



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 UK.  
A quantitative study.**

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## 0. Executive Summary

This document presents the results for the United Kingdom 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 UK for age and gender (based on Eurostat data of 12/2012). Responses were gathered, predominantly, through an online survey supplemented by a number of questionnaires administered in face to face interviews, in order to fulfil the quota and also reach those citizens who do not use the internet. The questionnaire consisted of 50 questions and was available online in all languages of the European Union between November 2013 and March 2014. The face to face interviews were carried out between January and March 2014. The UK sample is based on the responses from 250 individuals who indicated the UK as their country of residence in the online survey or were administered the questionnaire face to face.<sup>1</sup>

Generally, the data reveal a rather large spread in the UK respondents' knowledge of different types of surveillance and surveillance technologies, with CCTV (98%) being the type most respondents have heard of and the surveillance of "suspicious" behaviour (42%) the least known. Most respondents also indicated that they know of a number of reasons for the setting up of surveillance, ranging between 97% for the detection of crime and 78% for the control of crowds. Most respondents think that surveillance is taking place in the country where they live, but two fifths of the respondents felt that they do not know about the economic costs of surveillance.

All types of surveillance being investigated (CCTV, surveillance using databases containing personal information, surveillance of online social networks, surveillance of financial transactions, and geolocation surveillance) were perceived as more useful than not useful for the reduction, detection or prosecution of crime, with the highest mean scores<sup>2</sup> for CCTV (4.29) and the lowest for database surveillance (3.07). 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.

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

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<sup>1</sup> The overall UK sample consists of 548 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.

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

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

The majority of UK respondents agreed more than disagreed that surveillance using databases containing personal information and surveillance of online social networks have a negative impact on one's privacy. For surveillance of financial transactions and geolocation surveillance, respondents slightly more disagreed than agreed that these types of surveillance have a negative impact on privacy. CCTV is perceived to have the least negative impact on privacy. However, only very few respondents are willing to accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (between 9% for CCTV surveillance and 12% for surveillance of financial transactions).

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

Protection of the individual and, in particular, protection of the community were perceived as social benefits of surveillance. But risks ("social costs") associated with surveillance seemed to be even more keenly felt. The highest risks were perceived to be the misinterpretation (mean score 6.03<sup>3</sup>) and intentional misuse of information (5.99) arising from surveillance, followed by privacy invasion and loss of control over the usage of one's personal data gathered via surveillance. Discrimination, stigma, and the limitation of citizen rights as consequences of surveillance appear also to be of concern, though not at the same level. However, there has been very little change in personal behaviour as a consequence of awareness of surveillance. A slight majority of respondents have stopped accepting discounts in exchange for personal data (58%<sup>4</sup>), 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 (22%<sup>3</sup>), or avoided locations or activities that they suspect are under surveillance (10%<sup>3</sup>).

There were very few significant gender differences; female respondents had heard of less of some types of surveillance technologies 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. Female respondents felt slightly happier about CCTV cameras, but there were no significant difference in male and female perceptions of the privacy impact of different types of surveillance. A couple of patterns can be identified with regards to age. Respondents between 25-34 show the most critical and reflective attitudes (e.g., towards the usefulness and effectiveness of surveillance measures, perceived privacy impact, or some social costs). 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 those measures 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 and awareness of surveillance across all age groups.

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<sup>3</sup> On a scale from 1 to 7, with 1=disagree, and 7=agree.

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

Overall, the UK 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 reduces feelings of insecurity in only 1 in 3 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.<sup>5</sup> Responses were gathered, predominantly, through an online survey supplemented by a number of questionnaires administered in face to face interviews, in order to fulfil quotas and reach those citizens who do not use the internet. The survey consisted of 50 questions and sub-questions, and was available online in all languages of the European Union from November 2013 until March 2014.<sup>6</sup> A snowball technique was used to promote the study and disseminate links to the questionnaire. Most RESPECT partners placed advertisements on their respective university/institute website and those of related institutions, sent out press releases and placed banners or advert links in local online newspapers or magazines, posted links to the questionnaire on social networking websites, sent the link out in circular emails (e.g., to university staff and students), and used personal and professional contacts to promote the survey. In order to achieve the quota a number of questionnaires were administered in face to face interviews. Typically, these face to face interviews were required for the older age groups as internet usage is not as common amongst older citizens as it is with the younger population.

Overall, 5,361 respondents from 28 countries completed the questionnaire. This total sample shows a very even gender and age distribution, which is unsurprising given that target quotas were set for each RESPECT partner country. The UK sample used for this analysis is based on the responses from 250 individuals who indicated the UK as their country of residence in the online survey or were administered the questionnaire face to face. The sample has a gender distribution of 51.6% females and 48.4% males, and an age distribution (see figure 1 below) that represents the aging population in this country.

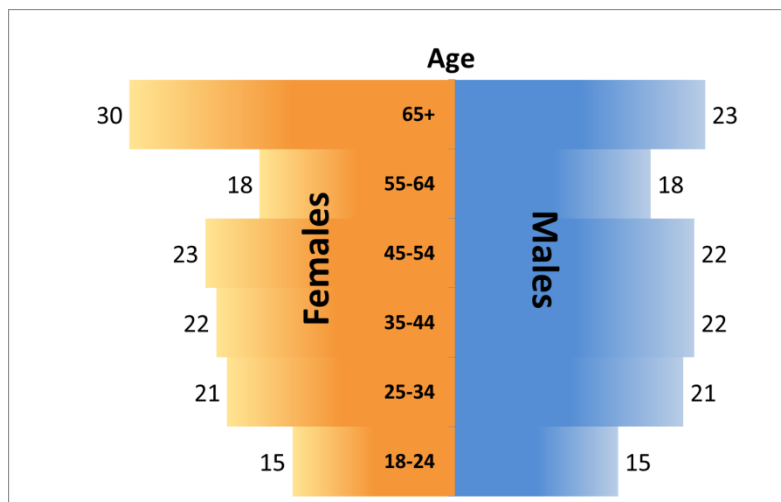


Figure 1: Age and gender distribution of UK quota sample

Not fully satisfactory is the high level of education of the majority of respondents (83% with tertiary or post-graduate education). However, this was to be expected due to the majority of responses being collected online as well as several of the recruiting institutions being academic entities, and it coincides with the education level of

<sup>5</sup> Source: [http://epp.eurostat.ec.europa.eu/portal/page/portal/population/data/main\\_tables](http://epp.eurostat.ec.europa.eu/portal/page/portal/population/data/main_tables).

<sup>6</sup> The English version of this questionnaire may be seen in Appendix B.

respondents in the total RESPECT sample (73%). Regarding specific demographic data related to aspects of surveillance, 19% of UK respondents (16% of total sample) felt that they were living in an area with increased security risks, 55% (53% total sample) indicated that they usually travel abroad at least twice per year, and 64% (71% total sample) responded that they usually visited a mass event at least twice per year. Therefore, it can be assumed that the majority of respondents are frequently exposed to a variety of surveillance measures that are intended to fight crime.

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



## 2. Citizens' knowledge of surveillance

### 2.1 Awareness of different types of surveillance

Generally, there can be observed a rather large spread in the awareness of different types and technologies of surveillance. A vast majority of UK respondents (97.6%) indicated that they have heard of CCTV, whereas only less than half (41.6%) had ever heard of the surveillance of "suspicious" behaviour. A split by gender shows some significant differences, with male respondents indicating a greater awareness in particular regarding the surveillance of data and traffic on the internet (difference between males and female responses: 23.1 percentage points), Electronic tagging / Radio Frequency Identification (difference of 10.8 percentage points) and Global Positioning Systems (difference of 9.7 percentage points).

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

		Answer = YES		
		Total	Female	Male
Q1_1	<b>Biometric data</b> , e.g. analysis of fingerprints, palm prints, facial or body features	84.4%	80.6%	88.4%
Q1_2	<b>"Suspicious" behaviour</b> , e.g. automated detection of raised voices, facial or body features	41.6%	38.0%	45.5%
Q1_3	<b>Data and traffic on the internet</b> , e.g. Deep Packet/Content inspection	60.0%	48.8%	71.9%*
Q1_4	<b>Databases</b> containing personal information, e.g. searching state pension databases, or customer databases of private companies	84.4%	80.6%	88.4%
Q1_5	<b>Online communication</b> , e.g. social network analysis, monitoring of chat rooms or forums	91.2%	89.1%	93.4%
Q1_6	<b>Telecommunication</b> , e.g. monitoring of phone calls or SMS	93.2%	91.5%	95.0%
Q1_7	<b>Electronic tagging / Radio Frequency Identification (RFID)</b> , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	81.2%	76.0%	86.8%*
Q1_8	<b>Global Positioning Systems (GPS)</b> , e.g. tracking geolocation of cars or mobile phones	90.0%	85.3%	95.0%*
Q1_9	<b>CCTV cameras</b> , e.g. in public places, airports or supermarkets	97.6%	96.1%	99.2%
Q1_10	<b>Financial information</b> , e.g. tracking of debit/credit card transactions	89.6%	87.6%	91.7%

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

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

Interestingly, these gender differences cannot simply be related to general levels of awareness (i.e., smaller differences in those types that are more commonly known, and larger differences in those types that are less well known), because there is also a considerable gender difference in awareness of surveillance through GPS, despite the generally high level of awareness (90% of total UK sample) in this area. However, these differences found may also be related to gender-specific interpretations of the question, given that "have you ever heard of" does not necessarily request firm knowledge, and responses may as well reflect gender-specific self-constructions of "being knowledgeable in technologies".

## 2.2 Known reasons for surveillance

Most respondents are aware of the main reasons for deploying surveillance. The reason for surveillance that is most known about is the detection of crime (96.8%), and the least known is the use of surveillance for control of crowds (78%). There are no statistically significant gender differences in knowing of the reasons for surveillance specifically asked for, with the exception of the control of crowds where, again, male respondents indicated significantly more often (difference of 12.2 percentage points) that they know of this reason for surveillance.

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

		Answer=YES		
		Total	Female	Male
Q2_1	The reduction of crime	90.4%	89.1%	91.7%
Q2_2	The detection of crime	96.8%	95.3%	98.3%
Q2_3	The prosecution of crime	87.2%	82.9%	91.7%
Q2_4	Control of border-crossings	82.4%	82.9%	81.8%
Q2_5	Control of crowds	78.0%	72.1%	84.3%*
Q2_6	Other	23.6%	17.1%	30.6%*
Q2_7	I don't know of any reasons.	2.0%	1.6%	2.5%

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 prosecution of crime, slightly less useful for the detection of crime, and slightly less useful still for the reduction of crime. Generally, though, all five types of surveillance investigated are perceived to be useful for the detection, prosecution, and reduction of crime (mean result in all categories is above the midpoint of 3.00 in Table 3).

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.

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

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
<b>Q3.1</b>	<b>the reduction of crime</b>						
Q3.1_1	CCTV cameras	4.01	1.264	4.05	1.230	3.97	1.304
Q3.1_2	Surveillance using databases containing personal information	3.07	1.326	2.90	1.289	3.22	1.347

Q3.1_3	Surveillance of online social networking	3.28	1.303	3.26	1.267	3.30	1.344
Q3.1_4	Surveillance of financial transactions	3.54	1.257	3.39	1.269	3.68	1.234
Q3.1_5	Geolocation surveillance	3.56	1.384	3.47	1.391	3.65	1.377
<b>Q3.2 the detection of crime</b>							
Q3.2_1	CCTV cameras	4.20	1.121	4.31	1.053	4.08	1.183
Q3.2_2	Surveillance using databases containing personal information	3.42	1.322	3.45	1.268	3.38	1.377
Q3.2_3	Surveillance of online social networking	3.50	1.271	3.54	1.261	3.46	1.285
Q3.2_4	Surveillance of financial transactions	3.95	1.108	3.94	1.057	3.97	1.162
Q3.2_5	Geolocation surveillance	3.81	1.253	3.89	1.188	3.73	1.313
<b>Q3.3 the prosecution of crime</b>							
Q3.3_1	CCTV cameras	4.29	1.107	4.27	1.113	4.32	1.105
Q3.3_2	Surveillance using databases containing personal information	3.53	1.289	3.43	1.301	3.62	1.277
Q3.3_3	Surveillance of online social networking	3.46	1.259	3.44	1.334	3.48	1.188
Q3.3_4	Surveillance of financial transactions	4.02	1.079	3.92	1.119	4.12	1.032
Q3.3_5	Geolocation surveillance	3.97	1.144	3.96	1.210	3.98	1.081

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

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

The potential relationships between the perceived usefulness of different types of surveillance for the reduction, detection and prosecution of crime were examined (See Table A3 in Appendix A). It appears that there is a relationship between beliefs about the usefulness of the various types of surveillance for different purposes. For example, if a respondent perceives CCTV surveillance as useful for the reduction of crime then the respondent is also likely to perceive this form of surveillance as useful for the detection of crime and prosecution of crime. There is a similar pattern of responses for all the other types of surveillance with the relationship between perceived usefulness for detection of crime and perceived usefulness for prosecution being typically the strongest. This pattern of responses suggests that the concepts of reduction, detection, and prosecution of crime may be somewhat entangled. However, it is also possible that some respondents decided on a general “usefulness setting” for each type of technology and answered the questions on the reduction, detection, and prosecution of crime in the same way. The closest relationship between usefulness for detection and usefulness for prosecution of crime was found for surveillance of online social networking sites. There were also strong links between the perceived usefulness of CCTV surveillance for the reduction of crime and that of the detection of crime. Similarly strong connections between perceived usefulness for detection and prosecution of crime were found for surveillance using databases containing personal information. 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 geolocation surveillance for the reduction of crime and the perceived usefulness of CCTV, databases containing personal information, and surveillance of social networking sites for the same purpose. A similar relationship is present between the perceived usefulness of these types of surveillance for the detection and, less strong, for the prosecution of crime. This may, again, be the result of some respondents not distinguishing much between the different types of surveillance and rather focusing on the usefulness of surveillance generally for different purposes.

There is no correlation between the knowledge of general purposes of surveillance, and the assumed usefulness of specific types of surveillance for these purposes. A reason for this missing link may be that surveillance still

represents a somewhat abstract concept for the majority of citizens. To imagine specific purposes, these need to be linked to specific types, technologies or measures of surveillance.

### 3.2 Effectiveness in protection against crime

The results for perceived effectiveness of the different types of surveillance in protecting against crime follow the same pattern of results as for perceived usefulness of the same types of surveillance in the reduction, detection, and prosecution of crime. However, generally the different types of surveillance are perceived to be less effective in protection against crime than they are deemed to be useful for the reduction, detection, and prosecution of crime. Between 71%<sup>7</sup> (reduction of crime) and 81%<sup>8</sup> (prosecution of crime) of respondents believed that CCTV is useful, but only 69%<sup>9</sup> of respondents agreed that it is effective. CCTV is perceived as the most effective surveillance measure in protection against crime followed by surveillance of financial transactions and geolocation surveillance. Surveillance of online social-networking and surveillance using databases containing personal information are not seen as particularly effective methods of protection against crime.

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

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	5.09	1.896	5.12	1.877	5.07	1.925
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.76	1.869	3.72	1.875	3.81	1.869
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.95	1.908	3.93	1.936	3.97	1.887
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.32	1.871	4.13	1.799	4.53	1.928
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.28	1.912	4.14	1.808	4.41	2.012

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

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

### 3.3 Relationship between perceived usefulness and effectiveness

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

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

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

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

this mode of surveillance as a means to protect against crime was related most closely with its perceived usefulness in reduction of crime.

## 4. Perceptions of surveillance

### 4.1 Surveillance and feelings of security

As seen in the previous section, most of the different types of surveillance are perceived as useful in the reduction, detection, and prosecution of crime and, 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 one third of respondents (33%), 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 (34%) indicated the mid-point of the scale. 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, with more mistrust towards private companies than towards government agencies. This difference in trust in private companies and government agencies was more pronounced in male respondents, with men mistrusting private companies more, and government agencies less, than women. Consequently, there may not only be a missing link between surveillance and security, but also perceptions of a substantial lack of data protection in connection with personal information gathered through surveillance.

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

	Total		Female		Male	
	Mean	STD	Mean	STD	Mean	STD
<b>4.3 Security</b> (1=very insecure; 5=very secure)						
How secure does the presence of surveillance measures make you feel?	2.97	1.128	3.00	1.013	2.94	1.237
<b>4.4 Control</b> (1= no control; 5=full control)						
4.4.1 How much control do you think you have over the processing of personal information gathered by <u>government agencies</u> via surveillance measures?	1.65	0.836	1.65	0.876	1.66	0.797
4.4.2 How much control do you think you have over the processing of personal information gathered by <u>private companies</u> via surveillance measures?	1.75	0.891	1.78	0.898	1.73	0.887
<b>4.5 Trust</b> (1=no trust; 5=complete trust)						
4.5.1 How much do you trust <u>government agencies</u> that they protect your personal information gathered via surveillance measures?	2.13	1.173	2.05	1.082	2.22*	1.260
4.5.2 How much do you trust <u>private companies</u> that they protect your personal information gathered via surveillance measures?	1.53	0.754	1.65	0.833	1.41*	0.642

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 and geolocation surveillance, 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 3.37). Respondents are also unhappy with surveillance taking place without people knowing about it. There is mostly no significant difference between female and male responses; only in the case of CCTV female respondents feel significantly more happy than male respondents with this type of surveillance.

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

	Total		Female		Male	
	Mean	STD	Mean	STD	Mean	STD
5.3_1 Feel happy/unhappy about CCTV cameras	2.40	1.262	2.21	1.152	2.60*	1.345
5.3_2 Feel happy/unhappy about surveillance of online social networks	3.05	1.290	2.96	1.232	3.15	1.349
5.3_3 Feel happy/unhappy about surveillance using databases	3.37	1.196	3.42	1.172	3.32	1.223
5.3_4 Fee happy/unhappy about surveillance of financial transactions	3.02	1.201	3.04	1.139	3.00	1.268
5.3_5 feel happy/unhappy about geolocation surveillance	2.95	1.251	2.83	1.113	3.08	1.375
5.4 feel happy/unhappy about surveillance taking place without noticing	3.25	1.337	3.25	1.247	3.10	1.429

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

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

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

### 4.4 Relationship between security and happiness

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

There is also a relationship between generally feeling happy or unhappy about different types of surveillance and being happy or unhappy with surveillance taking place without one’s knowledge. Furthermore, 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 most evident for CCTV and geolocation surveillance, and least for surveillance of financial transactions. Furthermore, being happy or unhappy with CCTV surveillance is moderately

linked to the perceived usefulness of this type of surveillance for the reduction, detection and prosecution of crimes. This relationship, however, is mostly weak to very weak for the other types of surveillance (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	3.53	2.177	3.37	2.193	3.70	2.157
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.31	2.121	4.40	2.031	4.23	2.217
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.08	2.183	3.96	2.169	4.21	2.200
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	3.92	2.152	4.04	2.147	3.80	2.159
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	3.94	2.222	3.79	2.121	4.09	2.321

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

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

The majority of respondents agreed more than disagreed that surveillance using databases containing personal information and surveillance of online social networks have a negative impact on one's privacy (Table 7). For surveillance of financial transactions and geolocation surveillance, respondents slightly more disagreed than agreed. CCTV is perceived to have the least negative impact on privacy. Irrespective of their views on the impact of different types of surveillance on privacy, very few respondents are willing to accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (Table 8). However, there is a marked trend for male respondents being far more willing than female respondents to accept such a trade between financial compensation and increased intrusion on their privacy.

**Table 8**  
**Financial privacy trade-off**

5.1.3	Would you be willing to accept payment as compensation for greater invasion of your privacy, using:	Total	Answer=YES	
			Female	Male
5.1.3_1	Surveillance via CCTV cameras	8.9%	2.6%	15.9%*
5.1.3_2	Surveillance of online social networks	11.0%	5.2%	17.4%
5.1.3_3	Surveillance utilising databases containing personal information	10.3%	3.9%	17.4%*
5.1.3_4	Surveillance of financial transactions	12.3%	6.5%	18.8%
5.1.3_5	Geolocation surveillance	10.3%	1.3%	20.3%*

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



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



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

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

There is 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.

## 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.	1.2%	1.6%	0.8%*
I rarely notice CCTV cameras.	13.6%	14.7%	12.4%*
I sometimes notice CCTV cameras.	33.6%	44.2%	22.3%*
I often notice CCTV cameras.	38.8%	33.3%	44.6%*
I always notice CCTV cameras.	12.8%	6.2%	19.8%*
I don't know / No answer	0.0%	0.0%	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, a majority of respondents (51.6%) often or always notice CCTV cameras, there is a significantly higher proportion of male (64.4%) than female respondents (39.5%) who indicated that they often or always notice CCTV cameras. Only 16.3% of female and 13.2% of male respondents rarely or never notice CCTV cameras.

## 5.2 Beliefs about surveillance taking place

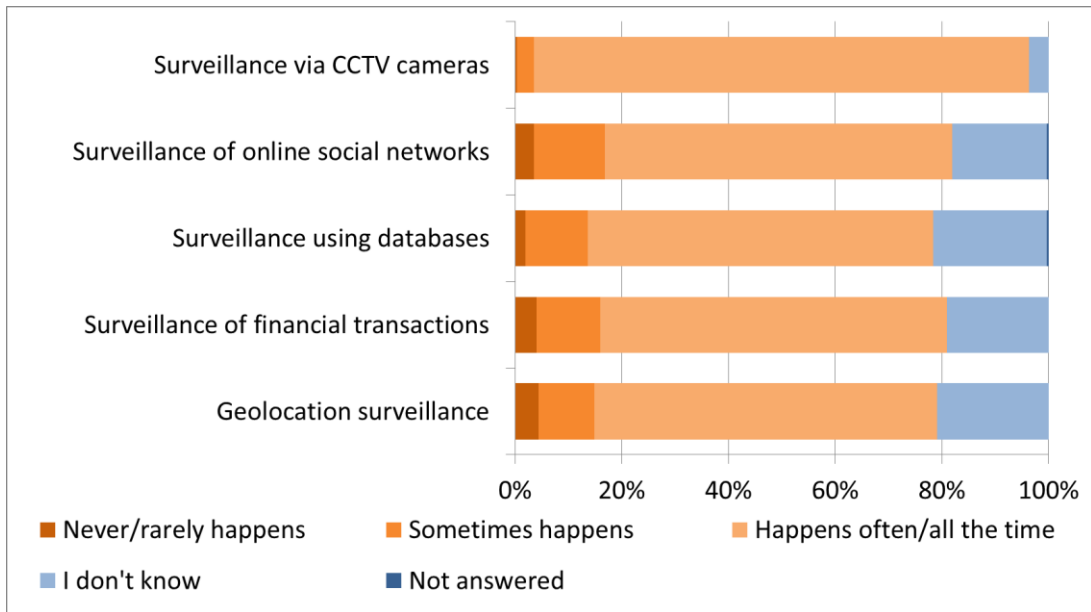


Figure2: Q5.2.2 – In your opinion, how often do the following types of surveillance take place in the country where you live?

Not very surprisingly, a large majority of respondents believes that CCTV surveillance takes place often or all the time in the country where they live (92.8%). Far fewer respondents believe that the other types of surveillance take place, between 64 and 65% 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 (18-21%). 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 13 percentage points between male and female responses (i.e. female respondents more often indicating “I don’t know” than male respondents).

## 6. Acceptability of data sharing practices

**Table 10**  
**Acceptability of data sharing practices of government agencies**

	Sharing citizens' information gathered via surveillance measures with other government agencies	Sharing citizens' information gathered via surveillance measures with foreign governments	Sharing citizens' information gathered via surveillance measures with private companies
Fully acceptable in all circumstances	5.6%	3.2%	1.6%
Acceptable only if the citizen is suspected of wrong-doing	23.2%	20.8%	15.2%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	56.8%	51.6%	25.2%
Acceptable if the citizen is informed	12.4%	9.2%	7.6%
Acceptable if the citizen has given consent	18.4%	20.8%	30.0%
Not acceptable in any circumstances	5.6%	13.6%	34.8%
I don't know	2.8%	3.2%	3.2%

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

Generally, the sharing of information gathered through surveillance by government agencies with other government agencies, or with foreign governments is deemed acceptable by the majority of respondents if the citizen is suspected of wrong-doing. However, most of these respondents believe it is necessary that the surveillance needs to be legally authorised for it to be acceptable. One out of five participants believe it is acceptable for information gathered through surveillance by government agencies to be shared with other government agencies, or with foreign governments if the citizen has given consent. Whilst results regarding the sharing of information with other government agencies or foreign governments are fairly similar, sharing information with private companies is much less acceptable even if surveillance has been lawfully authorised for somebody suspected of wrong-doing. Many respondents (34.8%) think it is unacceptable in all circumstances or only if the citizen has given consent (30%) 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	1.6%	0.4%	0.4%
Acceptable only if the citizen is suspected of wrong-doing	17.2%	15.2%	8.8%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	39.6%	26.4%	18.0%
Acceptable if the citizen is informed	8.4%	7.6%	5.6%
Acceptable if the citizen has given consent	27.6%	22.8%	31.2%
Not acceptable in any circumstances	18.8%	39.6%	40.8%
I don't know	4.4%	3.6%	3.2%

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 (40.8%).

## 7. Acceptability of surveillance in different locations

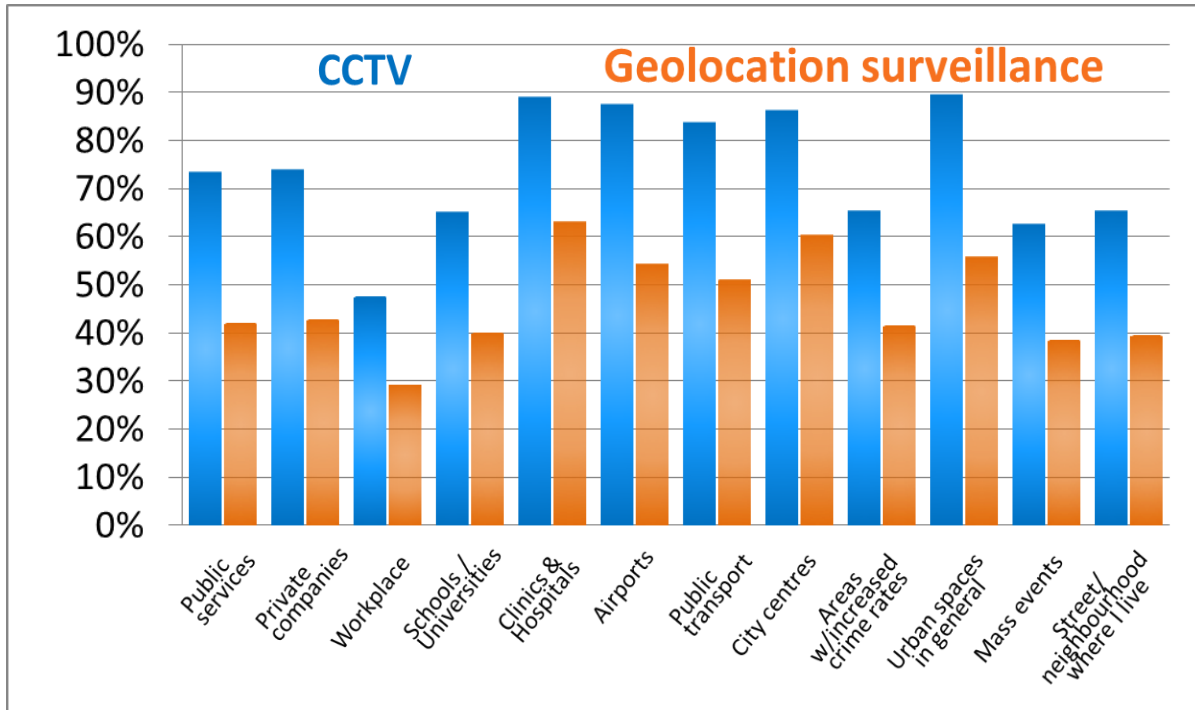


Figure 3: Acceptability of surveillance in different locations

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

CCTV surveillance is perceived as clearly more acceptable than geolocation surveillance for the purposes of fighting crime in all the events and locations. Acceptance rates for CCTV are typically 50% to 75% higher than those for geolocation surveillance with no significant gender differences. Both types of surveillance are least accepted in the workplace (CCTV 48%, geolocation surveillance 29%). The highest acceptance of surveillance by CCTV is in urban spaces and clinics and hospitals (both 89%) with geolocation surveillance in clinics and hospitals also seen as acceptable by many respondents (63%). A possible explanation for this rather surprising result could be that such acceptance levels of surveillance in clinics and hospitals may be related to high levels of trust in the care provided by these institutions, or to an increased perceived vulnerability in these locations that requires higher levels of protection through surveillance. Acceptance levels for CCTV in city centres, airports and public transport are also rather high (up to 88%), 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 your country is “just right”; 26.4% indicated that, in their opinion, there was too little or far too little money allocated, 20.8% believed it was too much or far too much, and in particular male respondents showed rather strong opinions on this issue. But overall two out of every five respondents felt that they, actually, “don’t know” whether government agencies are allocated sufficient funds for carrying out surveillance for the purpose of fighting crime.

Those respondents who thought that the money allocated to government agencies for carrying out surveillance to fight crime was too little or far too little were asked whether they are prepared to pay higher taxes so the more

money can be allocated for this purpose. Two out of every five of these respondents indicated they would be willing to do so whilst the same proportion replied that they would not. Males appeared to be more willing (47%) than females (29%) to pay more taxes so the more money can be allocated to carry out surveillance to fight crime.<sup>10</sup>

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

	<b>Total</b>	<b>Female</b>	<b>Male</b>
far too little	5.6%	2.3%	9.1%*
too little	20.8%	19.4%	22.3%*
just right	10.4%	8.5%	12.4%*
too much	11.6%	9.3%	14.0%*
far too much	9.2%	8.5%	9.9%*
I don't know	42.0%	51.2%	32.2%*
No answer	0.4%	0.8%	0.0%

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

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

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

	<b>Total</b>	<b>Female</b>	<b>Male</b>
Yes	39.4%	28.6%	47.4%*
No	39.4%	32.1%	44.7%*
I don't know	18.2%	32.1%	7.9%*
No answer	3.0%	7.1%	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 related to gender and marked with an asterisk (\*) are statistically significant ( $p < .05$ ); for all other results the respective tests did not show a statistically significant difference between gender.

<sup>10</sup> However, the comparatively low number of respondents to this question ( $n=66$ ) allows only very cautious interpretations related to gender differences.

## 9. Social costs of surveillance

### 9.1 Attitudes towards surveillance

Whilst there were marked 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 that information gathered through surveillance is misinterpreted or intentionally misused, followed by the risk of privacy invasion through surveillance and that surveillance may violate citizens' right to control whether information about them is used. The risks that surveillance may cause discrimination or stigma, and limit citizen rights also appear to be strong issues, though not at the level of data misuse and misinterpretation.

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

	Total		Female		Male		
	Mean	STD	Mean	STD	Mean	STD	
Q8.1.1	Surveillance provides protection to the individual citizen	4.69	1.969	4.74	1.883	4.64	2.061
Q8.1.2	Surveillance provides protection of the community	5.29	1.792	5.31	1.797	5.27	1.794
Q8.1.3	Surveillance can be a source of personal excitement	3.34	2.346	3.17	2.343	3.51	2.349
Q8.1.4	Surveillance can be something to play with	3.10	2.430	3.14	2.389	3.06	2.481
Q8.1.5	Surveillance may cause discrimination towards specific groups of society	4.71	2.191	4.86	2.129	4.57	2.251
Q8.1.6	Surveillance may be a source of stigma	4.93	2.124	4.77	2.196	5.08	2.047
Q8.1.7	Surveillance may violate a person's privacy	5.68	1.803	5.62	1.770	5.75	1.842
Q8.1.8	Surveillance may violate citizens' right to control whether information about them is used	5.54	1.916	5.60	1.877	5.48	1.962
Q8.1.9	There is a potential that information gathered via surveillance could be intentionally misused	5.99	1.507	5.93	1.591	6.06	1.416
Q8.1.10	There is a potential that information gathered via surveillance could be misinterpreted	6.03	1.257	6.10	1.160	5.96	1.354
Q8.1.11	Surveillance may limit a citizen's right of expression and free speech	4.84	2.179	4.95	2.075	4.72	2.289

Q8.1.12	Surveillance may limit a citizen's right of communication	4.77	2.159	4.91	2.064	4.63	2.253
Q8.1.13	Surveillance may limit a citizen's right of information	4.73	2.153	4.77	2.103	4.70	2.215

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

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

## 9.2 Behavioural changes resulting from surveillance

Very few respondents have made changes to their behaviour as a result of being aware of surveillance. The two changes in behaviour that were undertaken by the 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 or avoiding surveilled locations.

**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	2.142	2.26	2.056	2.72	2.216
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	1.80	1.672	1.72	1.626	1.89	1.723
Q8.2.3	I have taken defensive measures (hiding face, faking data, incapacitating surveillance device)	1.87	1.694	1.64	1.428	2.11*	1.919
Q8.2.4	I have made fun of it	2.12	1.921	1.77	1.642	2.48*	2.123
Q8.2.5	I have filed a complaint with the respective authorities	1.59	1.455	1.51	1.314	1.67	1.585
Q8.2.6	I have informed the media	1.55	1.415	1.44	1.231	1.67	1.582
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.65	1.521	1.38	1.083	1.93*	1.837
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	4.16	2.252	3.62	2.255	4.73	2.111
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.52	2.575	4.44	2.576	4.60	2.583



Q8.2: To what extent has your awareness of surveillance changed your personal behaviour? Please indicate the extent to which you agree or disagree with the following statements clicking on the point on the scale that best represents your views. (1=disagree; 7=agree)

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

### 9.3 Perceived social benefits and social costs: Relationships

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

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

Generally, it appears that respondents do perceive both social costs and benefits, but without necessarily "weighing" them against each other. Additionally, there is a 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 – with the exception of the surveillance of financial transactions (see table A20 in Appendix A).

There are some moderate links between changes in different behaviours as a result of awareness of surveillance. The strongest connections are between avoiding locations and taking defensive measures, between avoiding locations and restricting activities, and between restricting activities and taking defensive measures (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). A weak relationship was found between a perceived limitation of citizens' rights (free speech, information) through surveillance and avoiding locations as well as restricting one's activities as a result of surveillance – a consequence which has been described as the chilling effect of surveillance. Those social costs which were perceived most often – 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

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 “suspicious behaviour” – the type of surveillance overall least heard of – is there a significant difference with the 25-34 years age group showing higher knowledge than other age groups (table A1 in Appendix A). There are also no significantly different responses between age groups regarding the reasons for the setting up of surveillance (table A2 in Appendix A). Although overall only just above half of the respondents expressed views about whether enough funds are allocated to government agencies for surveillance, respondents aged 25 to 34 indicated more than other respondents that too much or far too much is spent for this purpose. Respondents aged 55-64 are the most likely to indicate that the funds allocated for surveillance are just right, whereas fewer 65+ respondents than those of other age groups replied that too much 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 the surveillance of online social networks it is the 65+ respondents who show the largest proportion of answers indicating that they, actually, “don’t know” whether or not surveillance is taking place in the country where they live. Some differences in the responses of the 18-24 age group suggest that this age group is of the opinion that less surveillance, in particular surveillance of financial transactions and geolocation surveillance, takes places than other age groups. (table A13 in Appendix A).

Almost all types of surveillance are perceived by all age groups as more useful than not useful for the detection and prosecution of crime (table A5 in Appendix A). The two exceptions are that 25 to 34 year olds indicate that surveillance of online social networks is less useful than useful for the prosecution of crime, and that using surveillance of databases containing personal information is less useful than useful for the detection of crime. For the reduction of crime, it is also the younger respondents under 35 who find surveillance of databases containing personal information and surveillance of online social networks less useful than the older respondents. CCTV is rated by respondents of most age groups as the most useful form of surveillance for the reduction, detection, and prosecution of crime. The 25-34 year olds again are an exception who rate surveillance of financial transactions as the most useful for all three purposes investigated. Generally, the older respondents aged 55+ perceive all types of surveillance examined in this study as more useful than these types of surveillance’s perceived usefulness by respondents in the other age groups, and they show less variability in their responses. Here, a possible interpretation could be that, rather than rating the usefulness of specific surveillance technologies, the rating of those aged 55+ is influenced by the perception of usefulness of surveillance in general. The lowest usefulness for most types of surveillance, and across the different purposes, is perceived by respondents of the 25-34 age group. A very similar picture is revealed for the perceived effectiveness of surveillance (table A4 in Appendix A).

The presence of surveillance makes respondents aged 55+ feel more secure than younger respondents aged 25 to 34 (table A7 in Appendix A). On the other hand, regarding the perception of control issues (over the processing of personal information gathered via government agencies or private companies), it is the youngest age group (18-24) that stands out with feeling the least lack of control (although still being considerably below the midpoint of 3 with a mean score of 2.11). However, there are no significant age-related differences regarding trust in public authorities and private companies protecting personal data gathered via surveillance measures. Consistent with the older respondents feeling more secure than many younger respondents (aged 25-34) with the presence of surveillance, they also feel happier than most other age groups with most types of surveillance (except surveillance of financial transactions and surveillance using databases containing personal information). The 25-34 respondents feel most unhappy (table A8 in Appendix A). The same picture is revealed when respondents are asked how they feel about surveillance taking place without being aware of it.

The majority of respondents in all age groups have similar views regarding the impact of surveillance on privacy. Only in the case of geolocation surveillance the 25-34 year olds think that this type of surveillance has a negative impact on privacy whereas the 55-64 year olds do not agree with this view. (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 from their age. (table A11 in Appendix A).

Respondents aged 55+ perceive surveillance as benefiting society more than younger respondents do. Those aged 55+ see surveillance as more beneficial to society by providing protection to the individual citizen than participants aged between 25 and 44 years, and more beneficial to society by providing protection of the community than participants aged 25 to 34 (tables A16a and A16b in Appendix A). There are mostly no age differences in the perceived social costs of surveillance, with two exceptions. Whilst respondents aged 25-44 agree strongly that surveillance may be a source of stigma, respondents age 55 to 64 do not agree with this statement. Secondly, the youngest age group (18-24) stands out with feeling significantly less than respondents in other age groups the potential that information could be misinterpreted and, particularly, misused.

Although few respondents changed their behaviour as a consequence of becoming aware of surveillance, those aged 25-34 indicated most often that they had done so – in particular avoiding locations where they suspect that surveillance is taking place, taking defensive measures, or making fun of surveillance. Respondents aged 55+ have taken action least frequently as a result of becoming aware of surveillance.

It is not completely surprising that citizens between 25-34 who have grown up with new technologies, finished their education, taken up a profession and are grounding their opinions on some life experience show the most critical and reflective attitudes (e.g., towards the usefulness and effectiveness of surveillance measures, perceived privacy impact, or some social costs). 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 those measures 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 and awareness of surveillance across all age groups.

## **11. Conclusion**

Overall, the UK 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 UK 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.

UK 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.

## APPENDICES

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Figure 2: Beliefs about surveillance taking place

Figure 3: Acceptability of surveillance in different locations

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

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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	<b>Biometric data</b> , e.g. analysis of fingerprints, palm prints, facial or body features	84.4%	76.7%	83.3%	90.9%	82.2%	88.9%	83.0%
Q1_2	<b>"Suspicious" behaviour</b> , e.g. automated detection of raised voices, facial or body features	41.6%	40.0%	66.7%*	45.5%	40.0%	25.0%	32.1%
Q1_3	<b>Data and traffic on the internet</b> , e.g. Deep Packet/Content inspection	60.0%	53.3%	78.6%	75.0%	62.2%	47.2%	43.4%
Q1_4	<b>Databases</b> containing personal information, e.g. searching state pension databases, or customer databases of private companies	84.4%	80.0%	95.2%	93.2%	80.0%	80.6%	77.4%
Q1_5	<b>Online communication</b> , e.g. social network analysis, monitoring of chat rooms or forums	91.2%	100.0%	95.2%	93.2%	95.6%	88.9%	79.2%
Q1_6	<b>Telecommunication</b> , e.g. monitoring of phone calls or SMS	93.2%	86.7%	92.9%	97.7%	95.6%	94.4%	90.6%
Q1_7	<b>Electronic tagging / Radio Frequency Identification (RFID)</b> , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	81.2%	73.3%	78.6%	79.5%	80.0%	86.1%	86.8%
Q1_8	<b>Global Positioning Systems (GPS)</b> , e.g. tracking geolocation of cars or mobile phones	90.0%	80.0%	90.5%	95.5%	88.9%	88.9%	92.5%
Q1_9	<b>CCTV cameras</b> , e.g. in public places, airports or supermarkets	97.6%	93.3%	97.6%	100.0%	97.8%	100.0%	96.2%
Q1_10	<b>Financial information</b> , e.g. tracking of debit/credit card transactions	89.6%	86.7%	97.6%	88.6%	91.1%	88.9%	84.9%

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

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



**Table A2: Known reasons for surveillance by age group**

		Answer = YES						
	Total	18-24	25-34	35-44	45-54	55-64	65+	
Q2_1	The reduction of crime	90.4%	86.7%	92.9%	86.4%	86.7%	91.7%	96.2%
Q2_2	The detection of crime	96.8%	93.3%	97.6%	100.0%	97.8%	94.4%	96.2%
Q2_3	The prosecution of crime	87.2%	80.0%	85.7%	81.8%	95.6%	94.4%	84.9%
Q2_4	Control of border-crossings	82.4%	76.7%	92.9%	81.8%	80.0%	83.3%	79.2%
Q2_5	Control of crowds	78.0%	50.0%	81.0%	75.0%	77.8%	86.1%	88.7%
Q2_6	Other	23.6%	10.0%	38.1%	34.1%	26.7%	16.7%	13.2%
Q2_7	I don't know of any reasons.	2.0%	3.3%	2.4%	0.0%	0.0%	0.0%	5.7%

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
<b>REDUCTION</b>	CCTV	1.000				
	database	0.557	1.000			
	SNS	0.563	0.711	1.000		
	financT	0.473	0.608	0.606	1.000	
	Geoloc.	0.647	0.728	0.704	0.633	1.000
<b>DETECTION</b>	CCTV	0.706	0.461	0.512	0.328	0.501
	database	0.470	0.629	0.629	0.500	0.517
	SNS	0.439	0.568	0.677	0.426	0.499
	financT	0.393	0.489	0.491	0.592	0.462
	Geoloc.	0.567	0.559	0.578	0.509	0.666
<b>PROSECUTION</b>	CCTV	0.666	0.395	0.381	0.311	0.388
	database	0.494	0.628	0.568	0.462	0.513
	SNS	0.460	0.566	0.664	0.397	0.465
	financT	0.405	0.456	0.413	0.478	0.419
	Geoloc.	0.507	0.491	0.517	0.429	0.547

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
<b>DETECTION</b>	CCTV	1.000				
	database	0.541	1.000			
	SNS	0.495	0.702	1.000		
	financT	0.445	0.699	0.573	1.000	
	Geoloc.	0.654	0.753	0.637	0.680	1.000
<b>PROSECUTION</b>	CCTV	0.684	0.374	0.338	0.315	0.463
	database	0.437	0.681	0.560	0.499	0.603
	SNS	0.480	0.593	0.723	0.439	0.497
	financT	0.423	0.541	0.423	0.659	0.541
	Geoloc.	0.500	0.576	0.483	0.551	0.639

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
<b>PROSECUTION</b>	CCTV	1.000				
	database	0.428	1.000			
	SNS	0.466	0.633	1.000		
	financT	0.436	0.652	0.546	1.000	
	Geoloc.	0.527	0.601	0.637	0.675	1.000

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

Q5.1.1	Effectiveness (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	5.09	1.896	4.76	1.455	4.12 <sup>AB</sup>	2.238	4.93	2.028
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.76	1.869	3.70	1.601	3.03 <sup>AB</sup>	1.739	3.39 <sup>C</sup>	1.656
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.95	1.908	3.77	1.695	3.25 <sup>A</sup>	1.836	3.93	1.857
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.32	1.871	3.87	1.548	4.08	2.095	4.05	1.830
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.28	1.912	4.41	1.637	3.51 <sup>AB</sup>	2.026	4.00	2.000
				45-54	55-64	65+			
Q5.1.1	Effectiveness (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD		
Q5.1.1_1	CCTV is an effective way to protect against crime	4.91	1.902	5.60 <sup>A</sup>	1.718	5.98 <sup>B</sup>	1.337		
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.20 <sup>DE</sup>	1.786	4.58 <sup>AD</sup>	1.904	4.60 <sup>BCE</sup>	1.884		
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.60	1.939	4.38	2.000	4.67 <sup>A</sup>	1.826		
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	3.95	1.834	4.88	1.788	4.94	1.816		
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	3.90	1.809	4.85 <sup>A</sup>	1.811	5.02 <sup>B</sup>	1.732		

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

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

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

		<b>Total</b>		<b>18-24</b>		<b>25-34</b>		<b>35-44</b>	
		<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>
<b>Q3.1</b>	<b>the reduction of crime</b>								
Q3.1_1	CCTV cameras	4.01	1.264	3.97	1.129	3.28 <sup>AB</sup>	1.552	3.83 <sup>C</sup>	1.324
Q3.1_2	Surveillance using databases containing personal information	3.07	1.326	2.85	1.167	2.67 <sup>AB</sup>	1.364	2.64 <sup>CD</sup>	1.246
Q3.1_3	Surveillance of online social networking	3.28	1.303	2.93 <sup>A</sup>	1.193	2.68 <sup>B</sup>	1.366	3.22	1.275
Q3.1_4	Surveillance of financial transactions	3.54	1.257	2.85 <sup>AB</sup>	1.223	3.36	1.267	3.37	1.260
Q3.1_5	Geolocation surveillance	3.56	1.384	3.28 <sup>A</sup>	1.251	2.93 <sup>BC</sup>	1.509	3.17 <sup>D</sup>	1.395
<b>Q3.2</b>	<b>the detection of crime</b>								
Q3.2_1	CCTV cameras	4.20	1.121	4.20	0.805	3.57 <sup>AB</sup>	1.394	4.14	1.167
Q3.2_2	Surveillance using databases containing personal information	3.42	1.322	3.25	1.110	2.95 <sup>AB</sup>	1.413	3.23	1.266
Q3.2_3	Surveillance of online social networking	3.50	1.271	3.73	1.112	3.07	1.385	3.49	1.207
Q3.2_4	Surveillance of financial transactions	3.95	1.108	3.72	1.032	3.95	1.197	3.78	1.074
Q3.2_5	Geolocation surveillance	3.81	1.253	3.83	1.002	3.23 <sup>AB</sup>	1.441	3.61	1.358
<b>Q3.3</b>	<b>the prosecution of crime</b>								
Q3.3_1	CCTV cameras	4.29	1.107	4.20	1.157	3.79 <sup>A</sup>	1.417	4.35	0.948
Q3.3_2	Surveillance using databases containing personal information	3.53	1.289	3.24	1.272	3.19	1.391	3.30	1.266
Q3.3_3	Surveillance of online social networking	3.46	1.259	3.17	1.071	2.86 <sup>AB</sup>	1.316	3.37	1.239
Q3.3_4	Surveillance of financial transactions	4.02	1.079	3.60	0.968	3.84	1.285	3.88	1.053
Q3.3_5	Geolocation surveillance	3.97	1.144	3.67	1.061	3.29 <sup>ABC</sup>	1.313	4.00	1.024
		<b>45-54</b>		<b>55-64</b>		<b>65+</b>			
		<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>		
<b>Q3.1</b>	<b>the reduction of crime</b>								
Q3.1_1	CCTV cameras	3.84 <sup>D</sup>	1.379	4.43 <sup>A</sup>	0.850	4.62 <sup>BCD</sup>	0.725		
Q3.1_2	Surveillance using databases containing personal information	2.87 <sup>E</sup>	1.319	3.69 <sup>AC</sup>	1.137	3.70 <sup>BDE</sup>	1.250		
Q3.1_3	Surveillance of online social networking	3.12 <sup>C</sup>	1.288	3.53	1.164	3.98 <sup>ABC</sup>	1.127		
Q3.1_4	Surveillance of financial transactions	3.38	1.290	3.90 <sup>A</sup>	1.193	4.08 <sup>B</sup>	1.038		
Q3.1_5	Geolocation surveillance	3.33	1.289	4.06 <sup>B</sup>	1.209	4.45 <sup>ACDE</sup>	0.980		
<b>Q3.2</b>	<b>the detection of crime</b>								
Q3.2_1	CCTV cameras	4.00	1.291	4.65 <sup>A</sup>	0.774	4.59 <sup>B</sup>	0.753		
Q3.2_2	Surveillance using databases containing personal information	3.28	1.450	3.97 <sup>A</sup>	1.197	3.84 <sup>B</sup>	1.194		
Q3.2_3	Surveillance of online social networking	3.17	1.447	3.72	1.170	3.86	1.099		
Q3.2_4	Surveillance of financial transactions	3.86	1.221	4.27	1.008	4.11	1.047		
Q3.2_5	Geolocation surveillance	3.58 <sup>C</sup>	1.388	4.21 <sup>A</sup>	0.960	4.36 <sup>BC</sup>	0.895		

**Q3.3 the prosecution of crime**

Q3.3_1	CCTV cameras	4.22	1.314	4.52	0.906	4.60 <sup>A</sup>	0.700
Q3.3_2	Surveillance using databases containing personal information	3.42	1.388	3.97	0.999	4.00	1.161
Q3.3_3	Surveillance of online social networking	3.45	1.413	3.81 <sup>A</sup>	1.061	3.96 <sup>B</sup>	1.107
Q3.3_4	Surveillance of financial transactions	4.10	1.165	4.28	0.991	4.32	0.862
Q3.3_5	Geolocation surveillance	4.13	1.189	4.26 <sup>B</sup>	1.154	4.38 <sup>C</sup>	0.822

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

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

Table A6: Knowledge and perception of laws by age group

	Total		18-24		25-34		35-44	
	Mean	STD	Mean	STD	Mean	STD	Mean	STD
<b>4.1</b> Knowledge about laws and regulations regarding the protection of personal data gathered via surveillance (1= I don't know anything; 5= I am very well informed)	2.75	1.135	2.60	1.037	2.90	1.078	2.77	1.217
<b>4.2</b> Effectiveness of these laws (1= not effective at all; 5= very effective)	2.67	1.114	3.20	0.834	2.36 <sup>A</sup>	1.025	2.39 <sup>B</sup>	1.050
	45-54		55-64		65+			
	Mean	STD	Mean	STD	Mean	STD		
<b>4.1</b> Knowledge about laws and regulations regarding the protection of personal data gathered via surveillance (1= I don't know anything; 5= I am very well informed)	2.67	1.187	3.08	1.131	2.55	1.102		
<b>4.2</b> Effectiveness of these laws (1= not effective at all; 5= very effective)	2.68	1.307	3.30 <sup>AB</sup>	1.105	2.50	1.016		

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

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

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

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

		Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
<b>4.3</b>	<b>Security (1=very insecure; 5=very secure)</b>								
	How secure does the presence of surveillance measures make you feel	2.97	1.128	3.07	0.730	2.44 <sup>AB</sup>	1.141	2.67	1.107
<b>4.4</b>	<b>Control (1= no control; 7=full control)</b>								
	Control over processing of personal information gathered via government agencies	1.65	0.836	2.11 <sup>AB</sup>	0.875	1.65	0.700	1.61	0.841
4.4.1									
	Control over processing of personal information gathered via private companies	1.75	0.891	1.89	0.956	1.76	0.830	1.84	0.888
4.4.2									
<b>4.5</b>	<b>Trust (1=no trust; 7=complete trust)</b>								
	Trust that government protects personal information	2.13	1.173	2.52	1.122	2.12	1.064	1.98	1.093
4.5.1									
	Trust that private companies protect personal information	1.53	0.754	1.90	0.923	1.52	0.671	1.41	0.622
4.5.2									
				<b>45-54</b>	<b>55-64</b>	<b>65+</b>			
		<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>		
<b>4.3</b>	<b>Security (1=very insecure; 5=very secure)</b>								
	How secure does the presence of surveillance measures make you feel	3.07	1.183	3.40 <sup>A</sup>	0.914	3.22 <sup>B</sup>	1.217		
<b>4.4</b>	<b>Control (1= no control; 7=full control)</b>								
	Control over processing of personal information gathered via government agencies	1.34 <sup>AC</sup>	0.608	1.91 <sup>C</sup>	0.900	1.53 <sup>B</sup>	0.915		
4.4.1									
	Control over processing of personal information gathered via private companies	1.56	0.854	1.94	0.840	1.64	0.965		
4.4.2									
<b>4.5</b>	<b>Trust (1=no trust; 7=complete trust)</b>								
	Trust that government protects personal information	2.09	1.192	2.22	1.263	2.04	1.280		
4.5.1									
	Trust that private companies protect personal information	1.48	0.762	1.54	0.780	1.47	0.758		
4.5.2									

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	
<b>Happy/unhappy with surveillance (1=very happy, 5=very unhappy)</b>		<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>
5.3	5.3_1	2.40	1.262	2.41	1.086	3.10 <sup>ABC</sup>	1.445	2.52	1.248
	5.3_2	3.05	1.290	3.34	1.045	3.60 <sup>AB</sup>	1.326	3.00	1.312
	5.3_3	3.37	1.196	3.17	1.071	3.62	1.268	3.50	1.267
	5.3_4	3.02	1.201	3.31	1.004	3.07	1.332	3.09	1.235
	5.3_5	2.95	1.251	3.07	1.100	3.57 <sup>AB</sup>	1.272	3.16	1.346
5.4	<b>Feel happy/unhappy about surveillance taking place without noticing</b>	3.18	1.337	3.10	1.205	3.71 <sup>AB</sup>	1.312	3.37	1.448

		45-54		55-64		65+	
<b>Happy/unhappy with surveillance (1=very happy, 5=very unhappy)</b>		<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>
5.3	5.3_1	2.29 <sup>A</sup>	1.254	1.94 <sup>B</sup>	1.040	2.13 <sup>C</sup>	1.155
	5.3_2	3.11	1.385	2.67 <sup>A</sup>	1.287	2.69 <sup>B</sup>	1.122
	5.3_3	3.41	1.148	3.09	1.222	3.31	1.157
	5.3_4	3.02	1.131	2.68	1.364	2.98	1.097
	5.3_5	2.84	1.200	2.33 <sup>A</sup>	1.146	2.73 <sup>B</sup>	1.114
5.4	<b>Feel happy/unhappy about surveillance taking place without noticing</b>	3.27	1.370	2.69 <sup>A</sup>	1.261	2.88 <sup>B</sup>	1.211

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

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

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

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



		HAPPINESS with surveillance					Feeling of SECURITY	
		CCTV	Database	SNS	FinancT	Geoloc.	Q4.3	
		Q5.3_1	Q5.3_3	Q5.3_2	Q5.3_4	Q5.3_5		
Usefulness for <b>REDUCTION</b> of crime	<b>CCTV</b>	Q3.1_1	-0.592	-0.462	-0.396	-0.350	-0.493	0.596
	<b>database</b>	Q3.1_2	-0.379	-0.408	-0.391	-0.248	-0.345	0.429
	<b>SNS</b>	Q3.1_3	-0.448	-0.526	-0.348	-0.287	-0.389	0.464
	<b>financialT</b>	Q3.1_4	-0.314	-0.374	-0.337	-0.381	-0.334	0.383
	<b>geolocat.</b>	Q3.1_5	-0.461	-0.473	-0.460	-0.338	-0.469	0.495
Usefulness for <b>DETECTION</b> of crime	<b>CCTV</b>	Q3.2_1	-0.572	-0.422	-0.332	-0.301	-0.466	0.482
	<b>database</b>	Q3.2_2	-0.437	-0.427	-0.422	-0.332	-0.443	0.509
	<b>SNS</b>	Q3.2_3	-0.407	-0.470	-0.405	-0.291	-0.414	0.409
	<b>financialT</b>	Q3.2_4	-0.362	-0.424	-0.391	-0.446	-0.393	0.442
	<b>geolocat.</b>	Q3.2_5	-0.528	-0.538	-0.486	-0.386	-0.550	0.558
Usefulness for <b>PROSECUTION</b> of crime	<b>CCTV</b>	Q3.3_1	-0.552	-0.366	-0.373	-0.282	-0.424	0.401
	<b>database</b>	Q3.3_2	-0.383	-0.367	-0.314	-0.310	-0.401	0.519
	<b>SNS</b>	Q3.3_3	-0.389	-0.434	-0.284	-0.222	-0.368	0.397
	<b>financialT</b>	Q3.3_4	-0.373	-0.361	-0.333	-0.398	-0.374	0.454
	<b>geolocat.</b>	Q3.3_5	-0.411	-0.405	-0.405	-0.309	-0.495	0.494

**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	3.53	2.177	3.13	1.776	4.1	2.023	3.93	2.165
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.31	2.121	4.00	1.832	4.58	2.123	4.53	2.028
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.08	2.183	4.10	1.611	4.52	2.16	3.97	2.247
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	3.92	2.152	3.69	1.713	4.18	2.229	4.25	2.081
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	3.94	2.222	3.93	1.87	4.67 <sup>A</sup>	2.303	4.07	2.111
5.1.2	Privacy (1=disagree; 7=agree)	45-54		55-64		65+			
		Mean	STD	Mean	STD	Mean	STD		
5.1.2_1	CCTV has a negative impact on one's privacy	3.28	2.131	2.58	2.029	3.76	2.462		
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.61	2.212	3.16	1.899	4.56	2.240		
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.09	2.311	3.14	2.013	4.36	2.356		
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	3.93	2.235	2.83	1.949	4.22	2.288		
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	3.85	2.276	2.93 <sup>A</sup>	1.999	3.91	2.393		

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

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

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

		Total	ANSWER = YES					
			18-24	25-34	35-44	45-54	55-64	65+
<b>5.1.3</b>								
5.1.3_1	Surveillance via CCTV cameras	8.9%	15.0%	7.4%	15.4%	7.7%	9.1%	2.8%
5.1.3_2	Surveillance of online social networks	11.0%	15.0%	7.4%	7.7%	23.1%	0.0%	8.3%
5.1.3_3	Surveillance utilising databases containing personal information	10.3%	5.0%	3.7%	19.2%	19.2%	0.0%	8.3%
5.1.3_4	Surveillance of financial transactions	12.3%	15.0%	11.1%	23.1%	11.5%	0.0%	8.3%
5.1.3_5	Geolocation surveillance	10.3%	5.0%	11.1%	15.4%	15.4%	0.0%	8.3%

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**

		Total	18-24	25-34	35-44	45-54	55-64	65+
<b>Q5.2.1</b>	<b>Which of the following best describes you?</b>							
	I never notice CCTV cameras.	1.2%	3.3%	0.0%	0.0%	2.2%	2.8%	0.0%
	I rarely notice CCTV cameras.	13.6%	13.3%	14.3%	11.4%	11.1%	19.4%	13.2%
	I sometimes notice CCTV cameras.	33.6%	33.3%	23.8%	29.5%	35.6%	38.9%	39.6%
	I often notice CCTV cameras.	38.8%	30.0%	50.0%	45.5%	35.6%	30.6%	37.7%
	I always notice CCTV cameras.	12.8%	20.0%	11.9%	13.6%	15.6%	8.3%	9.4%
	I don't know / No answer	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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		Total	18-24	25-34	35-44	45-54	55-64	65+
In your opinion, how often do the following types of surveillance take place in the country where you live?								
<b>Q5.2.2_1</b>	<b>Surveillance via CCTV cameras</b>							
	Never happens	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Rarely happens	0.4%	3.3%*	0.0%	0.0%	0.0%	0.0%	0.0%
	Sometimes happens	3.2%	6.7%	2.4%	4.5%	2.2%	0.0%	3.8%
		14.4		11.9	13.6	11.1	16.7	
	Often happens	%	20.0%	%	%	%	%	15.1%
		78.4		85.7	79.5	84.4	77.8	
	Happens all the time	%	66.7%	%	%	%	%	73.6%
	I don't know	3.6%	3.3%	0.0%	2.3%	2.2%	5.6%	7.5%
	Not answered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Q5.2.2_2</b>	<b>Surveillance of online social networks</b>							
	Never happens	0.4%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
	Rarely happens	3.2%	3.3%	4.8%	2.3%	2.2%	5.6%	1.9%
		13.2			15.9	11.1	25.0	
	Sometimes happens	%	13.3%	4.8%	%	%	%	11.3%
		30.4		35.7	29.5	33.3	30.6	
	Often happens	%	33.3%	%	%	%	%	22.6%
		34.8		47.6	38.6	35.6	27.8	
	Happens all the time	%	23.3%	%	%	%	%	32.1%
		17.6		4.8%	13.6	17.8	11.1	32.1%
	I don't know	%	23.3%	*	%	%	%	*
	Not answered	0.4%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Q5.2.2_3</b>	<b>Surveillance utilising databases containing personal information</b>							
	Never happens	0.4%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
	Rarely happens	1.6%	3.3%	0.0%	0.0%	0.0%	5.6%	1.9%
		11.6			13.6	11.1	16.7	
	Sometimes happens	%	20.0%	4.8%	%	%	%	7.5%
		24.0		26.2	22.7	26.7	25.0	
	Often happens	%	20.0%	%	%	%	%	22.6%
		40.8		54.8	43.2	44.4	38.9	
	Happens all the time	%	23.3%	%	%	%	%	35.8%
		21.2		11.9	20.5	17.8	13.9	
	I don't know	%	30.0%	%	%	%	%	32.1%
	Not answered	0.4%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Q5.2.2_4</b>	<b>Surveillance of financial transactions</b>							
	Never happens	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
			13.3%					
	Rarely happens	4.0%	*	4.8%	2.3%	4.4%	0.0%	1.9%
		12.0				13.3	19.4	
	Sometimes happens	%	23.3%	4.8%	6.8%	%	%	9.4%
		28.0		42.9	36.4	11.1	30.6	
	Often happens	%	16.7%	%	%	%	%	28.3%

		36.8		40.5	38.6	46.7	33.3	
	Happens all the time	%	23.3%	%	%	%	%	34.0%
	I don't know	19.2			15.9	24.4	16.7	
		%	23.3%	7.1%	%	%	%	26.4%
	Not answered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Q5.2.2_5</b>	<b>Geolocation surveillance</b>							
	Never happens	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Rarely happens	4.4%	6.7%	7.1%	2.3%	4.4%	2.8%	3.8%
		10.4	23.3%		11.4		13.9	
	Sometimes happens	%	*	7.1%	%	6.7%	%	5.7%
		26.8		33.3	22.7	26.7	36.1	
	Often happens	%	20.0%	%	%	%	%	22.6%
		37.2		45.2	45.5	37.8	33.3	
	Happens all the time	%	20.0%	%	%	%	%	35.8%
		20.8			18.2	24.4	13.9	
	I don't know	%	30.0%	7.1%	%	%	%	30.2%
	Not answered	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%

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

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

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

<b>Q6.2</b>	<b>Total</b>	<b>18-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65+</b>
<b>far too little</b>	5.6%	3.3%	2.4%	0.0%	8.9%	11.1%	7.5%
<b>too little</b>	20.8%	30.0%	4.8%*	22.7%	17.8%	19.4%	30.2%
<b>just right</b>	10.4%	16.7%	7.1%	6.8%	6.7%	25.0%*	5.7%
<b>too much</b>	11.6%	13.3%	26.2%*	11.4%	15.6%	2.8%	1.9%*
<b>far too much</b>	9.2%	3.3%	21.4%*	11.4%	11.1%	2.8%	3.8%
<b>I don't know</b>	42.0%	33.3%	38.1%	47.7%	40.0%	38.9%	49.1%
<b>No answer</b>	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%

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

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

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

<b>Q6.2.1</b>	<b>Total</b>	<b>18-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65+</b>
<b>Yes</b>	39.4%	30.0%	66.7%	30.0%	41.7%	45.5%	40.0%
<b>No</b>	39.4%	50.0%	33.3%	50.0%	58.3%	27.3%	25.0%
<b>I don't know</b>	18.2%	20.0%	0.0%	10.0%	0.0%	27.3%	30.0%
<b>No answer</b>	3.0%	0.0%	0.0%	10.0%	0.0%	0.0%	5.0%

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	4.69	1.969	4.36	1.615	3.90 <sup>AB</sup>	2.131	4.22 <sup>CD</sup>	2.080
Q8.1.2	Surveillance provides protection of the community	5.29	1.792	5.07	1.361	4.34 <sup>AB</sup>	2.140	5.19	1.868
Q8.1.3	Surveillance can be a source of personal excitement	3.34	2.346	3.56	2.329	3.40	2.403	3.57	2.255
Q8.1.4	Surveillance can be something to play with	3.10	2.430	2.85	2.179	2.91	2.548	3.27	2.367
Q8.1.5	Surveillance may cause discrimination	4.71	2.191	4.04	2.028	5.49	1.989	4.88	2.074
Q8.1.6	Surveillance may be a source of stigma	4.93	2.124	4.96	1.397	5.76 <sup>A</sup>	1.800	5.21 <sup>B</sup>	1.905
Q8.1.7	Surveillance may violate a person's privacy	5.68	1.803	5.57	1.550	6.21	1.298	5.70	1.773
Q8.1.8	Violation of citizens' right to control of information use	5.54	1.916	5.12	1.633	6.07	1.506	5.71	1.743
Q8.1.9	Potential that information could be intentionally misused	5.99	1.507	5.07 <sup>ABC</sup>	1.731	6.31 <sup>A</sup>	1.388	6.10	1.340
Q8.1.10	Potential that information could be misinterpreted	6.03	1.257	5.54 <sup>A</sup>	1.303	6.48 <sup>A</sup>	0.804	5.90	1.226
Q8.1.11	Limiting a citizen's right of expression and free speech	4.84	2.179	5.33	1.387	5.41	1.884	4.63	2.171
Q8.1.12	Surveillance may limit a citizen's right of communication	4.77	2.159	4.96	1.953	5.37	1.972	4.95	1.891
Q8.1.13	Surveillance may limit a citizen's right of information	4.73	2.153	4.92	1.613	5.14	2.086	4.89	2.011

		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	4.49	1.938	5.69 <sup>AC</sup>	1.605	5.43 <sup>BD</sup>	1.729
Q8.1.2	Surveillance provides protection of the community	5.37	1.839	5.81 <sup>A</sup>	1.390	5.83 <sup>B</sup>	1.568
Q8.1.3	Surveillance can be a source of personal excitement	3.00	2.339	3.00	2.327	3.49	2.513
Q8.1.4	Surveillance can be something to play with	2.79	2.256	2.94	2.514	3.65	2.654
Q8.1.5	Surveillance may cause discrimination	4.86	2.376	4.06	2.150	4.60	2.250

Q8.1.6	Surveillance may be a source of stigma	5.13 <sup>C</sup>	2.130	3.61 <sup>ABC</sup>	2.362	4.62	2.337
Q8.1.7	Surveillance may violate a person's privacy	5.69	2.032	5.09	2.120	5.69	1.816
Q8.1.8	Violation of citizens' right to control of information use	5.53	2.029	4.82	2.276	5.69	2.023
Q8.1.9	Potential that information could be intentionally misused	6.13 <sup>B</sup>	1.486	5.62	1.859	6.29 <sup>C</sup>	1.126
Q8.1.10	Potential that information could be misinterpreted	6.23	1.360	5.69	1.549	6.10	1.142
Q8.1.11	Limiting a citizen's right of expression and free speech	4.82	2.480	4.18	2.443	4.76	2.218
Q8.1.12	Surveillance may limit a citizen's right of communication	4.60	2.390	4.22	2.268	4.54	2.296
Q8.1.13	Surveillance may limit a citizen's right of information	4.39	2.455	3.91	2.291	5.07	2.111

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	2.142	2.89	1.987	3.02	2.332	2.84	2.188
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	1.80	1.672	1.63	1.305	2.50 <sup>A</sup>	2.211	2.07	1.664
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	1.87	1.694	1.81	1.545	2.80 <sup>ABC</sup>	2.323	2.43 <sup>DE</sup>	2.073
Q8.2.4	I have made fun of it	2.12	1.921	2.00	1.826	3.31 <sup>ABCD</sup>	2.484	2.11 <sup>A</sup>	1.728
Q8.2.5	I have filed a complaint with the respective authorities	1.59	1.455	1.52	1.262	1.49	1.207	2.05	1.987
Q8.2.6	I have informed the media	1.55	1.415	1.44	0.934	1.70	1.588	1.93	1.709
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.65	1.521	1.58	1.206	2.20	2.015	1.70	1.337
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	4.16	2.252	3.67	2.112	4.52	2.350	4.02	1.959



Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.52	2.575	4.15	2.641	4.95	2.501	4.63	2.320
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		45-54		55-64		65+	
<b>Changes of personal behaviour (1=disagree; 7=agree)</b>		<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>	<b>Mean</b>	<b>STD</b>
Q8.2.1	I have restricted my activities or the way I behave	2.56	2.302	1.64	1.655	2.00	1.980
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	1.77	1.837	1.41	1.328	1.40 <sup>A</sup>	1.198
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	1.58 <sup>A</sup>	1.422	1.30 <sup>BD</sup>	0.883	1.32 <sup>CE</sup>	0.894
Q8.2.4	I have made fun of it	1.58 <sup>B</sup>	1.516	1.94 <sup>C</sup>	1.903	1.79 <sup>D</sup>	1.576
Q8.2.5	I have filed a complaint with the respective authorities	1.56	1.289	1.42	1.458	1.47	1.332
Q8.2.6	I have informed the media	1.38	1.284	1.36	1.245	1.46	1.432
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.55	1.620	1.38	1.101	1.49	1.476
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	4.31	2.224	4.17	2.431	4.08	2.415
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.12	2.676	4.71	2.519	4.49	2.796

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

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

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

Social costs I (perceptions)		Protection of individual citizen	Protection of community	Source of excitement	Something to play with	Cause of discrimination	Source of stigma	Violates privacy	Violates right to control data	Potential misuse	Potential mis-interpretation	Limits right of free speech	Limits right of communication	Limits right of information
		Q8.1_1	Q8.1_2	Q8.1_3	Q8.1_4	Q8.1_5	Q8.1_6	Q8.1_7	Q8.1_8	Q8.1_9	Q8.1_10	Q8.1_11	Q8.1_12	Q8.1_13
Protection individual citizen	Q8.1_1	1.000												
Protection of community	Q8.1_2	0.739	1.000											
Source of excitement	Q8.1_3	0.086	0.011	1.000										
Something to play with	Q8.1_4	0.070	0.006	0.648	1.000									
Cause of discrimination	Q8.1_5	-0.378	-0.378	0.207	0.326	1.000								
Source of stigma	Q8.1_6	-0.426	-0.391	0.236	0.202	0.689	1.000							
Violates privacy	Q8.1_7	-0.296	-0.295	0.154	0.239	0.610	0.564	1.000						
Violates right of control data	Q8.1_8	-0.353	-0.342	0.180	0.260	0.651	0.704	0.714	1.000					
Potential misuse	Q8.1_9	-0.238	-0.208	0.165	0.248	0.450	0.493	0.486	0.632	1.000				
Potential mis-interpretation	Q8.1_10	-0.274	-0.239	0.182	0.225	0.487	0.518	0.573	0.671	0.686	1.000			
Limits right of free speech	Q8.1_11	-0.268	-0.336	0.249	0.291	0.652	0.661	0.541	0.645	0.412	0.440	1.000		
Limits right of communication	Q8.1_12	-0.396	-0.386	0.181	0.310	0.693	0.636	0.495	0.588	0.417	0.444	0.743	1.000	
Limits right of information	Q8.1_13	-0.314	-0.338	0.271	0.342	0.558	0.583	0.470	0.547	0.342	0.321	0.718	0.666	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	0.566	1.000							
defensive measures	Q8.2_3	0.539	0.679	1.000						
made fun of it	Q8.2_4	0.387	0.354	0.484	1.000					
filed complaint	Q8.2_5	0.377	0.445	0.474	0.249	1.000				
informed the media	Q8.2_6	0.407	0.461	0.523	0.411	0.369	1.000			
counter-surveillance	Q8.2_7	0.338	0.516	0.483	0.442	0.389	0.469	1.000		
info about technical protection	Q8.2_8	0.342	0.285	0.334	0.234	0.196	0.275	0.245	1.000	
stopped accepting vouchers	Q8.2_9	0.333	0.255	0.257	0.179	0.156	0.120	0.157	0.331	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	-0.337	-0.396	-0.465	-0.309	-0.243	-0.252	-0.291	-0.094	-0.214
Protection of community	Q8.1_2	-0.357	-0.394	-0.459	-0.314	-0.218	-0.247	-0.300	-0.097	-0.205
Source of excitement	Q8.1_3	0.080	0.012	0.077	0.089	-0.084	0.022	0.023	0.150	0.018
Something to play with	Q8.1_4	-0.060	-0.015	0.027	-0.008	-0.038	0.036	-0.003	0.009	0.004
Cause of discrimination	Q8.1_5	0.212	0.276	0.282	0.275	0.133	0.210	0.223	0.185	0.193
Source of stigma	Q8.1_6	0.292	0.261	0.265	0.279	0.087	0.238	0.236	0.260	0.203
Violates privacy	Q8.1_7	0.193	0.122	0.196	0.237	-0.002	0.105	0.072	0.235	0.195
Violates right to control data	Q8.1_8	0.263	0.149	0.218	0.242	0.061	0.125	0.104	0.196	0.273
Potential misuse	Q8.1_9	0.162	0.087	0.120	0.157	0.021	0.072	0.072	0.211	0.169
Potential misinterpretation	Q8.1_10	0.118	0.090	0.126	0.195	0.032	0.032	0.044	0.233	0.260
Limits right of free speech	Q8.1_11	0.327	0.296	0.284	0.241	0.123	0.178	0.219	0.221	0.248
Limits right of communication	Q8.1_12	0.343	0.334	0.287	0.285	0.180	0.210	0.227	0.119	0.274
Limits right of information	Q8.1_13	0.277	0.312	0.308	0.227	0.213	0.229	0.234	0.260	0.204

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

			<b>PROTECTION for</b>	
			<b>individual citizen</b>	<b>community</b>
			Q8.1_1	Q8.1_2
Usefulness for <b>REDUCTION</b> of crime	<b>CCTV</b>	Q3.1_1	0.504	0.616
	<b>database</b>	Q3.1_2	0.403	0.449
	<b>SNS</b>	Q3.1_3	0.413	0.511
	<b>financialT</b>	Q3.1_4	0.258	0.326
	<b>geolocat.</b>	Q3.1_5	0.447	0.476
Usefulness for <b>DETECTION</b> of crime	<b>CCTV</b>	Q3.2_1	0.46	0.539
	<b>database</b>	Q3.2_2	0.411	0.514
	<b>SNS</b>	Q3.2_3	0.362	0.489
	<b>financialT</b>	Q3.2_4	0.295	0.453
	<b>geolocat.</b>	Q3.2_5	0.461	0.549
Usefulness for <b>PROSECUTION</b> of crime	<b>CCTV</b>	Q3.3_1	0.351	0.484
	<b>database</b>	Q3.3_2	0.439	0.461
	<b>SNS</b>	Q3.3_3	0.342	0.448
	<b>financialT</b>	Q3.3_4	0.395	0.502
	<b>geolocat.</b>	Q3.3_5	0.412	0.567
<b>EFFECTIVENESS</b>	<b>CCTV</b>	Q5.1.1_1	0.514	0.623
	<b>database</b>	Q5.1.1_2	0.457	0.528
	<b>SNS</b>	Q5.1.1_3	0.39	0.485
	<b>financialT</b>	Q5.1.1_4	0.421	0.464
	<b>geolocat.</b>	Q5.1.1_5	0.422	0.5

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

	<b>Social costs (perceptions)</b>	<b>CCTV</b>	<b>Databases</b>	<b>SNS</b>	<b>FinTrac</b>	<b>Geoloc.</b>
Q8.1_1	Protection individual citizen	-0.282	-0.369	-0.325	-0.308	-0.337
Q8.1_2	Protection of community	-0.360	-0.369	-0.336	-0.359	-0.396
Q8.1_3	Source of excitement	0.093	0.152	0.188	0.125	0.182
Q8.1_4	Something to play with	0.107	0.155	0.157	0.161	0.166
Q8.1_5	Cause of discrimination	0.380	0.486	0.472	0.444	0.413
Q8.1_6	Source of stigma	0.493	0.517	0.574	0.540	0.511
Q8.1_7	Violates privacy	0.288	0.431	0.412	0.393	0.374
Q8.1_8	Violates right of control data	0.373	0.479	0.548	0.448	0.424
Q8.1_9	Potential misuse	0.311	0.313	0.341	0.309	0.288
Q8.1_10	Potential misinterpretation	0.219	0.316	0.342	0.286	0.281
Q8.1_11	Limits right of free speech	0.377	0.462	0.531	0.458	0.436
Q8.1_12	Limits right of communication	0.413	0.449	0.483	0.515	0.458
Q8.1_13	Limits right of information	0.454	0.471	0.572	0.557	0.565
	<b>Social costs (behaviour)</b>					
Q8.2_1	restricted activities	0.226	0.320	0.330	0.285	0.326
Q8.2_2	avoided locations	0.267	0.296	0.258	0.252	0.273
Q8.2_3	defensive measures	0.309	0.262	0.262	0.271	0.332
Q8.2_4	made fun of it	0.270	0.245	0.232	0.242	0.302
Q8.2_5	filed complaint	0.097	0.072	0.113	0.146	0.115
Q8.2_6	informed the media	0.231	0.270	0.301	0.285	0.322
Q8.2_7	counter-surveillance	0.236	0.216	0.200	0.251	0.221
Q8.2_8	info about technical protection	0.163	0.288	0.331	0.219	0.274
Q8.2_9	stopped accepting vouchers	0.250	0.315	0.299	0.287	0.251

**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	0.808	0.525	0.472	0.394	0.581
		database	Q3.1_2	0.548	0.626	0.586	0.496	0.548
		SNS	Q3.1_3	0.557	0.640	0.689	0.448	0.572
		financT	Q3.1_4	0.465	0.543	0.484	0.605	0.529
		Geoloc.	Q3.1_5	0.603	0.643	0.587	0.477	0.642
	DETECTION	CCTV	Q3.2_1	0.706	0.455	0.441	0.318	0.542
		database	Q3.2_2	0.516	0.695	0.576	0.535	0.600
		SNS	Q3.2_3	0.444	0.617	0.701	0.436	0.523
		financT	Q3.2_4	0.470	0.592	0.501	0.670	0.574
		Geoloc.	Q3.2_5	0.578	0.650	0.530	0.510	0.715
	PROSECUTION	CCTV	Q3.3_1	0.658	0.384	0.326	0.265	0.445
		database	Q3.3_2	0.494	0.637	0.552	0.523	0.537
		SNS	Q3.3_3	0.476	0.513	0.644	0.374	0.461
		financT	Q3.3_4	0.446	0.482	0.389	0.571	0.459
		Geoloc.	Q3.3_5	0.492	0.531	0.471	0.425	0.568

**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 <sup>11</sup>	Q4.3	1.000						
Feeling of HAPPINESS	CCTV	Q5.3_1	-0.575	1.000				
	SNS	Q5.3_2	-0.515	0.687	1.000			
	Database	Q5.3_3	-0.495	0.591	0.636	1.000		
	FinancT	Q5.3_4	-0.409	0.553	0.665	0.697	1.000	
	Geoloc.	Q5.3_5	-0.583	0.741	0.699	0.711	0.687	1.000
Happiness about NOT KNOWING <sup>12</sup>	Q5.4	-0.572	0.525	0.648	0.631	0.541	0.639	1.000

<sup>11</sup> Negative correlations are due to the fact that the scale for security is 1=very insecure and 5=very secure, but for happiness it is 1=very happy and 5=very unhappy.

<sup>12</sup> Q5.4: Surveillance may take place without people knowing about it. How do you feel about this?

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

		NEGATIVE IMPACT on PRIVACY				
		CCTV	database	SNS	financialT	geocat.
		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	-0.426	-0.443	-0.432	-0.45	-0.43
Feeling of control I	Q4.4.1	-0.205	-0.316	-0.312	-0.303	-0.267
Feeling of control II	Q4.4.2	-0.021	-0.129	-0.143	-0.1	-0.094
Trust I	Q4.5.1	-0.299	-0.346	-0.405	-0.383	-0.356
Trust II	Q4.5.2	-0.113	-0.138	-0.116	-0.125	-0.092

**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	0.409	1.000					
Feeling of security	Q4.3	0.157	0.617	1.000				
Feeling of control I	Q4.4.1	0.206	0.406	0.303	1.000			
Feeling of control II	Q4.4.2	0.108	0.285	0.171	0.543	1.000		
Trust I	Q4.5.1	0.153	0.551	0.512	0.518	0.324	1.000	
Trust II	Q4.5.2	0.050	0.216	0.218	0.367	0.429	0.363	1.000

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

		EFFECTIVENESS				
		CCTV	database	SNS	financialT	geocat.
		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	0.577	0.571	0.51	0.468	0.622
Feeling of control I	Q4.4.1	0.155	0.191	0.176	0.223	0.211
Feeling of control II	Q4.4.2	0.071	0.059	0.101	0.054	0.071
Trust I	Q4.5.1	0.275	0.32	0.354	0.328	0.381
Trust II	Q4.5.2	0.053	0.072	0.071	0.025	0.081

## Appendix B – Questionnaire

### Q0.1 Country of Residence

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

### Q0.2 Age

years

### Q0.3 Gender

1. Female



2. Male
3. Other

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Q9 Demographics**

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

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

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

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

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

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

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

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

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

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

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