could be intentionally misused	5.83	1.476	5.79	1.698	5.88	1.567
Q8.1.10	Potential that information could be misinterpreted	5.92	1.536	6.02	1.408	6.20	1.218
Q8.1.11	Limiting a citizen's right of expression and free speech	4.70	2.108	4.77	2.063	4.94	1.953
Q8.1.12	Surveillance may limit a citizen's right of communication	4.77	1.927	5.23	1.767	5.07	1.927
Q8.1.13	Surveillance may limit a citizen's right of information	4.62	2.021	4.57	1.874	4.63	2.164

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

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

Table A16b: Social costs by age group – Behavioural changes

Q8.2	Changes of personal behaviour (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q8.2.1	I have restricted my activities or the way I behave	2.48	2.013	2.92	2.020	2.94 ^A	2.186	3.08 ^B	2.283
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.03	1.829	2.05	1.723	1.82	1.600	2.31	2.085
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	1.66	1.382	2.16 ^{AB}	1.756	1.90	1.500	2.11 ^{CDE}	1.821
Q8.2.4	I have made fun of it	2.80	2.130	3.39	2.388	2.96	2.050	2.64	2.075
Q8.2.5	I have filed a complaint with the respective authorities	1.50	1.300	1.72	1.365	1.52	1.165	1.79 ^A	1.688
Q8.2.6	I have informed the media	1.49	1.163	1.49	1.017	1.44	1.091	1.94 ^A	1.630
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.59	1.374	1.89	1.409	1.56	1.367	1.93	1.776
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	4.06	2.154	3.57	2.021	4.04	2.081	4.08	2.163

Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.83	2.243	4.49	2.356	4.80	2.289	4.72	2.325
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45-54 55-64 65+

Q8.2 Changes of personal behaviour (1=disagree; 7=agree)		45-54		55-64		65+	
		Mean	STD	Mean	STD	Mean	STD
Q8.2.1	I have restricted my activities or the way I behave	2.22	1.850	2.28	1.888	1.76 ^{AB}	1.587
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.02	1.833	2.00	1.842	1.94	1.816
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	1.30 ^{AC}	0.937	1.30 ^{BD}	0.755	1.41 ^E	1.136
Q8.2.4	I have made fun of it	2.92	2.290	2.64	1.947	2.46	2.054
Q8.2.5	I have filed a complaint with the respective authorities	1.03 ^A	0.174	1.59	1.398	1.51	1.437
Q8.2.6	I have informed the media	1.23 ^A	0.818	1.52	1.093	1.35	1.088
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.22	0.745	1.72	1.630	1.37	1.075
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	4.11	2.085	4.07	2.080	4.28	2.417
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.80	2.326	4.84	2.043	5.16	2.194

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	0.702	1.000											
Source of excitement	Q8.1_3	0.124	0.157	1.000										
Something to play with	Q8.1_4	-0.028	-0.077	0.356	1.000									
Cause of discrimination	Q8.1_5	-0.332	-0.278	0.110	0.171	1.000								
Source of stigma	Q8.1_6	-0.248	-0.223	0.143	0.178	0.724	1.000							
Violates privacy	Q8.1_7	-0.158	-0.128	0.045	0.110	0.408	0.471	1.000						
Violates right of control data	Q8.1_8	-0.216	-0.241	0.027	0.169	0.476	0.565	0.684	1.000					
Potential misuse	Q8.1_9	-0.162	-0.138	0.024	0.187	0.394	0.451	0.479	0.524	1.000				
Potential mis-interpretation	Q8.1_10	-0.213	-0.127	0.042	0.144	0.418	0.484	0.544	0.570	0.728	1.000			
Limits right of free speech	Q8.1_11	-0.270	-0.309	0.051	0.181	0.605	0.532	0.396	0.480	0.388	0.375	1.000		
Limits right of communication	Q8.1_12	-0.347	-0.271	0.015	0.170	0.562	0.566	0.482	0.557	0.368	0.491	0.609	1.000	
Limits right of information	Q8.1_13	-0.251	-0.257	0.148	0.252	0.457	0.484	0.413	0.454	0.304	0.374	0.536	0.616	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	0.487	1.000							
defensive measures	Q8.2_3	0.474	0.508	1.000						
made fun of it	Q8.2_4	0.280	0.203	0.285	1.000					
filed complaint	Q8.2_5	0.396	0.428	0.566	0.183	1.000				
informed the media	Q8.2_6	0.398	0.464	0.552	0.167	0.701	1.000			
counter-surveillance	Q8.2_7	0.325	0.368	0.551	0.201	0.614	0.558	1.000		
info about technical protection	Q8.2_8	0.364	0.296	0.305	0.214	0.280	0.265	0.245	1.000	
stopped accepting vouchers	Q8.2_9	0.254	0.277	0.210	0.080	0.160	0.154	0.088	0.407	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	-0.386	-0.262	-0.297	-0.152	-0.204	-0.187	-0.165	-0.295	-0.258
Protection of community	Q8.1_2	-0.325	-0.276	-0.276	-0.167	-0.156	-0.201	-0.159	-0.174	-0.185
Source of excitement	Q8.1_3	-0.010	-0.039	0.021	-0.068	0.007	-0.004	0.009	-0.163	-0.125
Something to play with	Q8.1_4	0.065	0.085	0.017	0.039	-0.005	0.056	0.066	-0.006	0.011
Cause of discrimination	Q8.1_5	0.210	0.154	0.215	0.231	0.093	0.033	0.088	0.231	0.172
Source of stigma	Q8.1_6	0.278	0.170	0.212	0.212	0.103	0.075	0.084	0.209	0.171
Violates privacy	Q8.1_7	0.162	0.113	0.044	0.045	0.013	-0.067	-0.037	0.193	0.249
Violates right to control data	Q8.1_8	0.200	0.192	0.086	0.097	0.037	0.012	0.075	0.202	0.165
Potential misuse	Q8.1_9	0.213	0.163	0.124	0.159	0.083	0.042	0.098	0.257	0.231
Potential misinterpretation	Q8.1_10	0.178	0.109	0.118	0.211	0.009	0.016	0.062	0.285	0.199
Limits right of free speech	Q8.1_11	0.253	0.232	0.245	0.155	0.191	0.161	0.242	0.299	0.261
Limits right of communication	Q8.1_12	0.219	0.205	0.183	0.171	0.132	0.110	0.135	0.235	0.272
Limits right of information	Q8.1_13	0.244	0.245	0.234	0.126	0.168	0.119	0.203	0.213	0.204

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

			PROTECTION for	
			individual citizen	community
			Q8.1_1	Q8.1_2
Usefulness for REDUCTION of crime	CCTV	Q3.1_1	0.41	0.507
	database	Q3.1_2	0.455	0.407
	SNS	Q3.1_3	0.382	0.391
	financialT	Q3.1_4	0.371	0.325
	geolocat.	Q3.1_5	0.389	0.444
Usefulness for DETECTION of crime	CCTV	Q3.2_1	0.368	0.434
	database	Q3.2_2	0.451	0.425
	SNS	Q3.2_3	0.36	0.379
	financialT	Q3.2_4	0.374	0.364
	geolocat.	Q3.2_5	0.372	0.391
Usefulness for PROSECUTION of crime	CCTV	Q3.3_1	0.331	0.378
	database	Q3.3_2	0.362	0.386
	SNS	Q3.3_3	0.367	0.384
	financialT	Q3.3_4	0.302	0.379
	geolocat.	Q3.3_5	0.327	0.338
EFFECTIVENESS	CCTV	Q5.1.1_1	0.475	0.545
	database	Q5.1.1_2	0.481	0.429
	SNS	Q5.1.1_3	0.421	0.413
	financialT	Q5.1.1_4	0.407	0.357
	geolocat.	Q5.1.1_5	0.481	0.455

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	-0.349	-0.331	-0.340	-0.310	-0.423
Q8.1_2	Protection of community	-0.288	-0.233	-0.239	-0.180	-0.325
Q8.1_3	Source of excitement	0.034	0.030	0.045	0.006	0.060
Q8.1_4	Something to play with	0.055	0.112	0.069	0.086	0.078
Q8.1_5	Cause of discrimination	0.340	0.367	0.327	0.343	0.313
Q8.1_6	Source of stigma	0.328	0.368	0.349	0.319	0.312
Q8.1_7	Violates privacy	0.251	0.304	0.261	0.269	0.251
Q8.1_8	Violates right of control data	0.192	0.318	0.252	0.253	0.189
Q8.1_9	Potential misuse	0.188	0.288	0.271	0.257	0.234
Q8.1_10	Potential misinterpretation	0.230	0.268	0.230	0.240	0.220
Q8.1_11	Limits right of free speech	0.398	0.383	0.361	0.328	0.394
Q8.1_12	Limits right of communication	0.345	0.345	0.317	0.319	0.329
Q8.1_13	Limits right of information	0.214	0.231	0.229	0.197	0.231
Social costs (behaviour)						
Q8.2_1	restricted activities	0.352	0.362	0.359	0.318	0.393
Q8.2_2	avoided locations	0.251	0.263	0.210	0.179	0.226
Q8.2_3	defensive measures	0.297	0.288	0.249	0.295	0.318
Q8.2_4	made fun of it	0.170	0.215	0.169	0.195	0.207
Q8.2_5	filed complaint	0.156	0.135	0.080	0.106	0.102
Q8.2_6	informed the media	0.143	0.147	0.075	0.109	0.120
Q8.2_7	counter-surveillance	0.144	0.170	0.134	0.155	0.147
Q8.2_8	info about technical protection	0.202	0.288	0.226	0.267	0.250
Q8.2_9	stopped accepting vouchers	0.261	0.301	0.254	0.220	0.227

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	0.660	0.442	0.384	0.327	0.495
		database	Q3.1_2	0.400	0.651	0.600	0.445	0.518
		SNS	Q3.1_3	0.451	0.639	0.719	0.407	0.502
		financT	Q3.1_4	0.332	0.484	0.427	0.607	0.452
		Geoloc.	Q3.1_5	0.406	0.481	0.431	0.367	0.550
	DETECTION	CCTV	Q3.2_1	0.581	0.424	0.391	0.374	0.481
		database	Q3.2_2	0.432	0.645	0.600	0.463	0.505
		SNS	Q3.2_3	0.420	0.582	0.645	0.458	0.456
		financT	Q3.2_4	0.325	0.423	0.416	0.596	0.428
		Geoloc.	Q3.2_5	0.405	0.487	0.433	0.374	0.595
	PROSECUTION	CCTV	Q3.3_1	0.497	0.402	0.322	0.379	0.418
		database	Q3.3_2	0.397	0.559	0.508	0.458	0.501
		SNS	Q3.3_3	0.422	0.553	0.608	0.429	0.443
		financT	Q3.3_4	0.345	0.401	0.386	0.570	0.373
		Geoloc.	Q3.3_5	0.361	0.411	0.389	0.418	0.481

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	-0.497	1.000				
	SNS	Q5.3_2	-0.560	0.431	1.000			
	Database	Q5.3_3	-0.541	0.485	0.749	1.000		
	FinancT	Q5.3_4	-0.513	0.465	0.610	0.616	1.000	
	Geoloc.	Q5.3_5	-0.498	0.561	0.656	0.673	0.586	1.000
Happiness about NOT KNOWING	Q5.4	-0.513	0.371	0.583	0.659	0.402	0.458	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	-0.343	-0.311	-0.283	-0.31	-0.363
Feeling of control I	Q4.4.1	-0.171	-0.079	-0.136	-0.061	-0.062
Feeling of control II	Q4.4.2	-0.154	-0.139	-0.207	-0.145	-0.147
Trust I	Q4.5.1	-0.404	-0.29	-0.274	-0.276	-0.29
Trust II	Q4.5.2	-0.251	-0.261	-0.328	-0.196	-0.289

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

		Knowledge of laws	Effective-ness of laws	Feeling of security	Feeling of control I	Feeling of control II	Trust I	Trust II
		Q4.1	Q4.2	Q4.3	Q4.4.1	Q4.4.2	Q4.5.1	Q4.5.2
Knowledge of laws	Q4.1	1.000						
Effectiveness of laws	Q4.2	0.263	1.000					
Feeling of security	Q4.3	0.033	0.505	1.000				
Feeling of control I	Q4.4.1	0.237	0.276	0.223	1.000			
Feeling of control II	Q4.4.2	0.142	0.227	0.236	0.514	1.000		
Trust I	Q4.5.1	-0.060	0.400	0.448	0.402	0.302	1.000	
Trust II	Q4.5.2	-0.033	0.282	0.384	0.268	0.421	0.544	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	0.498	0.473	0.492	0.383	0.453
Feeling of control I	Q4.4.1	0.098	0.159	0.173	0.11	0.165
Feeling of control II	Q4.4.2	0.066	0.057	0.071	0.052	0.058
Trust I	Q4.5.1	0.316	0.318	0.301	0.204	0.311
Trust II	Q4.5.2	0.278	0.283	0.211	0.134	0.223

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