



Rules, Expectations & Security through
Privacy-Enhanced Convenient Technologies

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

Noellie Brockdorff¹, Sandra Appleby-Arnold¹, Claudia Colonnello², Sebastiano Faro³

¹Department of Cognitive Science, University of Malta, Msida, Malta

²Laboratorio di Scienze della Cittadinanza, Rome, Italy

³National Research Council of Italy

May 2015



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

RESPECT

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

The views expressed in this report are the sole responsibility of the authors
and do not necessarily reflect the views of the European Union.

Correspondence about this report should be addressed to
Noellie Brockdorff, Department of Cognitive Science, University of Malta, Msida, MSD2080, Malta
noellie.brockdorff@um.edu.mt

Table of Contents

0. Executive Summary	4
1. Introduction	7
2. Citizens' knowledge of surveillance	9
2.1 Awareness of different types of surveillance	9
2.2 Known reasons for surveillance	10
3. Perceived usefulness and effectiveness of surveillance	10
3.1 Perceived usefulness	10
3.2 Effectiveness in protection against crime	12
3.3 Relationship between perceived usefulness and effectiveness	13
4. Perceptions of surveillance	13
4.1 Surveillance and feelings of security	13
4.2 Personal information collected through surveillance	13
4.3 "Happiness" with surveillance	14
4.4 Relationship between security and happiness	15
4.5 Surveillance and privacy	16
4.6 Relationships between feelings, effectiveness of surveillance measures, and related laws	17
5. Awareness of surveillance taking place	18
5.1 Noticing CCTV	18
5.2 Beliefs about surveillance taking place	18
6. Acceptance of data sharing practices	19
7. Acceptability of surveillance in different locations	21
8. Economic costs of surveillance	22
9. Social costs of surveillance	23
9.1 Attitudes towards surveillance	23
9.2 Behavioural changes resulting from surveillance	24
9.3 Perceived social benefits and social costs: Relationships	25
10. Surveillance and the role of age	26
11. Conclusion	27
Appendices	28
Appendix A: Figures and tables	29
Appendix B: Questionnaire	54

0. Executive Summary

This document presents the results for Italy 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 Italy 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 Italian sample is based on the responses from 200 individuals who indicated Italy as their country of residence in the online survey or were administered the questionnaire face to face.¹

Generally, the data reveal a rather large spread in the Italian respondents' knowledge of different types of surveillance and surveillance technologies, with CCTV (97%) being the type most respondents have heard of and the surveillance of "suspicious" behaviour, e.g. automated detection and analysis of raised voices, facial expressions or aggressive gestures, (43%) the least known. Most respondents also indicated that they know of a number of reasons for the setting up of surveillance, ranging between 81% for the detection of crime and 42% 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 score² for surveillance of financial transactions (4.23) and the lowest for surveillance of online social networking (3.01). Surveillance was perceived as being most useful for the detection of crime³ 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. Different acceptance levels in different locations point at acceptance of surveillance being related to respondents having become accustomed to surveillance in city centres and urban areas, as well as whether or not respondents feel that they live in a neighbourhood with increased crime rates.

A considerable number of Italian respondents appear to have two distinct, and very different, reactions to surveillance. Some people feel secure in the presence of surveillance (23%), but in others surveillance produces feelings of insecurity (33%). 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

¹ The overall Italian sample consists of 326 respondents. However, due to the fact that most responses were collected through an online survey, in some of the age/gender subgroups more responses were collected than were needed to complete the quota. In such cases, the questionnaires to be used were randomly selected from amongst the responses collected for that subgroup.

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

³ With the exception of surveillance using databases containing personal information which was perceived to be most useful for the purpose of prosecution of crime.

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.

Despite their feelings of insecurity, mistrust and lack of control over processing of personal information gathered via surveillance, respondents feel more happy than unhappy with CCTV, surveillance of financial transactions and geolocation surveillance, whilst they feel more unhappy than happy with surveillance using databases containing personal information and surveillance of online social networks. They also feel more unhappy than happy about surveillance taking place without people knowing about it.

The majority of Italian respondents agreed more than disagreed that most types of surveillance investigated (except CCTV and surveillance of financial transactions) have a negative impact on one's privacy. The strongest negative impact on privacy was perceived for surveillance using databases containing personal information. Moreover, only very few respondents are willing to accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (between 6% for CCTV and 14% for surveillance of online social networks).

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

Protection of the 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 intentional misuse of information (mean score 5.66⁴), misinterpretation (5.45) and privacy invasion (5.21) arising from surveillance, followed by loss of control over the usage of one's personal data gathered via surveillance. Discrimination, stigma, and the limitation of citizen rights as consequences of surveillance appear also to be of concern, though not at the same level. However, there has been very little change in personal behaviour as a consequence of awareness of surveillance. A majority of respondents have stopped accepting discounts in exchange for personal data (55%⁵), about two thirds 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 (12%³), or avoided locations or activities that they suspect are under surveillance (9%³).

There were some significant gender differences in the investigated knowledge, awareness, perceived usefulness and perceived effectiveness of surveillance. Female respondents had heard less of some types of surveillance technologies, noticed CCTV cameras less often than male respondents, and found some types of surveillance, in particular surveillance of online social networking, more useful than males. On the other hand, male respondents found CCTV to be more effective than females. However, there were no significant gender differences in respondents' beliefs about whether surveillance is taking place in the country where they live, feelings of security due to the presence of surveillance, general happiness with surveillance measures, or perceived impact on privacy.

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

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

Regarding the “social costs” of surveillance, female respondents feel the risk of stigmatisation as a consequence of surveillance stronger than males, but males appeared to be more active, or less inactive, in their adaptation of behaviour due to perceived risks.

A couple of patterns can also be identified with regards to the demographic factor of age. Italian respondents aged 65+ indicated less knowledge and awareness of some types of surveillance (surveillance of telecommunication and via Global Positioning Systems), they rated the usefulness of most types of surveillance higher than other age groups and felt more than others that too little funds are spent on surveillance. However, there are no statistically significant differences between age groups when it comes to the perceptions of effectiveness and risks (“social costs”), surveillance-related feelings, and the actual adaptations of behaviour to mitigate the risks perceived through surveillance measures.

Therefore, the Italian respondents’ feelings such as security (or insecurity) due to the presence of surveillance and generally being happy (or unhappy) with surveillance cannot be easily connected with age-related attitudes that may be based on knowledge and/or awareness of surveillance.

To summarise, the Italian respondents indicated a strongly felt lack of trust in the protection of, and control over, personal information gathered via surveillance. At the same time, whether respondents feel more unhappy or happy depends on the type of surveillance measure. But despite the respondents’ general perception of surveillance measures being useful, surveillance measures currently reduce feelings of insecurity in less than 1 in 4 people, whereas in 1 out of 3 respondents the presence of surveillance produces feelings of insecurity. Analyses also indicate that whilst feeling happy or unhappy with surveillance is only weakly related to feeling more secure or insecure in the presence of surveillance, an increased belief in the effectiveness of laws regarding the protection of personal data gathered via surveillance may make citizens feel more secure.

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

1. Introduction

The analyses and results in this document are based on a survey regarding the perceptions, feelings, attitudes and behaviour of European citizens towards surveillance for the purpose of fighting crime. This study was undertaken as part of the RESPECT project – “Rules, Expectations and Security through Privacy-enhanced Convenient Technologies” (RESPECT; G.A. 285582) – which was co-financed by the European Commission within the Seventh Framework Programme (2007-2013). Quota samples were used for each RESPECT partner country which were based on demographic data retrieved from the Eurostat statistics of December 2012.⁶ Responses were gathered, predominantly, through an online survey supplemented by a number of questionnaires administered in face to face interviews, in order to fulfil quotas and reach those citizens who do not use the internet. The survey consisted of 50 questions and sub-questions, and was available online in all languages of the European Union from November 2013 until March 2014.⁷ A snowball technique was used to promote the study and disseminate links to the questionnaire. Most RESPECT partners placed advertisements on their respective university/institute website and those of related institutions, sent out press releases and placed banners or advert links in local online newspapers or magazines, posted links to the questionnaire on social networking websites, sent the link out in circular emails (e.g., to university staff and students), and used personal and professional contacts to promote the survey. In order to achieve the quota a number of questionnaires were administered in face to face interviews. Typically, these face to face interviews were required for the older age groups as internet usage is not as common amongst older citizens as it is with the younger population.

Overall, 5,361 respondents from 28 countries completed the questionnaire. This total sample shows a very even gender and age distribution, which is unsurprising given that target quotas were set for each RESPECT partner country. The Italian sample used for this analysis is based on the responses from 200 individuals who indicated Italy as their country of residence in the online survey or were administered the questionnaire face to face. The sample has a gender distribution of 52% females and 48% males, and an age distribution (see figure 1 below) that represents the aging population in this country.

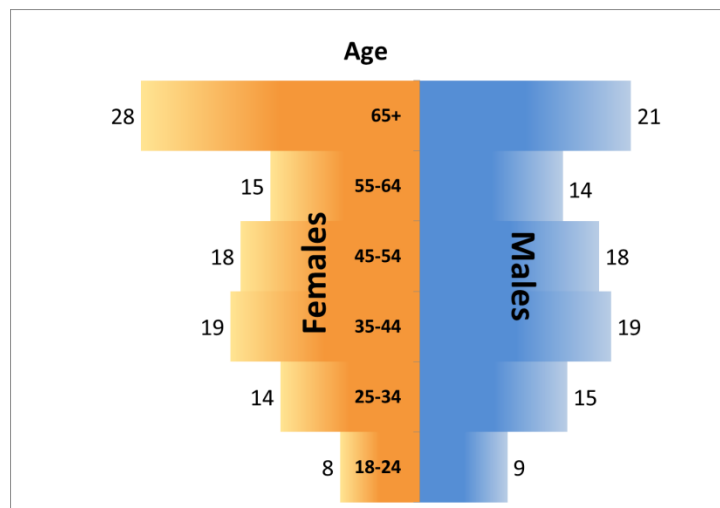


Figure 1: Age and gender distribution of Italian quota sample

Not fully satisfactory is the high level of education of the majority of respondents (72% with tertiary or post-graduate education). However, this was to be expected due to the majority of responses being collected online as well as several of the recruiting institutions being academic entities, and it coincides with the education level of respondents in the total RESPECT sample (73%). Regarding specific demographic data related to aspects of

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

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

surveillance, 33% of Italian respondents (16% of total sample) felt that they were living in an area with increased security risks, 43% (53% total sample) indicated that they usually travel abroad at least twice per year, and 65% (71% total sample) responded that they usually visited a mass event at least twice per year. Therefore, it can be assumed that the majority of respondents are frequently exposed to a variety of surveillance measures that are intended to fight crime.

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

2. Citizens' knowledge of surveillance

2.1 Awareness of different types of surveillance

Generally, there can be observed a rather large spread in the awareness of different types and technologies of surveillance. Almost all Italian respondents (96.5%) indicated that they have heard of CCTV, whereas less than half (43%) had heard of the surveillance of "suspicious" behaviour. A split by gender shows some significant differences, with male respondents indicating a greater awareness in particular regarding the surveillance of "suspicious" behaviour, (difference between male and female responses: 17.5 percentage points), surveillance of databases containing personal information (difference of 15 percentage points), surveillance of data and traffic on the internet (difference of 14.6 percentage points), and surveillance through electronic tagging / Radio Frequency Identification (difference of 14.4 percentage points).

Table 1
Knowledge of types of surveillance

		Answer = YES		
		Total	Female	Male
Q1_1	Biometric data , e.g. analysis of fingerprints, palm prints, facial or body features	74.0%	72.1%	76.0%
Q1_2	"Suspicious" behaviour , e.g. automated detection of raised voices, facial or body features	43.0%	34.6%	52.1%*
Q1_3	Data and traffic on the internet , e.g. Deep Packet/Content inspection	70.5%	63.5%	78.1%*
Q1_4	Databases containing personal information, e.g. searching state pension databases, or customer databases of private companies	73.5%	66.3%	81.3%*
Q1_5	Online communication , e.g. social network analysis, monitoring of chat rooms or forums	78.5%	76.0%	81.3%
Q1_6	Telecommunication , e.g. monitoring of phone calls or SMS	88.5%	90.4%	86.5%
Q1_7	Electronic tagging / Radio Frequency Identification (RFID) , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	66.5%	59.6%	74%*
Q1_8	Global Positioning Systems (GPS) , e.g. tracking geolocation of cars or mobile phones	83.0%	81.7%	84.4%
Q1_9	CCTV cameras , e.g. in public places, airports or supermarkets	96.5%	98.1%	94.8%
Q1_10	Financial information , e.g. tracking of debit/credit card transactions	93.5%	93.3%	93.8%

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

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

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

2.2 Known reasons for surveillance

Most respondents are aware of the main reasons for deploying surveillance. The reason for surveillance that is most known about is the detection of crime (81%), and the least known is the use of surveillance for control of crowds (41.5%). There are no statistically significant gender differences in knowing of the reasons for surveillance that were investigated.

Table 2
Known reasons for surveillance

		Answer=YES		
		Total	Female	Male
Q2_1	The reduction of crime	67.5%	63.5%	71.9%
Q2_2	The detection of crime	81.0%	79.8%	82.3%
Q2_3	The prosecution of crime	65.5%	63.5%	67.7%
Q2_4	Control of border-crossings	44.0%	44.2%	43.8%
Q2_5	Control of crowds	41.5%	39.4%	43.8%
Q2_6	Other	18.0%	14.4%	21.9%
Q2_7	I don't know of any reasons.	2.0%	2.9%	1.0%

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

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

3. Perceived usefulness and effectiveness of surveillance

3.1 Perceived usefulness

Surveillance of financial transactions is perceived as more useful than the other four types of surveillance investigated (CCTV, surveillance using databases containing personal information, surveillance of online social networks, and geolocation surveillance) for the reduction, detection, and prosecution of crime. Generally, most of the five types of surveillance were perceived to be most useful for the detection of crime, slightly less useful for the prosecution of crime, and slightly less useful still for the reduction of crime.⁸ Generally, though, all five types of surveillance investigated 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).

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

⁸ With the exception of the surveillance using databases containing personal information which was perceived as most useful for the prosecution of crime.

Table 3
Perceived usefulness of surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q3.1	the reduction of crime						
Q3.1_1	CCTV cameras	3.93	1.122	3.98	1.122	3.87	1.125
Q3.1_2	Surveillance using databases containing personal information	3.08	1.267	3.11	1.271	3.04	1.269
Q3.1_3	Surveillance of online social networking	3.01	1.322	3.19	1.307	2.82	1.318
Q3.1_4	Surveillance of financial transactions	4.05	1.127	3.98	1.121	4.12	1.135
Q3.1_5	Geolocation surveillance	3.67	1.276	3.75	1.205	3.59	1.348
Q3.2	the detection of crime						
Q3.2_1	CCTV cameras	4.18	1.013	4.07	1.105	4.29	0.896
Q3.2_2	Surveillance using databases containing personal information	3.41	1.292	3.56	1.352	3.25	1.215
Q3.2_3	Surveillance of online social networking	3.30	1.289	3.50	1.272	3.1*	1.284
Q3.2_4	Surveillance of financial transactions	4.23	1.057	4.27	1.059	4.19	1.059
Q3.2_5	Geolocation surveillance	4.02	1.120	4.09	1.112	3.93	1.130
Q3.3	the prosecution of crime						
Q3.3_1	CCTV cameras	3.93	1.185	4.02	1.095	3.83	1.274
Q3.3_2	Surveillance using databases containing personal information	3.48	1.305	3.56	1.340	3.41	1.273
Q3.3_3	Surveillance of online social networking	3.14	1.397	3.41	1.402	2.87*	1.345
Q3.3_4	Surveillance of financial transactions	4.14	1.152	4.22	1.113	4.06	1.193
Q3.3_5	Geolocation surveillance	3.88	1.202	4.08	1.083	3.66*	1.286

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

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

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

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

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

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

3.2 Effectiveness in protection against crime

The results for perceived effectiveness of the different types of surveillance in protecting against crime follow the same pattern of results as for perceived usefulness of the same types of surveillance in the reduction, detection, and prosecution of crime. However, the different types of surveillance are generally perceived to be less effective in protection against crime than they are deemed to be useful for the reduction, detection, and prosecution of crime. Between 69%⁹ (prosecution of crime) and 73%¹⁰ (detection of crime) of respondents believed that surveillance of financial transactions is useful, but only 58%¹¹ of respondents agreed that it is effective. Surveillance of financial transactions is perceived to be the most effective surveillance measure in protection against crime, followed by CCTV 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. Male respondents perceived CCTV to be more effective than female respondents.

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

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

¹¹ Answers 5, 6 or 7 on a scale from 1 to 7, with 1=disagree and 7=agree.

Table 4
Perceived effectiveness of surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	4.82	1.765	4.56	1.791	5.08*	1.705
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.49	1.778	3.34	1.776	3.64	1.776
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.40	1.864	3.48	1.915	3.33	1.820
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.92	1.882	4.68	1.886	5.18	1.851
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.42	1.851	4.41	1.893	4.43	1.817

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

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

3.3 Relationship between perceived usefulness and effectiveness

There is, mostly, a clear relationship between the perceived usefulness of a type of surveillance in the reduction, detection, and prosecution of crime and the perceived effectiveness of that type of surveillance in the protection against crime (see Table A22 in Appendix A). The strongest relationship for most types of surveillance is found between perceived usefulness in detection of crime and perceived effectiveness in the protection against crime. This was the case for surveillance of online social-networking, surveillance of financial transactions, and CCTV. In the case of surveillance using databases containing personal information and geolocation surveillance, the perceived effectiveness of this mode of surveillance as a means to protect against crime was related most closely with its perceived usefulness in 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. At the same time, surveillance measures appear to make respondents feel more insecure than secure. However, there is high variability in responses on whether the presence of surveillance produces feelings of security (see Table 5 in next section). For about a quarter of respondents (23%), the presence of surveillance makes them feel secure (4 or 5 on a 5-point scale, with 1=very insecure and 5=very secure), however, a third (33%) feel insecure (1 or 2 on a 5-point scale, with 1=very insecure and 5=very secure) when surveillance is present. The remaining respondents indicated either the mid-point of the scale (36%), or "I don't know" (8%).

4.2 Personal information collected through surveillance

Respondents generally feel a strong lack of control over the processing of personal information gathered via surveillance, irrespective of whether it has been gathered by government agencies or by private companies. There

is also a visible lack of trust in both private companies and government agencies being able to protect personal information gathered via surveillance, but with more mistrust towards private companies than towards government agencies. Consequently, there may not only be a missing link between surveillance and security, but also perceptions of a substantial lack of data protection in connection with personal information gathered through surveillance. Female respondents appeared to feel less control (over their data collected by government agencies) and more mistrust (into government agencies' handling of personal data) than male respondents.

Table 5
Feelings of security, control and trust

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
4.3	Security (1=very insecure; 5=very secure)						
	How secure does the presence of surveillance measures make you feel?	2.87	1.040	2.81	1.080	2.93	0.998
4.4	Control (1= no control; 5=full control)						
4.4.1	How much control do you think you have over the processing of personal information gathered by <u>government agencies</u> via surveillance measures?	1.92	1.115	1.74	1.011	2.1*	1.187
4.4.2	How much control do you think you have over the processing of personal information gathered by <u>private companies</u> via surveillance measures?	1.85	1.079	1.77	0.977	1.94	1.174
4.5	Trust (1=no trust; 5=complete trust)						
4.5.1	How much do you trust <u>government agencies</u> that they protect your personal information gathered via surveillance measures?	2.34	1.043	2.16	1.012	2.52*	1.049
4.5.2	How much do you trust <u>private companies</u> that they protect your personal information gathered via surveillance measures?	1.67	0.924	1.72	0.937	1.62	0.913

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

Despite their feelings of insecurity in the presence of surveillance, mistrust and lack of control over data collected through surveillance, respondents feel more happy than unhappy with CCTV, surveillance of financial transactions, and geolocation surveillance. On the other hand, they feel more unhappy than happy with surveillance using databases containing personal information and surveillance of online social networks, the latter being that type of surveillance respondents feel most unhappy with (mean score 3.41, participants feeling unhappy 38%, participants feeling happy 16%¹²). Respondents are most unhappy with surveillance taking place without people knowing, where 51% felt unhappy, but only 18% felt happy. There are no significant differences between female and male responses.

¹² Scores 4 and 5 on a scale from 1=very happy to 5=very unhappy are classified as unhappy; Scores 1 and 2 are classified as happy.

Table 6
Happiness with surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
5.3_1	Feel happy/unhappy about CCTV cameras	2.59	0.997	2.61	0.935	2.57	1.062
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.41	1.094	3.31	1.058	3.49	1.124
5.3_3	Feel happy/unhappy about surveillance using databases	3.48	1.012	3.49	0.963	3.47	1.066
5.3_4	Feel happy/unhappy about surveillance of financial transactions	2.70	1.254	2.82	1.214	2.57	1.289
5.3_5	Feel happy/unhappy about geolocation surveillance	2.94	1.077	2.93	1.020	2.96	1.134
5.4	Feel happy/unhappy about surveillance taking place without noticing	3.51	1.177	3.50	1.230	3.52	1.124

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

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

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

4.4 Relationship between security and happiness

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

There is also a, mostly weak, relationship between generally feeling happy or unhappy about different types of surveillance and being happy or unhappy with surveillance taking place without one's knowledge, in particular for geolocation surveillance. Additionally, being happy or unhappy with different types of surveillance is only weakly related to feelings of security as a consequence of the presence of surveillance; this relation is most evident for surveillance using databases containing personal information, and least for CCTV. Furthermore, being happy or unhappy with the different types of surveillance is linked to the perceived usefulness of this type of surveillance for the reduction, detection and prosecution of crimes. However, this relationship is mostly weak to very weak with the exception of surveillance of financial transactions for the purpose of reduction of crime, where a moderate relationship can be found (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	3.43	2.11	3.30	2.111	3.57	2.112
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.44	2.032	4.31	1.973	4.58	2.093
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.33	2.168	4.03	2.182	4.61	2.128
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	3.77	2.173	3.62	2.175	3.93	2.171
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.05	2.098	3.86	2.128	4.24	2.062

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

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

The majority of respondents agreed more than disagreed that most types of surveillance (except CCTV and surveillance of financial transactions) have a negative impact on privacy (Table 7). The highest negative impact on privacy was perceived for surveillance using databases containing personal information.

Irrespective of their views on the impact of different types of surveillance on privacy, very few respondents, both male and female, are willing to accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (Table 8).

Table 8
Financial privacy trade-off

5.1.3	Would you be willing to accept payment as compensation for greater invasion of your privacy, using:	Answer=YES		
		Total	Female	Male
5.1.3_1	Surveillance via CCTV cameras	5.8%	3.2%	8.0%
5.1.3_2	Surveillance of online social networks	13.8%	12.7%	14.7%
5.1.3_3	Surveillance utilising databases containing personal information	11.6%	11.1%	12.0%
5.1.3_4	Surveillance of financial transactions	8.7%	6.3%	10.7%
5.1.3_5	Geolocation surveillance	13.0%	11.1%	14.7%

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

Perceived impact of surveillance on privacy was only very weakly related to respondents' feelings of security or insecurity due to the presence of surveillance, to feelings of trust in private companies and government agencies being able to protect personal information gathered via surveillance, and to feelings of control over processing of personal information gathered via surveillance (see table A24 in Appendix A). Therefore, despite the clearly perceived lack of trust and control in the context of personal information gathered during surveillance, and a

moderately perceived negative impact of surveillance on privacy, these feelings appear not to be necessarily related.

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

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

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

There is also a relationship between perceived effectiveness of surveillance measures and feelings of security in the presence of surveillance (see table A26 Appendix A), but it is only a weak one, suggesting that increasing the perceived effectiveness of surveillance measures may potentially, increase citizens' feelings of security in the presence of surveillance less than increasing citizens' belief in the effectiveness of data protection laws.

5. Awareness of surveillance taking place

5.1 Noticing CCTV

Table 9
Whether CCTV is noticed

Q5.2.1	Total	Female	Male
I never notice CCTV cameras.	4.5%	7.7%	1%*
I rarely notice CCTV cameras.	21.0%	28.8%	12.5%*
I sometimes notice CCTV cameras.	36.0%	40.4%	31.3%*
I often notice CCTV cameras.	28.5%	14.4%	43.8%*
I always notice CCTV cameras.	8.5%	6.7%	10.4%
I don't know / No answer	1.5%	1.9%	1.0%

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

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

There is a clear gender difference in whether CCTV is noticed. Although overall, only about a third of respondents (37%) often or always notice CCTV cameras, there is a significantly higher proportion of male (54.2%) than female respondents (21.1%) who indicated that they often or always notice CCTV cameras. Correspondingly, 36.5% of female respondents, but only 13.5% of male respondents, rarely or never notice CCTV cameras.

5.2 Beliefs about surveillance taking place

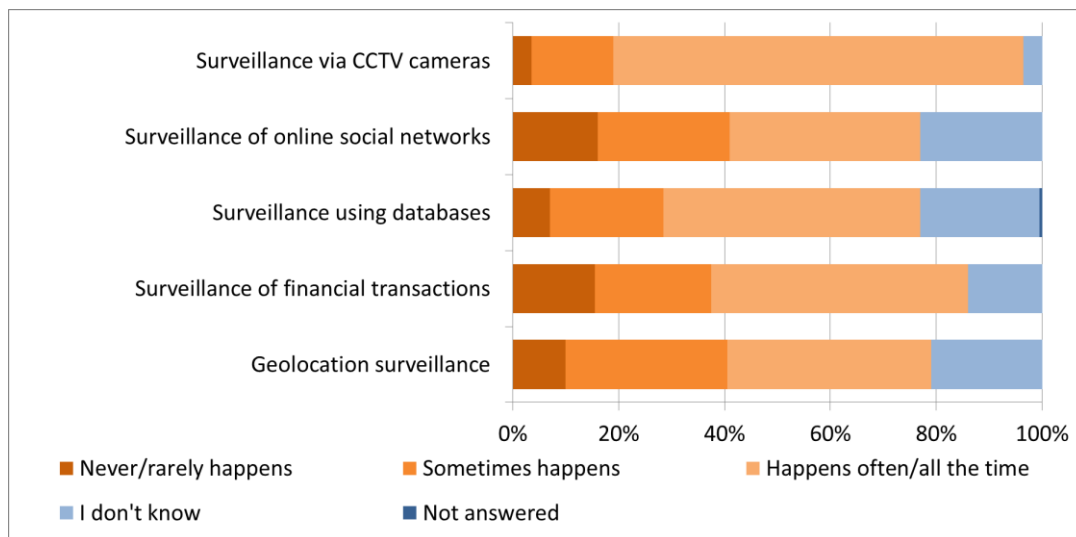


Figure 2: Q5.2.2 – In your opinion, how often do the following types of surveillance take place in the country where you live?

Not very surprisingly, a large majority of respondents believes that CCTV surveillance takes place often or all the time in the country where they live (77.5%). Far fewer respondents believe that the other types of surveillance take place, between 36 and 49% 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 (14-23%). There were no statistically significant gender differences in the responses to this question.

6. Acceptability of data sharing practices

Table 10
Acceptability of data sharing practices of government agencies

	Sharing citizens' information gathered via surveillance measures with other government agencies	Sharing citizens' information gathered via surveillance measures with foreign governments	Sharing citizens' information gathered via surveillance measures with private companies
Fully acceptable in all circumstances	10.5%	11.0%	5.0%
Acceptable only if the citizen is suspected of wrong-doing	26.5%	28.5%	17.0%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	52.0%	45.5%	31.5%
Acceptable if the citizen is informed	18.5%	15.5%	15.0%
Acceptable if the citizen has given consent	14.5%	13.0%	21.5%
Not acceptable in any circumstances	2.5%	5.5%	26.0%
I don't know	2.0%	2.0%	4.5%

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

Generally, the sharing of information gathered through surveillance by government agencies with other government agencies or with foreign governments is deemed acceptable by the majority of respondents if the citizen is suspected of wrong-doing. However, most of these respondents believe it is necessary that the surveillance needs to be legally authorised for it to be acceptable. Only about one out of eight participants believe it is acceptable for information gathered through surveillance by government agencies to be shared with other government agencies or, slightly less, with foreign governments if the citizen has given consent. Whilst results regarding the sharing of information with other government agencies or foreign governments are fairly similar, sharing information with private companies is much less acceptable even if surveillance has been lawfully authorised for somebody suspected of wrong-doing. Many respondents (26%) think it is unacceptable in all circumstances or only if the citizen has given consent (21.5%) for government agencies to share information gathered through surveillance with private companies.

Table 11
Acceptability of data sharing practices of private companies

	Sharing citizens' information gathered via surveillance measures with government agencies	Sharing citizens' information gathered via surveillance measures with foreign governments	Sharing citizens' information gathered via surveillance measures with other private companies
Fully acceptable in all circumstances	5.5%	3.5%	3.0%
Acceptable only if the citizen is suspected of wrong-doing	20.5%	18.0%	14.0%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	37.5%	32.0%	23.5%
Acceptable if the citizen is informed	16.5%	12.5%	11.0%
Acceptable if the citizen has given consent	20.0%	14.5%	21.5%
Not acceptable in any circumstances	13.0%	27.5%	37.5%
I don't know	5.0%	5.0%	4.5%

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 (37.5%).

7. Acceptability of surveillance in different locations

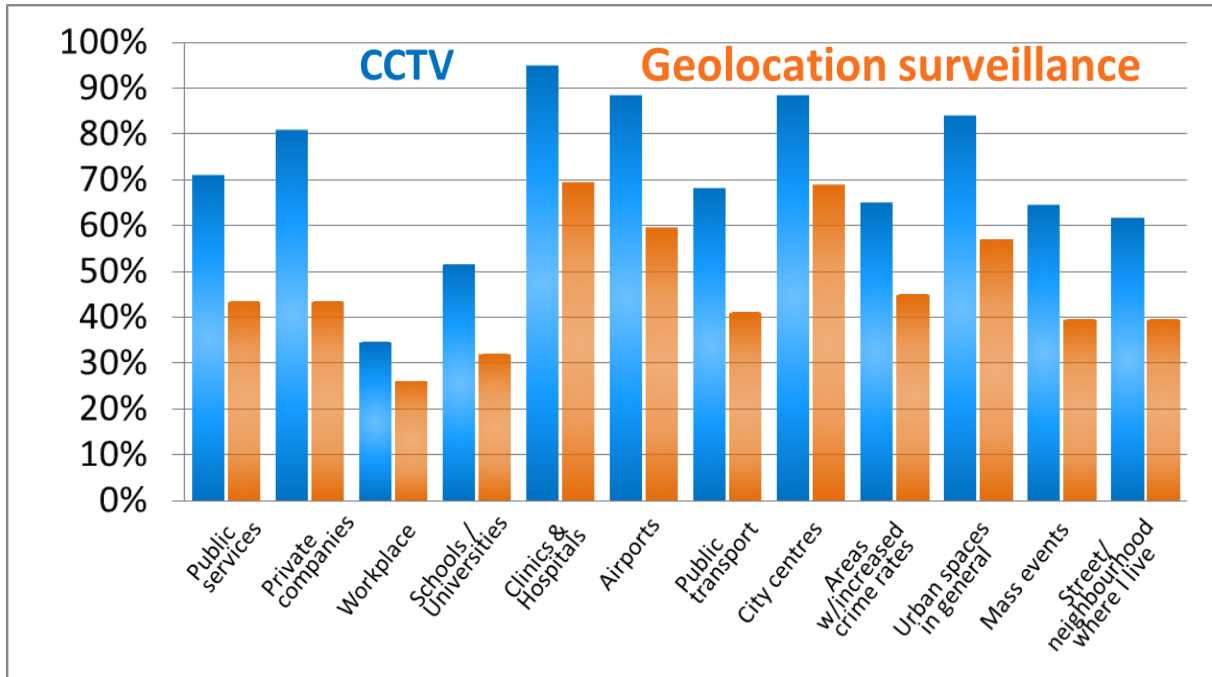


Figure 3: Acceptability of surveillance in different locations

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

CCTV surveillance is perceived as clearly more acceptable than geolocation surveillance for the purposes of fighting crime in all the events and locations investigated. Acceptance rates for CCTV are typically 30% to 70% higher than those for geolocation surveillance, with no significant differences between female and male responses.

Both types of surveillance are least accepted in the workplace (CCTV 34%, geolocation surveillance 26%). The highest acceptance of surveillance by CCTV is in clinics and hospitals (95%), city centres (89%) and airports (89%), with geolocation surveillance in clinics and hospitals also seen as acceptable by a majority of respondents (70%). 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 urban spaces in general and private companies are also rather high (81-84%), which in itself is unsurprising, and CCTV surveillance in specific areas with increased crime rates and the neighbourhood where they live is still acceptable for a majority (62-65%) of respondents. The latter result may, partially, be related to 33% of respondents feeling that they themselves live in an area with increased crime rates.

8. Economic costs of surveillance

Some respondents (16.9%) believed that the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in their country is “just right”; however, 34% indicated that, in their opinion, there was too little or far too little money allocated, whilst only 9.5% believed it was too much or far too much, with no gender-related differences. But overall almost two out of every five respondents felt that they, actually, “don’t know” whether sufficient funds were allocated to government agencies for carrying out surveillance for the purpose of fighting crime.

Those respondents who thought that the money allocated to government agencies for carrying out surveillance to fight crime was too little or far too little were asked whether they are prepared to pay higher taxes so that more money can be allocated for this purpose. Almost half of these respondents (48.5%) indicated they would be willing to do so whilst less (33.8%) replied that they would not. However, the comparatively low number of respondents to this question (n=68) only allows very cautious interpretations of these results.

Table 12
Beliefs about money allocated to surveillance

	Total	Female	Male
far too little	5.0%	3.8%	6.3%
too little	29.0%	27.9%	30.2%
just right	16.5%	16.3%	16.7%
too much	6.5%	5.8%	7.3%
far too much	3.0%	1.9%	4.2%
I don't know	39.0%	43.3%	34.4%
No answer	1.0%	1.0%	1.0%

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

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

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

	Total	Female	Male
Yes	48.5%	36.4%	60.0%
No	33.8%	36.4%	31.4%
I don't know	14.7%	21.2%	8.6%
No answer	2.9%	6.1%	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.

9. Social costs of surveillance

9.1 Attitudes towards surveillance

As with the perception of economic costs described in the previous section, there are practically no gender differences in the attitudes and perceptions of respondents towards surveillance related to possible social benefits and social costs¹³. 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 intentionally misused or misinterpreted, followed by the risk of privacy invasion. The risks that surveillance may violate citizens' right to control whether information about them is used, or that surveillance may cause discrimination and stigma also appear to be strong issues, though not at the level of data misuse and misinterpretation.

Table 14
Attitudes towards surveillance

	Total		Female		Male		
	Mean	STD	Mean	STD	Mean	STD	
Q8.1.1	Surveillance provides protection to the individual citizen	4.66	1.757	4.59	1.821	4.74	1.696
Q8.1.2	Surveillance provides protection of the community	4.94	1.643	4.85	1.662	5.04	1.626
Q8.1.3	Surveillance can be a source of personal excitement	3.05	2.164	3.16	2.315	2.96	2.035
Q8.1.4	Surveillance can be something to play with	2.74	2.229	2.99	2.420	2.52	2.034
Q8.1.5	Surveillance may cause discrimination towards specific groups of society	4.70	2.199	4.91	2.188	4.49	2.201
Q8.1.6	Surveillance may be a source of stigma	4.60	2.066	4.98	2.102	4.18*	1.954
Q8.1.7	Surveillance may violate a person's privacy	5.21	1.966	5.38	1.945	5.04	1.983
Q8.1.8	Surveillance may violate citizens' right to control whether information about them is used	4.84	2.132	5.11	2.076	4.57	2.165
Q8.1.9	There is a potential that information gathered via surveillance could be intentionally misused	5.66	1.686	5.76	1.693	5.56	1.682
Q8.1.10	There is a potential that information gathered via surveillance could be misinterpreted	5.45	1.833	5.45	1.915	5.44	1.755

¹³ With the exception of surveillance being perceived as a potential source of stigma – a risk perceived by female respondents significantly stronger than by male respondents.

Q8.1.11	Surveillance may limit a citizen's right of expression and free speech	4.42	2.101	4.62	2.033	4.22	2.159
Q8.1.12	Surveillance may limit a citizen's right of communication	4.27	2.187	4.54	2.222	3.99	2.125
Q8.1.13	Surveillance may limit a citizen's right of information	3.93	2.180	4.14	2.241	3.72	2.109

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

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

9.2 Behavioural changes resulting from surveillance

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

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	2.27	1.787	1.99	1.702	2.58*	1.835
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	1.94	1.541	1.73	1.324	2.17	1.720
Q8.2.3	I have taken defensive measures (hiding face, faking data, incapacitating surveillance device)	1.77	1.446	1.53	1.167	2.04*	1.666
Q8.2.4	I have made fun of it	1.84	1.566	1.48	1.180	2.21*	1.817
Q8.2.5	I have filed a complaint with the respective authorities	1.86	1.608	1.57	1.320	2.17*	1.831
Q8.2.6	I have informed the media	1.74	1.416	1.50	1.104	2.00*	1.669
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.77	1.514	1.52	1.236	2.03*	1.732
Q8.2.8	have kept myself informed about technical possibilities to protect my personal data	4.03	2.282	3.53	2.278	4.54*	2.181

Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.52	2.337	4.38	2.493	4.67	2.162
--------	---	------	-------	------	-------	------	-------

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:

- surveillance potentially bearing the risk of discrimination and being a source of stigma;
- surveillance potentially causing discrimination and limiting the rights of free speech, communication and information;
- surveillance causing discrimination and violating privacy;
- the potential for surveillance to violate privacy and violate the right of citizens to free speech;
- and whether surveillance limits the rights of free speech, communication and information (see table A17 in Appendix A).

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

There are some moderate to strong links between changes in different behaviours as a result of awareness of surveillance. The strongest connections are between filing a complaint with the respective authorities and informing the media or participating in counter-surveillance, between avoiding locations where surveillance is suspected to take place and informing the media, and between taking defensive measures and making fun of surveillance (see Table A18 in Appendix A). These can be seen to represent certain "strategies" of protection against surveillance, though it needs to be kept in mind that few respondents have acted in this way (see Table 15 above). However, the link between avoiding locations and informing the media shows that a potential "chilling effect" of surveillance does not necessarily exclude citizens taking active measures as well. Those changes of personal behaviour most often indicated by respondents - not accepting discounts/vouchers in exchange for personal data, and keeping oneself informed about the possibilities of technical data protection – are only weakly related to the other forms of behavioural changes (see Table A18 in Appendix A).

In this study there is little evidence to support a relationship between the perceived negative effects of surveillance and behavioural changes as a result of surveillance (see table A19 in Appendix A). Those social costs which were perceived most often – data misuse, data misinterpretation and violation of privacy – show only very weak relationships with not accepting vouchers in exchange for personal data, and no relationship with other behavioural measures that could, perhaps, be expected in such case (e.g., filing complaints with the responsible authorities).

10. Surveillance and the role of age

Generally, interpreting differences between age groups has to be approached with caution due to the small number of respondents in some of the age groups. However, there can be identified some significant differences between age groups and patterns in the distribution of answers which reveal interesting, though not entirely surprising, aspects.

Respondents of all ages show a rather similar level of knowledge of different types of surveillance. Only in the case of surveillance of online communication, such as network analysis or the monitoring of chat rooms or forums, and surveillance via Global Positioning Systems (GPS), there is a significant difference with the 65+ years age group showing a significantly lower knowledge than all other age groups (see table A1 in Appendix A). Regarding the reasons for the setting up of surveillance, there are no significantly different responses between age groups (see table A2 in Appendix A).

Although overall only two thirds of the respondents expressed views about whether enough funds are allocated to government agencies for surveillance, respondents aged 55 to 64 indicated more than other respondents that far too little is spent for this purpose (see table A14 in Appendix A).

Regarding the situational awareness of surveillance, there are some significant differences between age groups. For all types of surveillance investigated in this study it is the 65+ respondents who show the largest proportion of answers indicating that they, actually, “don’t know” whether or not this type of surveillance is taking place in the country where they live. Some differences in the responses of the 18-24 year olds suggest that respondents from these age groups are of the opinion that less surveillance, in particular less CCTV and surveillance of financial transactions, takes places than other age groups (see table A13 in Appendix A).

Almost all types of surveillance are perceived by all age groups as more useful than not useful for the detection and prosecution of crime (see table A5 in Appendix A), with few exceptions – particularly for the surveillance of online social networking and surveillance using databases containing personal information. All age groups, except for respondents aged 55+, indicate that surveillance of online social networking is less useful than useful for the reduction of crime, with the 25-34 year olds perceiving the usefulness for this type of surveillance and purpose significantly lower than the 65+ year olds. Additionally, the 35-54 year olds find surveillance using databases containing personal information less useful than useful for the reduction of crime. For the usefulness of surveillance for the purpose of detection of crime, younger respondents (18-34 year olds) find surveillance of online social networking less useful than useful, and for the purpose of prosecution of crime it is the youngest age group (18-24 year) as well as the 45-54 year olds who find surveillance of online social networking less useful than useful. Generally, CCTV is rated as the most useful form of surveillance more often by the youngest (18-24 years) and the oldest (65+ years) respondents, whereas the “middle-aged” respondents tend to rate surveillance of financial tracking as the most useful.

There are no significant age-related differences in the perceived effectiveness of the various types of surveillance (see table A4 in Appendix A).

There are also no significant differences between age groups in their feelings of security, or insecurity, in the presence of surveillance measures. This applies as well to feelings regarding control over the processing of personal information gathered via government agencies or private companies, and trust (or mistrust) that government agencies or private companies protect personal information (see table A7 in Appendix A). When being asked how happy or unhappy they feel with the different types of surveillance, it appears that respondents of all ages feel similarly, i.e., more happy than unhappy with CCTV, surveillance of financial transactions and geolocation

surveillance, and more unhappy than happy with surveillance of online social networks, surveillance using databases containing personal information and, generally, surveillance taking place without people knowing about it¹⁴ (see table A8 in Appendix A).

Respondents in all age groups also have similar views regarding the impact of surveillance on privacy, finding surveillance of online social network and surveillance using databases containing personal information mostly to have the strongest impact on their privacy, and CCTV to have the least impact (see table A10 in Appendix A). Accepting financial compensation in exchange for more invasion of privacy through surveillance is not an option for a majority of respondents, independent of their age. However, it appears that some younger respondents (aged 18-34) are more willing to do so for some types of surveillance (table A11 in Appendix A).

There are no age differences in the perceived social costs, and benefits, of surveillance (see A16a in Appendix A), as well as in the behavioural changes of respondents due to surveillance (see table A16b in Appendix A).

It is not completely surprising that younger citizens who have grown up with new technologies, finished their education, taken up a profession and are grounding their opinions on some life experience exhibit some more surveillance technology-related knowledge, awareness of the presence of surveillance different types of surveillance, and critical attitudes towards the usefulness of such surveillance measures. At the same time though, there are no statistically significant differences between age groups when it comes to the perceptions of effectiveness and risks (“social costs”), surveillance-related feelings, and the actual adaptations of behaviour to mitigate the risks perceived through surveillance measures. Therefore, feelings such as security (or insecurity) due to the presence of surveillance and generally being happy (or unhappy) with surveillance cannot be easily connected with age-related attitudes that may be based on knowledge and awareness of surveillance.

11. Conclusion

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

At the same time, it depends on the specific type of surveillance measure whether respondents feel more unhappy or happy with it. But despite the respondents’ general perception of surveillance measures being useful, surveillance measures currently reduce feelings of insecurity in less than 1 in 4 people, whereas in 1 out of 3 respondents the presence of surveillance produces feelings of insecurity.

Analyses also indicate that whilst feeling happy or unhappy with surveillance is only weakly related to feeling more secure or insecure in the presence of surveillance, an increased belief in the effectiveness of laws regarding the protection of personal data gathered via surveillance may make citizens feel more secure.

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

¹⁴ One exception, here, are the 25-34 year olds who, contrary to all other age groups, feel more unhappy than happy with geolocation surveillance.

APPENDICES

Appendix A – Figures and tables

Figure 1: Age and gender distribution of UK quota sample

Figure 2: Beliefs about surveillance taking place

Figure 3: Acceptability of surveillance in different locations

Table 1: Knowledge of types of surveillance

Table 2: Known reasons of surveillance

Table 3: Perceived usefulness of surveillance

Table 4: Perceived effectiveness of surveillance

Table 5: Feelings of security, control and trust

Table 6: Happiness with surveillance

Table 7: Perceptions of privacy

Table 8: Financial privacy trade-off

Table 9: Noticing CCTV

Table 10: Acceptability of data sharing practices of government agencies

Table 11: Acceptability of data sharing practices of private companies

Table 12: Beliefs about money allocated to surveillance

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

Table 14: Attitudes towards surveillance

Table 15: Behaviour changes resulting from an awareness of surveillance

Table A1: Knowledge of types of surveillance by age group

Table A2: Known reasons for surveillance by age group

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

Table A4: Perceived effectiveness of surveillance by age group

Table A5: Perceived usefulness of surveillance by age group

Table A6: Knowledge and perception of laws by age group

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

Table A8: Happiness with surveillance by age group

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

Table A10: Perceptions of privacy by age group

Table A11: Financial privacy trade-off by age group

Table A12: Awareness of CCTV by age group

Table A13: Beliefs about surveillance taking place by age group

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

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

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

Table A16b: Social costs by age group – Behavioural changes

Table A17: Correlations – Social benefits and costs (perceptions)

Table A18: Correlations – Social costs (behaviour)

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

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

Table A21: Correlations – Social benefits/costs and privacy in surveillance

Table A22: Correlations – Usefulness vs. effectiveness of surveillance

Table A23: Correlations – Security and happiness

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

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

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

Table A1: Knowledge of types of surveillance by age group

		Answer = YES						
	Total	18-24	25-34	35-44	45-54	55-64	65+	
Q1_1	Biometric data , e.g. analysis of fingerprints, palm prints, facial or body features	74.0%	83.3%	70.0%	78.9%	77.8%	65.5%	71.4%
Q1_2	"Suspicious" behaviour , e.g. automated detection of raised voices, facial or body features	43.0%	50.0%	56.7%	36.8%	38.9%	41.4%	40.8%
Q1_3	Data and traffic on the internet , e.g. Deep Packet/Content inspection	70.5%	66.7%	80.0%	71.1%	83.3%	65.5%	59.2%
Q1_4	Databases containing personal information, e.g. searching state pension databases, or customer databases of private companies	73.5%	66.7%	70.0%	68.4%	80.6%	72.4%	77.6%
Q1_5	Online communication , e.g. social network analysis, monitoring of chat rooms or forums	78.5%	88.9%	86.7%	81.6%	94.4%	79.3%	55.1%*
Q1_6	Telecommunication , e.g. monitoring of phone calls or SMS	88.5%	94.4%	90.0%	89.5%	94.4%	82.8%	83.7%
Q1_7	Electronic tagging / Radio Frequency Identification (RFID) , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	66.5%	55.6%	53.3%	60.5%	75.0%	82.8%	67.3%
Q1_8	Global Positioning Systems (GPS) , e.g. tracking geolocation of cars or mobile phones	83.0%	94.4%	80.0%	81.6%	88.9%	93.1%	71.4%*
Q1_9	CCTV cameras , e.g. in public places, airports or supermarkets	96.5%	94.4%	93.3%	97.4%	100.0%	96.6%	95.9%
Q1_10	Financial information , e.g. tracking of debit/credit card transactions	93.5%	100.0%	90.0%	84.2%	100.0%	96.6%	93.9%

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	67.5%	61.1%	66.7%	76.3%	52.8%	65.5%	75.5%
Q2_2	The detection of crime	81.0%	94.4%	83.3%	84.2%	88.9%	75.9%	69.4%
Q2_3	The prosecution of crime	65.5%	66.7%	66.7%	65.8%	77.8%	69.0%	53.1%
Q2_4	Control of border-crossings	44.0%	38.9%	50.0%	52.6%	50.0%	41.4%	32.7%
Q2_5	Control of crowds	41.5%	55.6%	43.3%	42.1%	41.7%	37.9%	36.7%
Q2_6	Other	18.0%	11.1%	13.3%	18.4%	25.0%	13.8%	20.4%
Q2_7	I don't know of any reasons.	2.0%	0.0%	3.3%	0.0%	0.0%	0.0%	6.1%*

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

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

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

Usefulness for **REDUCTION** of crime

			CCTV	database	SNS	financialT	geolocat.
			Q3.1_1	Q3.1_2	Q3.1_3	Q3.1_4	Q3.1_5
REDUCTION	CCTV	Q3.1_1	1.000	0.363	0.429	0.380	0.469
	database	Q3.1_2	0.363	1.000	0.599	0.476	0.499
	SNS	Q3.1_3	0.429	0.599	1.000	0.348	0.495
	financT	Q3.1_4	0.380	0.476	0.348	1.000	0.544
	Geoloc.	Q3.1_5	0.469	0.499	0.495	0.544	1.000
DETECTION	CCTV	Q3.2_1	0.568	0.343	0.286	0.342	0.299
	database	Q3.2_2	0.414	0.575	0.523	0.368	0.468
	SNS	Q3.2_3	0.388	0.424	0.667	0.322	0.394
	financT	Q3.2_4	0.373	0.367	0.337	0.727	0.465
	Geoloc.	Q3.2_5	0.446	0.450	0.508	0.490	0.721
PROSECUTION	CCTV	Q3.3_1	0.560	0.322	0.319	0.283	0.331
	database	Q3.3_2	0.357	0.604	0.447	0.383	0.341
	SNS	Q3.3_3	0.376	0.514	0.672	0.351	0.412
	financT	Q3.3_4	0.304	0.425	0.291	0.590	0.316
	Geoloc.	Q3.3_5	0.403	0.449	0.453	0.415	0.539

Usefulness for **DETECTION** of crime

			CCTV	database	SNS	financialT	geolocat.
			Q3.2_1	Q3.2_2	Q3.2_3	Q3.2_4	Q3.2_5
DETECTION	CCTV	Q3.2_1	1.000	0.460	0.450	0.446	0.467
	database	Q3.2_2	0.460	1.000	0.590	0.460	0.567
	SNS	Q3.2_3	0.450	0.590	1.000	0.455	0.593
	financT	Q3.2_4	0.446	0.460	0.455	1.000	0.520
	Geoloc.	Q3.2_5	0.467	0.567	0.593	0.520	1.000
PROSECUTION	CCTV	Q3.3_1	0.517	0.423	0.267	0.303	0.331
	database	Q3.3_2	0.442	0.686	0.472	0.378	0.388
	SNS	Q3.3_3	0.378	0.543	0.710	0.352	0.478
	financT	Q3.3_4	0.341	0.363	0.333	0.541	0.386
	Geoloc.	Q3.3_5	0.396	0.523	0.400	0.409	0.560

Usefulness for **PROSECUTION** of crime

			CCTV	database	SNS	financialT	geolocat.
			Q3.3_1	Q3.3_2	Q3.3_3	Q3.3_4	Q3.3_5
PROSECUTION	CCTV	Q3.3_1	1.000	0.484	0.406	0.473	0.604
	database	Q3.3_2	0.484	1.000	0.637	0.566	0.517
	SNS	Q3.3_3	0.406	0.637	1.000	0.492	0.572
	financT	Q3.3_4	0.473	0.566	0.492	1.000	0.573
	Geoloc.	Q3.3_5	0.604	0.517	0.572	0.573	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	4.82	1.765	4.22	1.801	4.83	1.802	4.79	1.647
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.49	1.778	3.50	2.066	3.00	1.711	2.94	1.286
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.40	1.864	2.71	1.829	3.03	1.884	3.59	1.423
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.92	1.882	4.29	2.054	4.72	1.850	5.03	1.747
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.42	1.851	3.94	1.798	4.38	2.025	4.21	1.758

Q5.1.1	Effectiveness (1=disagree; 7=agree)	45-54		55-64		65+	
		Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	4.86	1.930	5.21	1.475	4.78	1.873
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.42	1.663	4.04	1.710	3.98	2.041
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.14	1.854	3.59	2.024	4.00	2.060
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.97	2.007	5.22	1.695	4.98	1.983
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.44	1.919	5.04	1.666	4.40	1.892

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

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

Table A5: Perceived usefulness of surveillance by age group

		Total		18-24		25-34		35-44	
Q3.1	the reduction of crime	Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q3.1_1	CCTV cameras	3.93	1.122	3.78	1.263	3.87	1.196	3.92	1.050
Q3.1_2	Surveillance using databases containing personal information	3.08	1.267	3.29	1.359	3.03	1.295	2.76	0.955
Q3.1_3	Surveillance of online social networking	3.01	1.322	2.65	1.498	2.57 ^A	1.165	2.84	1.214
Q3.1_4	Surveillance of financial transactions	4.05	1.127	3.61	1.195	4.07	1.100	4.13	0.906
Q3.1_5	Geolocation surveillance	3.67	1.276	3.18	1.425	3.68	1.249	3.58	1.287
Q3.2	the detection of crime								
Q3.2_1	CCTV cameras	4.18	1.013	3.94	0.938	4.04	1.071	4.16	1.041
Q3.2_2	Surveillance using databases containing personal information	3.41	1.292	3.18	1.131	3.29	1.182	3.44	1.186
Q3.2_3	Surveillance of online social networking	3.30	1.289	2.94	1.144	2.93	1.386	3.53	1.183
Q3.2_4	Surveillance of financial transactions	4.23	1.057	3.67	1.138	4.04	0.980	4.41	0.927
Q3.2_5	Geolocation surveillance	4.02	1.120	3.41	1.176	4.14	1.113	4.05	1.079
Q3.3	the prosecution of crime								
Q3.3_1	CCTV cameras	3.93	1.185	3.67	1.328	3.77	1.135	3.68	1.188
Q3.3_2	Surveillance using databases containing personal information	3.48	1.305	3.29	1.213	3.25	1.378	3.48	1.176
Q3.3_3	Surveillance of online social networking	3.14	1.397	2.76	1.348	3.07	1.507	3.08	1.233
Q3.3_4	Surveillance of financial transactions	4.14	1.152	4.06	1.056	4.11	0.994	4.21	1.119
Q3.3_5	Geolocation surveillance	3.88	1.202	3.83	1.043	3.77	1.104	3.89	1.226
		45-54		55-64		65+			
Q3.1	the reduction of crime	Mean	STD	Mean	STD	Mean	STD		
Q3.1_1	CCTV cameras	3.81	1.261	4.00	1.102	4.09	0.996		
Q3.1_2	Surveillance using databases containing personal information	2.72	1.386	3.24	1.200	3.50	1.281		
Q3.1_3	Surveillance of online social networking	2.91	1.380	3.31	1.225	3.62 ^A	1.303		
Q3.1_4	Surveillance of financial transactions	3.86	1.437	4.30	1.068	4.14	1.025		
Q3.1_5	Geolocation surveillance	3.72	1.485	3.86	1.208	3.79	1.056		
Q3.2	the detection of crime								
Q3.2_1	CCTV cameras	4.19	1.091	4.31	0.891	4.29	1.019		
Q3.2_2	Surveillance using databases containing personal information	3.31	1.430	3.81	1.297	3.38	1.407		
Q3.2_3	Surveillance of online social networking	3.17	1.465	3.64	1.114	3.45	1.261		
Q3.2_4	Surveillance of financial transactions	4.28	1.210	4.33	1.000	4.33	1.034		
Q3.2_5	Geolocation surveillance	3.89	1.282	4.34	0.769	4.03	1.150		

Q3.3 the prosecution of crime

Q3.3_1	CCTV cameras	4.00	1.242	4.10	1.113	4.19	1.139
Q3.3_2	Surveillance using databases containing personal information	3.44	1.375	3.61	1.286	3.67	1.385
Q3.3_3	Surveillance of online social networking	2.94	1.476	3.33	1.301	3.59	1.476
Q3.3_4	Surveillance of financial transactions	4.03	1.403	4.25	1.143	4.15	1.159
Q3.3_5	Geolocation surveillance	3.79	1.431	4.07	1.033	3.90	1.273

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

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

Table A6: Knowledge and perception of laws by age group

	Total		18-24		25-34		35-44	
	Mean	STD	Mean	STD	Mean	STD	Mean	STD
4.1 Knowledge about laws and regulations regarding the protection of personal data (1=I don't know anything; 5=I am very well informed)	2.53	1.194	2.22	1.114	2.40	1.037	2.71	1.293
4.2 Effectiveness of these laws (1= not effective at all; 5= very effective)	2.71	0.945	2.89	1.167	2.52	0.814	2.73	0.827
	45-54		55-64		65+			
	Mean	STD	Mean	STD	Mean	STD		
4.1 Knowledge about laws and regulations regarding the protection of personal data (1=I don't know anything; 5=I am very well informed)	3.06 ^A	1.241	2.48	1.153	2.22 ^A	1.123		
4.2 Effectiveness of these laws (1= not effective at all; 5= very effective)	2.63	0.884	2.83	0.917	2.74	1.154		

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

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

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

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

		Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
4.3	Security (1=very insecure; 5=very secure)								
	How secure does the presence of surveillance measures make you feel	2.87	1.040	2.39	0.916	2.52	0.935	2.91	0.980
4.4	Control (1= no control; 7=full control)								
4.4.1	Control over processing of personal information gathered via government agencies	1.92	1.115	1.92	1.256	2.28	1.137	2.06	1.282
4.4.2	Control over processing of personal information gathered via private companies	1.85	1.079	2.07	1.141	2.07	1.072	2.00	1.090
4.5	Trust (1=no trust; 7=complete trust)								
4.5.1	Trust into government that they protect personal information	2.34	1.043	2.24	0.970	2.43	1.136	2.51	1.146
4.5.2	Trust into private companies that they protect personal information	1.67	0.924	2.00	1.173	1.83	1.053	1.61	0.679
		45-54		55-64		65+			
		Mean	STD	Mean	STD	Mean	STD		
4.3	Security (1=very insecure; 5=very secure)								
	How secure does the presence of surveillance measures make you feel	2.86	0.990	3.19	0.921	3.07	1.208		
4.4	Control (1= no control; 7=full control)								
4.4.1	Control over processing of personal information gathered via government agencies	1.81	1.009	2.04	1.160	1.61	0.919		
4.4.2	Control over processing of personal information gathered via private companies	2.03	1.224	1.89	1.100	1.33	0.754		
4.5	Trust (1=no trust; 7=complete trust)								
4.5.1	Trust into government that they protect personal information	2.44	0.960	2.21	1.067	2.17	0.985		
4.5.2	Trust into private companies that they protect personal information	1.66	0.838	1.62	1.049	1.53	0.894		

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

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

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

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

Table A8: Happiness with surveillance by age group

		Total		18-24		25-34		35-44	
5.3	Happy/unhappy with surveillance (1=very happy, 5=very unhappy)	Mean	STD	Mean	STD	Mean	STD	Mean	STD
5.3_1	Feel happy/unhappy about CCTV cameras	2.59	0.997	2.44	0.984	2.54	0.962	2.66	1.021
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.41	1.094	3.56	1.338	3.67	0.961	3.31	0.993
5.3_3	Feel happy/unhappy about surveillance using databases	3.48	1.012	3.47	1.125	3.48	1.046	3.47	0.992
5.3_4	Feel happy/unhappy about surveillance of financial transactions	2.70	1.254	2.69	1.401	2.76	1.154	2.57	1.214
5.3_5	Feel happy/unhappy about geolocation surveillance	2.94	1.077	2.67	1.138	3.27	0.962	2.94	1.083
5.4	Feel happy/unhappy about surveillance taking place without noticing	3.51	1.177	3.39	1.290	3.54	0.999	3.68	1.254

		45-54		55-64		65+	
5.3	Happy/unhappy with surveillance (1=very happy, 5=very unhappy)	Mean	STD	Mean	STD	Mean	STD
5.3_1	Feel happy/unhappy about CCTV cameras	2.72	1.085	2.64	0.995	2.50	0.968
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.69	1.105	3.15	1.064	3.12	1.111
5.3_3	Feel happy/unhappy about surveillance using databases	3.75	1.079	3.23	0.992	3.41	0.921
5.3_4	Feel happy/unhappy about surveillance of financial transactions	2.81	1.369	2.78	1.188	2.64	1.296
5.3_5	Feel happy/unhappy about geolocation surveillance	2.97	1.200	2.93	1.035	2.85	1.040
5.4	Feel happy/unhappy about surveillance taking place without noticing	3.50	1.254	3.29	1.150	3.55	1.157

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

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

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

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

			HAPPINESS with surveillance					Feeling of SECURITY
			CCTV	Database	SNS	FinancT	Geoloc.	
			Q5.3_1	Q5.3_3	Q5.3_2	Q5.3_4	Q5.3_5	
Usefulness for REDUCTION of crime	CCTV	Q3.1_1	-0.407	-0.217	-0.225	-0.224	-0.279	0.371
	database	Q3.1_2	-0.266	-0.361	-0.452	-0.216	-0.327	0.265
	SNS	Q3.1_3	-0.228	-0.446	-0.416	-0.111	-0.380	0.318
	financialT	Q3.1_4	-0.355	-0.258	-0.339	-0.506	-0.342	0.322
	geolocat.	Q3.1_5	-0.317	-0.232	-0.309	-0.313	-0.417	0.215
Usefulness for DETECTION of crime	CCTV	Q3.2_1	-0.331	-0.166	-0.199	-0.173	-0.212	0.373
	database	Q3.2_2	-0.311	-0.388	-0.524	-0.155	-0.299	0.288
	SNS	Q3.2_3	-0.254	-0.427	-0.260	-0.139	-0.226	0.304
	financialT	Q3.2_4	-0.290	-0.241	-0.277	-0.415	-0.316	0.362
	geolocat.	Q3.2_5	-0.375	-0.270	-0.269	-0.229	-0.442	0.224
Usefulness for PROSECUTION of crime	CCTV	Q3.3_1	-0.361	-0.160	-0.281	-0.179	-0.294	0.319
	database	Q3.3_2	-0.223	-0.310	-0.443	-0.200	-0.236	0.328
	SNS	Q3.3_3	-0.228	-0.422	-0.367	-0.211	-0.284	0.304
	financialT	Q3.3_4	-0.261	-0.210	-0.254	-0.406	-0.281	0.264
	geolocat.	Q3.3_5	-0.324	-0.275	-0.402	-0.243	-0.470	0.249

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	3.43	2.11	2.44	1.542	3.14	2.167	3.34	2.109
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.44	2.032	4.41	2.265	4.55	1.824	4.03	2.145
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.33	2.168	5.17	2.176	4.66	1.876	3.7	2.039
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	3.77	2.173	3.24	2.251	3.07	1.791	3.61	2.15
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.05	2.098	3.67	2.086	4.6	1.94	4.11	2.132
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	3.69	1.997	3.36	2.198	3.93	2.230		
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.81	1.802	4.68	2.178	4.26	2.099		
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	4.69	2.162	4.43	2.379	3.79	2.205		
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	4.08	2.234	3.96	2.202	4.18	2.269		
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	4.14	2.017	3.89	2.409	3.76	2.059		

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

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

Table A11: Financial privacy trade-off by age group

5.1.3		Total	ANSWER = YES					65+
			18-24	25-34	35-44	45-54	55-64	
5.1.3_1	Surveillance via CCTV cameras	5.8%	0.0%	18.2%*	7.4%	0.0%	5.0%	3.7%
5.1.3_2	Surveillance of online social networks	13.8%	40.0%*	27.3%	14.8%	3.7%	10.0%	0.0%
5.1.3_3	Surveillance utilising databases containing personal information	11.6%	20.0%	27.3%*	22.2%	0.0%	5.0%	0.0%
5.1.3_4	Surveillance of financial transactions	8.7%	13.3%	4.5%	11.1%	14.8%	10.0%	0.0%
5.1.3_5	Geolocation surveillance	13.0%	20.0%	27.3%	14.8%	11.1%	5.0%	3.7%

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

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

Table A12: Awareness of CCTV by age group

Q5.2.1	Which of the following best describes you?	Total	18-24	25-34	35-44	45-54	55-64	65+
	I never notice CCTV cameras.	4.5%	0.0%	3.3%	0.0%	5.6%	3.4%	10.2%*
	I rarely notice CCTV cameras.	21.0%	11.1%	16.7%	15.8%	27.8%	31.0%	20.4%
	I sometimes notice CCTV cameras.	36.0%	44.4%	46.7%	34.2%	30.6%	27.6%	36.7%
	I often notice CCTV cameras.	28.5%	33.3%	23.3%	31.6%	30.6%	31.0%	24.5%
	I always notice CCTV cameras.	8.5%	11.1%	10.0%	18.4%*	5.6%	6.9%	2.0%
	I don't know / No answer	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%

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

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

Table A13: Beliefs about surveillance taking place by age group

Q5.2.2	In your opinion, how often do the following types of surveillance take place in the country where you live?	Total	18-24	25-34	35-44	45-54	55-64	65+
Q5.2.2_1	Surveillance via CCTV cameras							
	Never happens	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Rarely happens	3.5%	16.7%*	3.3%	0.0%	2.8%	3.4%	2.0%
	Sometimes happens	15.5%	11.1%	10.0%	21.1%	11.1%	20.7%	16.3%
	Often happens	62.0%	50.0%	63.3%	57.9%	69.4%	58.6%	65.3%
	Happens all the time	15.5%	22.2%	20.0%	21.1%	16.7%	13.8%	6.1%
	I don't know	3.5%	0.0%	3.3%	0.0%	0.0%	3.4%	10.2%*
	Not answered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q5.2.2_2	Surveillance of online social networks							
	Never happens	1.0%	0.0%	0.0%	0.0%	0.0%	6.9%*	0.0%
	Rarely happens	15.0%	16.7%	6.7%	18.4%	8.3%	13.8%	22.4%
	Sometimes happens	25.0%	38.9%	46.7%*	31.6%	19.4%	6.9%	16.3%
	Often happens	25.5%	22.2%	20.0%	23.7%	44.4%*	37.9%	10.2%*
	Happens all the time	10.5%	11.1%	13.3%	13.2%	16.7%	6.9%	4.1%
	I don't know	23.0%	11.1%	13.3%	13.2%	11.1%	27.6%	46.9%*
	Not answered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q5.2.2_3	Surveillance utilising databases containing personal information							
	Never happens	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Rarely happens	7.0%	5.6%	6.7%	10.5%	2.8%	6.9%	8.2%
	Sometimes happens	21.5%	27.8%	36.7%	26.3%	16.7%	13.8%	14.3%
	Often happens	42.5%	50.0%	36.7%	39.5%	58.3%	44.8%	32.7%
	Happens all the time	6.0%	5.6%	6.7%	5.3%	11.1%	3.4%	4.1%
	I don't know	22.5%	11.1%	13.3%	18.4%	11.1%	31.0%	38.8%*
	Not answered	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%
Q5.2.2_4	Surveillance of financial transactions							
	Never happens	1.5%	5.6%	0.0%	0.0%	0.0%	6.9%	0.0%
	Rarely happens	14.0%	5.6%	16.7%	23.7%	19.4%	6.9%	8.2%
	Sometimes happens	22.0%	50.0%*	13.3%	23.7%	19.4%	20.7%	18.4%
	Often happens	35.5%	22.2%	50.0%	39.5%	36.1%	27.6%	32.7%
	Happens all the time	13.0%	11.1%	10.0%	7.9%	22.2%	17.2%	10.2%
	I don't know	14.0%	5.6%	10.0%	5.3%	2.8%	20.7%	30.6%*
	Not answered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q5.2.2_5	Geolocation surveillance							
	Never happens	1.0%	5.6%	0.0%	2.6%	0.0%	0.0%	0.0%
	Rarely happens	9.0%	16.7%	6.7%	13.2%	2.8%	10.3%	8.2%
	Sometimes happens	30.5%	38.9%	36.7%	26.3%	38.9%	27.6%	22.4%
	Often happens	33.0%	33.3%	33.3%	42.1%	41.7%	20.7%	26.5%
	Happens all the time	5.5%	0.0%	10.0%	5.3%	8.3%	10.3%	0.0%
	I don't know	21.0%	5.6%	13.3%	10.5%	8.3%	31.0%	42.9%*
	Not answered	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

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

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

Q6.2	Total	18-24	25-34	35-44	45-54	55-64	65+
far too little	5.0%	0.0%	3.3%	2.6%	2.8%	13.8%*	6.1%
too little	29.0%	38.9%	26.7%	31.6%	33.3%	27.6%	22.4%
just right	16.5%	16.7%	20.0%	15.8%	11.1%	20.7%	16.3%
too much	6.5%	5.6%	6.7%	5.3%	5.6%	6.9%	8.2%
far too much	3.0%	5.6%	0.0%	2.6%	8.3%	0.0%	2.0%
I don't know	39.0%	33.3%	43.3%	42.1%	38.9%	31.0%	40.8%
No answer	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.1%*

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

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

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

Q6.2.1	Total	18-24	25-34	35-44	45-54	55-64	65+
Yes	48.5%	57.1%	44.4%	53.8%	38.5%	58.3%	42.9%
No	33.8%	28.6%	44.4%	30.8%	38.5%	33.3%	28.6%
I don't know	14.7%	14.3%	11.1%	15.4%	23.1%	8.3%	14.3%
No answer	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%*

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

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

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

Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	4.66	1.757	3.88	1.691	4.57	1.851	4.29	1.575
Q8.1.2	Surveillance provides protection of the community	4.94	1.643	4.61	1.539	4.40	1.632	4.76	1.731
Q8.1.3	Surveillance can be a source of personal excitement	3.05	2.164	2.08	1.165	3.29	2.323	2.45	1.823
Q8.1.4	Surveillance can be something to play with	2.74	2.229	1.31	0.630	2.96	2.227	2.41	2.061
Q8.1.5	Surveillance may cause discrimination	4.70	2.199	4.06	2.100	4.89	2.118	4.78	2.213
Q8.1.6	Surveillance may be a source of stigma	4.60	2.066	4.00	1.595	4.54	2.005	4.65	2.303
Q8.1.7	Surveillance may violate a person's privacy	5.21	1.966	4.83	1.948	5.07	1.907	5.34	2.044
Q8.1.8	Violation of citizens' right to control of information use	4.84	2.132	4.87	1.962	4.52	2.046	5.19	2.066
Q8.1.9	Potential that information could be intentionally misused	5.66	1.686	5.72	1.708	5.14	1.807	5.65	1.736
Q8.1.10	Potential that information could be misinterpreted	5.45	1.833	5.61	1.614	5.17	1.683	5.49	1.880
Q8.1.11	Limiting a citizen's right of expression and free speech	4.42	2.101	4.56	1.931	4.23	1.995	4.55	2.152
Q8.1.12	Surveillance may limit a citizen's right of communication	4.27	2.187	4.67	1.718	3.96	2.027	4.00	2.337
Q8.1.13	Surveillance may limit a citizen's right of information	3.93	2.180	3.63	1.893	3.90	2.123	3.80	2.298

Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	45-54		55-64		65+	
		Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	5.06	1.788	4.67	1.881	5.05	1.676
Q8.1.2	Surveillance provides protection of the community	5.28	1.649	5.04	1.401	5.28	1.695
Q8.1.3	Surveillance can be a source of personal excitement	3.45	2.354	3.48	2.391	3.17	2.180
Q8.1.4	Surveillance can be something to play with	3.19	2.507	3.12	2.321	2.72	2.288
Q8.1.5	Surveillance may cause discrimination	4.83	2.229	4.59	2.180	4.77	2.348

Q8.1.6	Surveillance may be a source of stigma	4.97	2.087	4.44	1.895	4.57	2.223
Q8.1.7	Surveillance may violate a person's privacy	5.67	1.656	5.25	1.691	4.95	2.340
Q8.1.8	Violation of citizens' right to control of information use	5.06	2.222	5.07	1.904	4.39	2.386
Q8.1.9	Potential that information could be intentionally misused	6.06	1.560	5.59	1.524	5.74	1.747
Q8.1.10	Potential that information could be misinterpreted	5.46	2.063	5.00	2.018	5.84	1.647
Q8.1.11	Limiting a citizen's right of expression and free speech	4.89	2.122	4.25	2.030	4.11	2.244
Q8.1.12	Surveillance may limit a citizen's right of communication	4.53	2.131	4.45	2.164	4.23	2.423
Q8.1.13	Surveillance may limit a citizen's right of information	4.31	2.193	4.25	2.137	3.63	2.295

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	2.27	1.787	2.76	1.678	2.34	1.857	2.18	1.738
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	1.94	1.541	2.25	1.732	2.18	1.657	1.41	0.832
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	1.77	1.446	2.06	1.391	2.10	1.739	1.84	1.779
Q8.2.4	I have made fun of it	1.84	1.566	2.12	1.495	2.48	1.975	1.58	1.328
Q8.2.5	I have filed a complaint with the respective authorities	1.86	1.608	1.56	1.548	2.00	1.700	1.65	1.495
Q8.2.6	I have informed the media	1.74	1.416	1.71	1.448	1.96	1.506	1.65	1.358
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.77	1.514	2.25	2.176	2.11	1.805	1.46	1.146
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	4.03	2.282	3.76	2.306	4.07	2.219	3.95	2.427

Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.52	2.337	4.71	2.229	4.21	2.320	4.16	2.533
		45-54		55-64		65+			
Q8.2	Changes of personal behaviour (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD		
Q8.2.1	I have restricted my activities or the way I behave	2.46	1.961	2.21	1.567	2.00	1.861		
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.24	1.955	1.89	1.133	1.93	1.679		
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	1.94	1.662	1.59	1.018	1.37	0.817		
Q8.2.4	I have made fun of it	2.09	2.065	1.61	1.166	1.44	0.995		
Q8.2.5	I have filed a complaint with the respective authorities	2.12	1.855	1.68	1.219	1.98	1.717		
Q8.2.6	I have informed the media	1.72	1.486	1.52	1.022	1.87	1.688		
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	1.58	1.336	1.57	1.103	1.90	1.625		
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	4.77	2.088	3.43	2.116	3.95	2.417		
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	4.79	2.240	4.22	2.259	4.93	2.373		

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

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

Table A17: Correlations – Social benefits and 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	0.667	1.000											
Source of excitement	Q8.1_3	0.012	0.023	1.000										
Something to play with	Q8.1_4	-0.099	-0.081	0.443	1.000									
Cause of discrimination	Q8.1_5	-0.215	-0.077	0.322	0.226	1.000								
Source of stigma	Q8.1_6	-0.203	-0.017	0.401	0.200	0.708	1.000							
Violates privacy	Q8.1_7	-0.118	-0.003	0.195	0.252	0.625	0.590	1.000						
Violates right of control data	Q8.1_8	-0.205	-0.089	0.321	0.284	0.570	0.564	0.507	1.000					
Potential misuse	Q8.1_9	-0.002	0.117	0.242	0.151	0.471	0.599	0.491	0.445	1.000				
Potential mis-interpretation	Q8.1_10	-0.026	0.047	0.288	0.178	0.482	0.536	0.413	0.451	0.595	1.000			
Limits right of free speech	Q8.1_11	-0.161	-0.082	0.221	0.230	0.686	0.521	0.635	0.505	0.477	0.416	1.000		
Limits right of communication	Q8.1_12	-0.225	-0.088	0.239	0.215	0.657	0.601	0.500	0.494	0.452	0.451	0.636	1.000	
Limits right of information	Q8.1_13	-0.227	-0.161	0.377	0.304	0.623	0.569	0.526	0.482	0.394	0.383	0.597	0.660	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	0.493	1.000							
defensive measures	Q8.2_3	0.350	0.382	1.000						
made fun of it	Q8.2_4	0.425	0.469	0.615	1.000					
filed complaint	Q8.2_5	0.320	0.453	0.539	0.368	1.000				
informed the media	Q8.2_6	0.426	0.628	0.591	0.487	0.686	1.000			
counter-surveillance	Q8.2_7	0.313	0.438	0.590	0.565	0.621	0.617	1.000		
info about technical protection	Q8.2_8	0.365	0.284	0.296	0.284	0.377	0.322	0.280	1.000	
stopped accepting vouchers	Q8.2_9	0.153	0.252	0.112	0.104	0.263	0.194	0.202	0.408	1.000

Table A19: Correlations – Social benefits and 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	-0.158	-0.133	-0.199	-0.155	-0.165	-0.127	-0.246	0.010	0.004
Protection of community	Q8.1_2	-0.133	-0.119	-0.072	-0.102	0.078	0.123	-0.094	0.060	0.039
Source of excitement	Q8.1_3	0.145	0.142	0.252	0.175	0.199	0.164	0.193	0.202	0.119
Something to play with	Q8.1_4	0.082	0.122	0.078	0.227	0.011	0.062	0.033	0.087	0.058
Cause of discrimination	Q8.1_5	0.165	0.115	-0.032	0.063	0.045	0.030	0.050	0.121	0.264
Source of stigma	Q8.1_6	0.165	0.175	0.081	0.161	0.124	0.089	0.138	0.215	0.327
Violates privacy	Q8.1_7	0.098	0.038	0.016	0.059	0.063	-0.112	0.070	0.174	0.222
Violates right to control data	Q8.1_8	0.194	0.084	-0.008	0.056	0.018	0.094	0.029	0.046	0.115
Potential misuse	Q8.1_9	0.141	-0.016	-0.072	0.022	-0.001	-0.056	-0.024	0.137	0.226
Potential misinterpretation	Q8.1_10	0.102	0.113	-0.072	0.051	0.025	-0.010	0.029	0.054	0.143
Limits right of free speech	Q8.1_11	0.249	0.179	0.059	0.061	0.117	0.051	0.024	0.165	0.169
Limits right of communication	Q8.1_12	0.270	0.211	0.064	0.119	0.115	0.086	0.045	0.163	0.243
Limits right of information	Q8.1_13	0.194	0.247	0.086	0.125	0.098	0.046	0.102	0.106	0.165

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

			PROTECTION for	
			individual citizen	community
			Q8.1_1	Q8.1_2
Usefulness for REDUCTION of crime	CCTV	Q3.1_1	0.391	0.414
	database	Q3.1_2	0.357	0.308
	SNS	Q3.1_3	0.414	0.392
	financialT	Q3.1_4	0.423	0.348
	geolocat.	Q3.1_5	0.278	0.327
Usefulness for DETECTION of crime	CCTV	Q3.2_1	0.383	0.388
	database	Q3.2_2	0.419	0.33
	SNS	Q3.2_3	0.457	0.477
	financialT	Q3.2_4	0.388	0.426
	geolocat.	Q3.2_5	0.387	0.345
Usefulness for PROSECUTION of crime	CCTV	Q3.3_1	0.349	0.33
	database	Q3.3_2	0.313	0.241
	SNS	Q3.3_3	0.372	0.442
	financialT	Q3.3_4	0.299	0.287
	geolocat.	Q3.3_5	0.25	0.298
EFFECTIVENESS	CCTV	Q5.1.1_1	0.481	0.565
	database	Q5.1.1_2	0.352	0.385
	SNS	Q5.1.1_3	0.37	0.452
	financialT	Q5.1.1_4	0.346	0.437
	geolocat.	Q5.1.1_5	0.441	0.498

Table A21: Correlations – Social benefits/costs and privacy in surveillance

		Surveillance measures having a negative impact on privacy				
		Q5.1.2_1	Q5.1.2_2	Q5.1.2_3	Q5.1.2_4	Q5.1.2_5
		CTV	Databases	SNS	FinTrac	Geoloc.
Social costs (perceptions)						
Q8.1_1	Protection individual citizen	-0.166	-0.106	-0.087	-0.054	-0.102
Q8.1_2	Protection of community	-0.248	-0.177	-0.157	-0.192	-0.212
Q8.1_3	Source of excitement	0.116	-0.028	0.027	-0.006	0.025
Q8.1_4	Something to play with	0.094	0.057	-0.047	0.052	0.072
Q8.1_5	Cause of discrimination	0.158	0.093	0.195	0.052	0.131
Q8.1_6	Source of stigma	0.200	0.134	0.164	0.014	0.191
Q8.1_7	Violates privacy	0.153	0.156	0.197	0.088	0.236
Q8.1_8	Violates right of control data	0.156	0.057	0.170	0.086	0.091
Q8.1_9	Potential misuse	0.024	0.116	0.166	-0.010	0.038
Q8.1_10	Potential misinterpretation	0.140	0.096	0.106	0.120	0.108
Q8.1_11	Limits right of free speech	0.169	0.124	0.240	0.091	0.231
Q8.1_12	Limits right of communication	0.224	0.178	0.213	0.173	0.187
Q8.1_13	Limits right of information	0.262	0.190	0.103	0.119	0.186
Social costs (behaviour)						
Q8.2_1	restricted activities	0.336	0.197	0.214	0.189	0.306
Q8.2_2	avoided locations	0.386	0.300	0.306	0.287	0.398
Q8.2_3	defensive measures	0.123	0.075	0.107	0.065	0.151
Q8.2_4	made fun of it	0.169	0.087	0.144	0.074	0.152
Q8.2_5	filed complaint	0.085	0.071	0.074	0.024	0.184
Q8.2_6	informed the media	0.190	0.082	0.160	0.147	0.199
Q8.2_7	counter-surveillance	0.127	0.084	0.181	0.008	0.189
Q8.2_8	info about technical protection	0.164	0.034	0.120	0.017	0.237
Q8.2_9	stopped accepting vouchers	0.176	0.148	0.153	0.128	0.079

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	0.545	0.305	0.365	0.230	0.476
		database	Q3.1_2	0.323	0.602	0.520	0.313	0.505
		SNS	Q3.1_3	0.267	0.432	0.679	0.265	0.432
		financT	Q3.1_4	0.330	0.346	0.340	0.600	0.483
		Geoloc.	Q3.1_5	0.326	0.314	0.391	0.472	0.599
	DETECTION	CCTV	Q3.2_1	0.573	0.417	0.390	0.349	0.508
		database	Q3.2_2	0.399	0.560	0.522	0.337	0.528
		SNS	Q3.2_3	0.375	0.320	0.693	0.269	0.407
		financT	Q3.2_4	0.374	0.323	0.363	0.626	0.487
		Geoloc.	Q3.2_5	0.400	0.287	0.472	0.383	0.577
	PROSECUTION	CCTV	Q3.3_1	0.524	0.339	0.279	0.230	0.462
		database	Q3.3_2	0.381	0.589	0.507	0.304	0.474
		SNS	Q3.3_3	0.241	0.371	0.645	0.302	0.378
		financT	Q3.3_4	0.302	0.350	0.322	0.533	0.445
		Geoloc.	Q3.3_5	0.360	0.391	0.403	0.368	0.562

Table A23: Correlations – Security and happiness

		Feeling of HAPPINESS						Happiness about NOT KNOWING
		Feeling of SECURITY	CCTV	SNS	Database	FinancT	Geoloc.	
		Q4.3	Q5.3_1	Q5.3_2	Q5.3_3	Q5.3_4	Q5.3_5	
Feeling of SECURITY	Q4.3	1.000						
Feeling of HAPPINESS	CCTV	Q5.3_1	-0.322	1.000				
	SNS	Q5.3_2	-0.340	0.388	1.000			
	Database	Q5.3_3	-0.414	0.402	0.652	1.000		
	FinancT	Q5.3_4	-0.386	0.513	0.355	0.418	1.000	
	Geoloc.	Q5.3_5	-0.360	0.595	0.507	0.490	0.473	1.000
Happiness about NOT KNOWING	Q5.4	-0.389	0.403	0.335	0.413	0.312	0.439	1.000

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

		NEGATIVE IMPACT on PRIVACY				
		CCTV	database	SNS	financialT	geolocat.
		Q5.1.2_1	Q5.1.2_2	Q5.1.2_3	Q5.1.2_4	Q5.1.2_5
Feeling of security	Q4.3	-0.144	-0.125	-0.066	-0.109	-0.172
Feeling of control I	Q4.4.1	-0.222	-0.157	-0.01	-0.146	-0.196
Feeling of control II	Q4.4.2	-0.164	-0.176	-0.026	-0.13	-0.136
Trust I	Q4.5.1	-0.189	-0.194	-0.025	-0.184	-0.167
Trust II	Q4.5.2	-0.082	-0.057	-0.024	-0.065	-0.031

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	0.337	1.000					
Feeling of security	Q4.3	0.156	0.443	1.000				
Feeling of control I	Q4.4.1	0.215	0.310	0.293	1.000			
Feeling of control II	Q4.4.2	0.235	0.221	0.048	0.663	1.000		
Trust I	Q4.5.1	0.104	0.346	0.432	0.527	0.351	1.000	
Trust II	Q4.5.2	0.146	0.332	0.182	0.407	0.513	0.569	1.000

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

		EFFECTIVENESS				
		CCTV	database	SNS	financialT	geolocat.
		Q5.1.1_1	Q5.1.1_2	Q5.1.1_3	Q5.1.1_4	Q5.1.1_5
Feeling of security	Q4.3	0.344	0.371	0.371	0.389	0.401
Feeling of control I	Q4.4.1	0.193	0.11	0.162	0.156	0.247
Feeling of control II	Q4.4.2	0.055	0.094	0.02	0.108	0.138
Trust I	Q4.5.1	0.188	0.226	0.251	0.156	0.259
Trust II	Q4.5.2	0.119	0.275	0.172	0.123	0.206

Appendix B – Questionnaire

Q0.1 Country of Residence

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

Q0.2 Age

years

Q0.3 Gender

1. Female

2. Male
3. Other

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Q5.2.1 Which of the following best describes you?

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

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

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

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

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

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

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

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

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

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

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

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

You may choose more than one option if applicable.

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

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

You may choose more than one option if applicable.

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

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

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

Q8.1.1 Surveillance provides protection for the individual citizen.

Q8.1.2 Surveillance provides protection of the community.

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

Q8.1.4 Surveillance can be something to play with.

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

Q8.1.6 Surveillance may be a source of stigma.

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

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

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

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

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

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

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

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

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

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

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

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

Q8.2.4 I have made fun of it.

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

Q8.2.6 I have informed the media.

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

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

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

Q9 Demographics

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

Q9.1 What is your highest level of education?

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

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

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

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

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

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

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

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

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