



Rules, Expectations & Security through
Privacy-Enhanced Convenient Technologies

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

Noellie Brockdorff¹, Sandra Appleby-Arnold¹, Gheorghe Cosmin Silaghi²

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

²Babes-Bolyai University of Cluj-Napoca, Romania

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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

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0. Executive Summary

This document presents the results for Romania 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 Romania for age and gender (based on Eurostat data of 12/2012). Responses were gathered, predominantly, through an online survey supplemented by a number of questionnaires administered in face to face interviews, in order to fulfil the quota and also reach those citizens who do not use the internet. The questionnaire consisted of 50 questions and was available online in all languages of the European Union between November 2013 and March 2014. The face to face interviews were carried out between December 2013 and March 2014. The Romanian sample is based on the responses from 200 individuals who indicated Romania 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 Romanian respondents' knowledge of different types of surveillance and surveillance technologies, with surveillance using Global Positioning systems (80%), CCTV and surveillance of telecommunication (both 79%) being the types most respondents have heard of and the surveillance of "suspicious" behaviour (32%) the least known. Most respondents also indicated that they know of a number of reasons for the setting up of surveillance, ranging between 72% for the detection of crime and 49% for the control of crowds. Most respondents think that surveillance is taking place in the country where they live, but two out of five 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 CCTV (4.20) for the prosecution of crime, and the lowest for surveillance using databases containing personal information (3.06) for the reduction of crime. Surveillance was perceived as being most useful for the prosecution of crime and least useful for the reduction of crime. The results for perceived effectiveness of the different types of surveillance in protecting against crime follow the same pattern of results as for perceived usefulness of the same types of surveillance. Generally, though, the different types of surveillance are perceived as less effective in the protection against crime than they are deemed useful for the reduction, detection, and prosecution of crime.

Romanian respondents appear to have two distinct, and very different, reactions to surveillance. For about a third of respondents, the presence of surveillance makes them feel secure, but in an equal number of respondents surveillance produces feelings of insecurity.³ Regarding the respondents' feelings about personal information gathered through surveillance, they feel generally a strong lack of control over processing of personal information gathered via surveillance, irrespective of whether it has been gathered by government agencies or by private companies. Additionally, there is a visible lack of trust in both private companies and government agencies being able to protect personal information gathered via surveillance. 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.

¹ The overall Romanian sample consists of 476 respondents. However, due to the fact that responses were, at least partially, 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 The remaining third felt neither secure not insecure or indicated "I don't know".

The majority of respondents feel more happy than unhappy about CCTV, surveillance of financial transactions, geolocation surveillance, but about surveillance of online social networks and surveillance using databases containing personal information they feel more unhappy than happy, and they also feel more unhappy than happy about surveillance taking place without people knowing about it.

Furthermore, the majority of Romanian respondents disagreed more than agreed that the different types of surveillance have a negative impact on their privacy.⁴ CCTV is perceived to have the least negative impact on privacy. However, only very few respondents are willing to accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (between 5% for surveillance using databases containing personal information and 11% for geolocation surveillance).

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 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 as much keenly felt. The highest risks were perceived to be the intentional misuse of information (mean score 5.32⁵) and misinterpretation (5.28) arising from surveillance, followed by privacy invasion and loss of control over the usage of one's personal data gathered via surveillance. Discrimination, stigma and the limitation of citizen rights as consequences of surveillance appear also to be of concern, though not at the same level.

Very few respondents have made changes to their behaviour as a result of being aware of surveillance. The two changes in behaviour that were reported most often (though still by only one out of three respondents⁶) were stopping the exchange of personal data for discounts or vouchers, and keeping informed about technical possibilities to protect personal data. But only a small minority of respondents have taken more proactive moves such as avoiding locations where surveillance is suspected to take place, filing complaints with the respective authorities, or taking defensive measures.

There were some significant gender differences in the findings. Female respondents had heard less than male respondents of the surveillance of data and traffic on the internet (e.g. Deep Packet/Content Inspection), but they showed some stronger beliefs in the usefulness (and, for geolocation surveillance, the effectiveness) of surveillance measures, felt less unhappy about the surveillance of online social networking and surveillance using databases containing personal information, they perceived less social costs (in particular the risk of discrimination and stigma) and a less strong negative impact on their privacy than males. On the other hand, there were no significant gender differences in the awareness whether surveillance is taking place, the perception of economic costs, feelings of

⁴ With the exception of surveillance using databases containing personal information, where a slight majority agreed rather than disagreed.

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

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

security (or insecurity) in the presence of surveillance, and feelings of control and trust related to the handling of personal data collected via surveillance measures.

A couple of patterns can be identified with regards to age. Older respondents (65+ years) were least informed about some surveillance types and technologies, and they showed the lowest knowledge whether or not surveillance is taking place in the country where they live. Respondents aged 25-34 (and, partially, those aged 18-24) show the most critical attitudes (e.g., towards the usefulness and effectiveness of surveillance measures), and they feel significantly less secure in the presence of surveillance than older respondents. At the same time, though, there can be observed an almost complete absence of age-related differences in the Romanian respondents' perceptions of privacy impact, social risks or benefits, their behavioural changes, and their feelings of trust and control related to the handling of personal data. It may, thus, be assumed that some of these feelings are connected with factors that go beyond age-related experience of the surveillance measures investigated.

Based on the data collected in this study, the majority of Romanian respondents feel more happy than unhappy with the different types of surveillance (except surveillance using databases containing personal information), but they feel more unhappy than happy about surveillance taking place without them knowing about it. Additionally, there is no link between feeling happy, or unhappy, about surveillance and feeling secure or insecure through the presence of surveillance.

To summarise, the Romanian respondents indicated a strongly felt lack of trust in the protection of, and control over, personal information gathered via surveillance. Still a majority feel more happy than unhappy with most types of surveillance investigated in this study, although they feel more unhappy than happy about surveillance taking place without them knowing about it, and there is no link between feeling happy, or unhappy, about surveillance and feeling secure or insecure through the presence of surveillance. At the same time, and despite the respondents' general perception of surveillance measures being useful, Romanian respondents appear to have two distinct, and very different, reactions to surveillance. Some people feel secure in the presence of surveillance, but in others surveillance produces feelings of insecurity. However, analyses also indicate that increasing citizens' belief in the effectiveness of laws regarding the protection of personal data gathered via surveillance may make reduce citizens' feelings of insecurity more than only increasing the effectiveness of surveillance measures.

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

1. Introduction

The analyses and results in this document are based on a survey regarding the perceptions, feelings, attitudes and behaviour of European citizens towards surveillance for the purpose of fighting crime. This study was undertaken as part of the RESPECT project – “Rules, Expectations and Security through Privacy-enhanced Convenient Technologies” (RESPECT; G.A. 285582) – which was co-financed by the European Commission within the Seventh Framework Programme (2007-2013). Quota samples were used for each RESPECT partner country which were based on demographic data retrieved from the Eurostat statistics of December 2012.⁷ Responses were gathered, predominantly, through an online survey supplemented by a number of questionnaires administered in face to face interviews, in order to fulfil quotas and reach those citizens who do not use the internet. The survey consisted of 50 questions and sub-questions, and was available online in all languages of the European Union from November 2013 until March 2014.⁸ A snowball technique was used to promote the study and disseminate links to the questionnaire. Most RESPECT partners placed advertisements on their respective university/institute website and those of related institutions, sent out press releases and placed banners or advert links in local online newspapers or magazines, posted links to the questionnaire on social networking websites, sent the link out in circular emails (e.g., to university staff and students), and used personal and professional contacts to promote the survey. In order to achieve the quota a number of questionnaires were administered in face to face interviews. Typically, these face to face interviews were required for the older age groups as internet usage is not as common amongst older citizens as it is with the younger population.

Overall, 5,361 respondents from 28 countries completed the questionnaire. This total sample shows a very even gender and age distribution, which is unsurprising given that target quotas were set for each RESPECT partner country. The Romanian sample used for this analysis is based on the responses from 200 individuals who indicated Romania 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 as see in figure 1 below which is representative for the Romanian population.

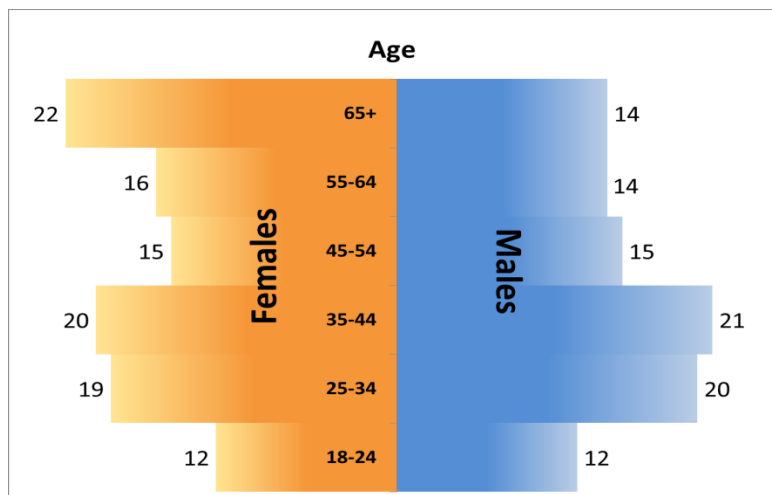


Figure 1: Age and gender distribution of Romanian quota sample

Not fully satisfactory is the elevated level of education of the majority of respondents (57% 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 is still more balanced than the education

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

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

level of respondents in the total RESPECT sample (73%). Regarding specific demographic data related to aspects of surveillance, 14% of Romanian respondents (16% of total sample) felt that they were living in an area with increased security risks, 27% (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. A majority of Romanian respondents indicated that they have heard of surveillance using Global Positioning Systems (79.6%), CCTV cameras and surveillance of telecommunication (both 79%), whereas only a third (32%) had ever heard of the surveillance of "suspicious" behaviour. A split by gender shows very little difference; the only statistically significant difference can be found in the surveillance of data and traffic on the internet, where male respondents indicated a greater awareness (difference between male and female responses: 19.6 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	62.0%	63.5%	60.4%
Q1_2	"Suspicious" behaviour , e.g. automated detection of raised voices, facial or body features	32.0%	29.8%	34.4%
Q1_3	Data and traffic on the internet , e.g. Deep Packet/Content inspection	45.0%	35.6%	55.2%*
Q1_4	Databases containing personal information, e.g. searching state pension databases, or customer databases of private companies	63.0%	64.4%	61.5%
Q1_5	Online communication , e.g. social network analysis, monitoring of chat rooms or forums	56.5%	51.9%	61.5%
Q1_6	Telecommunication , e.g. monitoring of phone calls or SMS	79.0%	76.9%	81.3%
Q1_7	Electronic tagging / Radio Frequency Identification (RFID) , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	50.5%	50.0%	51.0%
Q1_8	Global Positioning Systems (GPS) , e.g. tracking geolocation of cars or mobile phones	79.5%	76.9%	82.3%
Q1_9	CCTV cameras , e.g. in public places, airports or supermarkets	79.0%	76.0%	82.3%
Q1_10	Financial information , e.g. tracking of debit/credit card transactions	65.5%	65.4%	65.6%

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

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

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 (71.5%), and the least known is the use of surveillance for control of crowds (49%). There are no statistically significant gender differences in knowing of the reasons for surveillance specifically asked for.

Table 2
Known reasons for surveillance

		Answer=YES		
		Total	Female	Male
Q2_1	The reduction of crime	65.5%	65.4%	65.6%
Q2_2	The detection of crime	71.5%	69.2%	74.0%
Q2_3	The prosecution of crime	57.0%	50.0%	64.6%
Q2_4	Control of border-crossings	69.5%	76.0%	62.5%
Q2_5	Control of crowds	49.0%	53.8%	43.8%
Q2_6	Other	5.0%	2.9%	7.3%
Q2_7	I don't know of any reasons.	4.0%	2.9%	5.2%

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

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

3. Perceived usefulness and effectiveness of surveillance

3.1 Perceived usefulness

CCTV is perceived as more useful for the reduction, detection, and prosecution of crime than the other four types of surveillance investigated, followed by geolocation surveillance and financial tracking. Surveillance of online social networking and surveillance using databases containing personal information were perceived to be the least useful. Four out of the five types of surveillance (CCTV, geolocation surveillance, surveillance of financial transactions and surveillance using databases containing personal information) were perceived to be most useful for the prosecution of crime, slightly less useful for the detection of crime, and less useful still for the reduction of crime. In the case of surveillance of online social networking, the usefulness for detection was rated marginally higher than for prosecution. Generally, though, all five types of surveillance investigated are perceived to be useful for the prosecution, detection, and reduction of crime (mean result in all categories is above the midpoint of 3.00 in Table 3).

There were some significant gender differences in the perception of usefulness of surveillance, with female respondents perceiving in particular geolocation surveillance, surveillance of online social networking and surveillance using databases containing personal information as more useful than male respondents for all three purposes (reduction, detection, and prosecution of crime).

Table 3
Perceived usefulness of surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q3.1	the reduction of crime						
Q3.1_1	CCTV cameras	4.05	1.116	4.07	1.156	4.02	1.080
Q3.1_2	Surveillance using databases containing personal information	3.06	1.446	3.43	1.348	2.69*	1.455
Q3.1_3	Surveillance of online social networking	3.12	1.394	3.61	1.223	2.63*	1.389
Q3.1_4	Surveillance of financial transactions	3.62	1.308	3.87	1.179	3.38*	1.386
Q3.1_5	Geolocation surveillance	3.80	1.291	4.04	1.138	3.57*	1.397
Q3.2	the detection of crime						
Q3.2_1	CCTV cameras	4.18	1.094	4.15	1.120	4.20	1.074
Q3.2_2	Surveillance using databases containing personal information	3.39	1.436	3.71	1.282	3.06*	1.516
Q3.2_3	Surveillance of online social networking	3.30	1.335	3.69	1.260	2.88*	1.290
Q3.2_4	Surveillance of financial transactions	3.71	1.326	3.85	1.290	3.58	1.354
Q3.2_5	Geolocation surveillance	3.92	1.242	4.14	1.163	3.69*	1.287
Q3.3	the prosecution of crime						
Q3.3_1	CCTV cameras	4.20	1.128	4.21	1.153	4.18	1.109
Q3.3_2	Surveillance using databases containing personal information	3.54	1.405	3.77	1.277	3.33*	1.491
Q3.3_3	Surveillance of online social networking	3.20	1.449	3.59	1.351	2.82*	1.449
Q3.3_4	Surveillance of financial transactions	3.98	1.144	4.09	1.083	3.86	1.200
Q3.3_5	Geolocation surveillance	4.02	1.166	4.28	1.011	3.75*	1.260

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

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

The potential relationships between the perceived usefulness of different types of surveillance for the reduction, detection and prosecution of crime were examined (See Table A3 in Appendix A). It appears that there is a relationship between beliefs about the usefulness of the various types of surveillance for different purposes. For example, if a respondent perceives CCTV surveillance as useful for the reduction of crime then the respondent is also likely to perceive this form of surveillance as useful for the detection of crime and prosecution of crime. There is a similar pattern of responses for all the other types of surveillance, with the relationship between perceived usefulness for reduction of crime and perceived usefulness for detection of crime being typically the strongest. This pattern of responses suggests that the concepts of reduction, detection, and prosecution of crime may be somewhat entangled. However, it is also possible that some respondents decided on a general “usefulness setting” for each type of technology and answered the questions on the reduction, detection, and prosecution of crime in the same way. The closest relationship between usefulness for reduction and usefulness for detection of crime was found for surveillance using databases containing personal information. Similarly strong links between these two purposes were found for all other types of surveillance⁹. Furthermore, there is a rather strong link between the perceived usefulness of CCTV surveillance for the detection of crime and that of the prosecution of crime. Whilst surveillance using databases containing personal information as well as the surveillance of social networking sites are believed to be considerably less useful by respondents than the others (CCTV, financial tracking, and geolocation surveillance), this relationship between perceived usefulness in different situations may point at respondents not only having a somewhat blurred picture of these forms of surveillance, but also being under-informed.

⁹ With the exception of geolocation surveillance where the link is more moderate rather than strong.

Furthermore, strong relationships are observed between the perceived usefulness of surveillance using databases containing personal information for the prosecution of crime and the perceived usefulness of surveillance of online social networking for the same purpose. Otherwise, the links between different types of surveillance for the same purpose are mostly weak.

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

3.2 Effectiveness in protection against crime

The results for perceived effectiveness of the different types of surveillance in protecting against crime follow the same pattern of results as for perceived usefulness of the same types of surveillance in the reduction, detection, and prosecution of crime. However, generally the different types of surveillance are perceived to be slightly less effective in protection against crime than they are deemed to be useful for the reduction, detection, and prosecution of crime. Between 63%¹⁰ (reduction of crime) and 67%¹¹ (prosecution of crime) of respondents believed that CCTV is useful, but only 61%¹² of respondents agreed that it is effective. CCTV is perceived as the most effective surveillance measure in protection against crime followed by geolocation surveillance and surveillance of financial transactions. Surveillance of online social-networking and surveillance using databases containing personal information are not seen as particularly effective methods of protection against crime. The only gender difference found to be statistically significant in these perceptions of effectiveness were female respondents seeing geolocation surveillance to be an effective way to protect against crime more than male respondents.

Table 4
Perceived effectiveness of surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	5.27	1.772	5.10	1.813	5.43	1.725
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.82	2.061	3.92	2.001	3.72	2.125
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.91	2.092	4.01	2.049	3.80	2.141
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.68	1.877	4.64	1.912	4.73	1.849
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.48	1.884	4.80	1.784	4.14*	1.936

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.

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

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

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

3.3 Relationship between perceived usefulness and effectiveness

There is a visible 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) – in particular for surveillance using databases containing personal information, surveillance of financial transactions and surveillance of online social networking. The strongest relationships, here, are found for surveillance using databases containing personal information between its perceived usefulness in reduction of crime and perceived effectiveness in the protection against crime, and for surveillance of financial transactions between its perceived usefulness in detection of crime and perceived effectiveness in the protection 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 slightly lower level, effective in the protection against crime. However, the presence of surveillance does not appear to produce equally strong feelings of security in many respondents. The mean result – with no significant gender difference – is only marginally above the midpoint of 3.00 on a five-point scale (see Table 5 in next section). However, the pattern of responses reveals considerable variability in respondents’ reactions to the presence of surveillance. For about a third of respondents (32%), the presence of surveillance makes them feel secure (4 or 5 on a 5-point scale, with 1=very insecure and 5=very secure). But an equal number of respondents (31%) feel insecure (1 or 2 on a 5-point scale, with 1=very insecure and 5=very secure) when surveillance is present. This points to there being potentially two distinct, and very different, reactions to surveillance.

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. Consequently, there may not only be a missing link between surveillance and security, but also perceptions of a substantial lack of data protection in connection with personal information gathered through surveillance.

Table 5
Feelings of security, control and trust

	Total		Female		Male	
	Mean	STD	Mean	STD	Mean	STD
4.3 Security (1=very insecure; 5=very secure)						
How secure does the presence of surveillance measures make you feel?	3.07	1.200	3.19	1.223	2.94	1.168
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?	1.90	1.151	1.89	1.060	1.92	1.243

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?	2.09	1.203	2.09	1.194	2.09	1.219
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?	2.16	1.141	2.11	1.033	2.21	1.243
4.5.2	How much do you trust <u>private companies</u> that they protect your personal information gathered via surveillance measures?	2.25	1.132	2.30	1.105	2.21	1.163

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

4.3 “Happiness” with surveillance

With the exception of surveillance using databases containing personal information and surveillance of online social networks (and, there, female respondents feeling significantly less unhappy than males), the majority of respondents feel marginally more happy than unhappy with the different types of surveillance. They appear to feel most unhappy with surveillance using databases containing personal information (mean score 3.27), and they are unhappier still with surveillance taking place without people knowing about it (mean score 3.45).

Table 6
Happiness with surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
5.3_1	Feel happy/unhappy about CCTV cameras	2.53	0.950	2.48	0.867	2.57	1.035
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.22	0.962	3.06	0.943	3.4*	0.958
5.3_3	Feel happy/unhappy about surveillance using databases	3.27	0.941	3.08	0.941	3.46*	0.905
5.3_4	Feel happy/unhappy about surveillance of financial transactions	2.95	0.996	2.81	0.906	3.10	1.066
5.3_5	Feel happy/unhappy about geolocation surveillance	2.99	1.009	2.92	0.948	3.07	1.068
5.4	Feel happy/unhappy about surveillance taking place without noticing	3.45	1.091	3.45	0.996	3.46	1.191

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 some moderate correlations between citizens' feelings of being happy, or unhappy, with different types of surveillance (see table A23 in Appendix A). For example, respondents who are happy or unhappy with surveillance using databases containing personal information are also happy or unhappy with social-networking surveillance. And those who are happy or unhappy with CCTV have similar feelings about surveillance of financial

transactions. There is also a relationship between generally feeling happy or unhappy about different types of surveillance and being happy or unhappy with surveillance taking place without one’s knowledge, but it is much weaker. This means that being happy or unhappy with different types of surveillance – which could be assumed to be due to their “technical” visibility or invisibility – cannot be simply related to people being aware whether surveillance is taking place. Being happy or unhappy with different types of surveillance is only very weakly (or not at all) related to feelings of security as a consequence of the presence of surveillance. Furthermore, being happy or unhappy with all types of surveillance is only very weakly or weakly linked to the perceived usefulness of the respective type of surveillance for reduction, detection and prosecution of crimes (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	Privacy (1=disagree; 7=agree)						
5.1.2_1	CCTV has a negative impact on one's privacy	3.47	2.252	3.35	2.211	3.60	2.300
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.04	2.218	3.66	2.195	4.42*	2.189
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	3.89	2.227	3.66	2.199	4.13	2.243
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	3.75	2.123	3.50	2.155	3.99	2.074
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	3.81	2.275	3.51	2.285	4.14	2.232

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

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

The majority of respondents disagreed more than agreed that the different types of surveillance have a negative impact on one’s privacy (Table 7). Only for surveillance using databases containing personal information a slight majority of respondents agreed more than disagreed that there is a negative impact, with males feeling this privacy impact to be significantly stronger than females. CCTV is perceived to have the least negative impact on privacy. Irrespective of their views on the impact of different types of surveillance on privacy, very few respondents are willing to accept financial compensation in exchange for surveillance measures that would involve greater invasion of privacy (Table 8). There is no significant gender difference in the acceptance of such a trade between financial compensation and increased intrusion on their privacy.

Table 8
Financial privacy trade-off

		Total	Answer=YES	
			Female	Male
5.1.3	Would you be willing to accept payment as compensation for greater invasion of your privacy, using:			
5.1.3_1	Surveillance via CCTV cameras	6.7%	5.7%	7.5%
5.1.3_2	Surveillance of online social networks	8.3%	9.4%	7.5%
5.1.3_3	Surveillance utilising databases containing personal information	5.0%	5.7%	4.5%

5.1.3_4	Surveillance of financial transactions	10.0%	9.4%	10.4%
5.1.3_5	Geolocation surveillance	10.8%	7.5%	13.4%

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

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

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

There are only weak or very weak relationships between the respondents feeling secure due to the presence of surveillance, and feelings of control over their personal data collected through surveillance. However, there is a moderate to strong link between control over one's personal data collected by government agencies through surveillance and trust that personal data gathered by government agencies through surveillance is protected; an even stronger connection can be found between control over one's personal data collected by private companies through surveillance and trust that personal data gathered by private companies through surveillance is protected (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 only slightly stronger than the relationship with feelings of trust that personal data gathered by private companies is protected. There is a similar, but more distinct, pattern between the relationship between the perceived effectiveness of data protection laws and control over personal data collected through surveillance by government agencies and private companies. These findings may be due to the fact that data protection laws are perceived as being applied by or being applicable to government agencies more than private companies. There is a moderate to strong relationship between the perceived effectiveness of laws regarding the protection of personal information gathered via surveillance measures and feelings of security produced by surveillance. It is unclear what the basis of such a relationship may be, but it would appear that an increased belief in the effectiveness of data protection laws may produce a moderate increase in feelings of security in the presence of surveillance.

There are much weaker relationships between perceived effectiveness of different surveillance measures and feelings of security in the presence of surveillance (see table A26 Appendix A). This suggests that increasing the perceived effectiveness of surveillance itself may not have the same effect as increasing citizens' belief in the effectiveness of data protection laws related to surveillance.

5. Awareness of surveillance taking place

5.1 Noticing CCTV

Table 9
Whether CCTV is noticed

Q5.2.1	Total	Female	Male
I never notice CCTV cameras.	12.5%	13.5%	11.5%
I rarely notice CCTV cameras.	27.0%	29.8%	24.0%
I sometimes notice CCTV cameras.	31.0%	32.7%	29.2%
I often notice CCTV cameras.	16.5%	14.4%	18.8%
I always notice CCTV cameras.	6.5%	4.8%	8.3%
I don't know / No answer	6.5%	4.8%	8.3%

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.

Overall, only 23% of respondents often or always notice CCTV cameras, 39.5% of respondents rarely or never notice CCTV cameras. There is no statistically significant gender difference in whether CCTV I noticed.

5.2 Beliefs about surveillance taking place

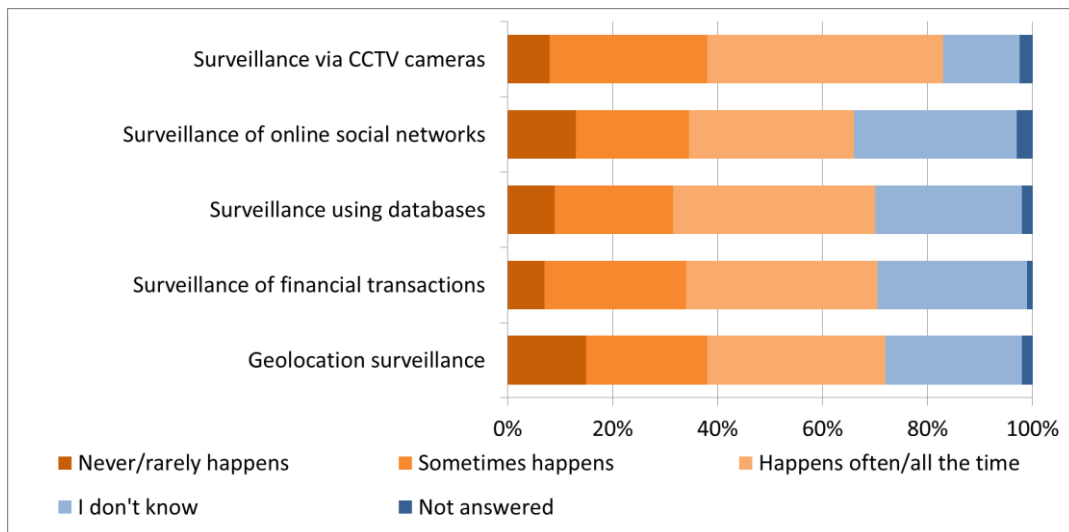


Figure2: Q5.2.2 – In your opinion, how often do the following types of surveillance take place in the country where you live?

Although only about one out of four respondents indicated that they notice CCTV often or always, almost half of the respondents believe that CCTV surveillance takes place often or all the time in the country where they live (45%). Fewer respondents believe that the other types of surveillance take place, between 32% and 39% 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 (26-31%). There are, again, no significant differences between male and female responses.

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	3.5%	3.0%	4.0%
Acceptable only if the citizen is suspected of wrong-doing	22.0%	20.0%	13.5%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	38.5%	36.0%	30.0%
Acceptable if the citizen is informed	14.5%	14.0%	14.5%
Acceptable if the citizen has given consent	23.0%	19.0%	22.0%
Not acceptable in any circumstances	10.0%	16.0%	23.0%
I don't know	8.0%	11.0%	7.5%

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. Less than one out of four participants believes it is acceptable for information gathered through surveillance by government agencies to be shared if the citizen has given consent. Whilst results regarding the sharing of information with other government agencies or foreign governments are mostly fairly similar, sharing information with private companies is less acceptable even if surveillance has been lawfully authorised for somebody suspected of wrong-doing. A considerable minority of respondents (23%) think it is unacceptable in all circumstances for government agencies to share information gathered through surveillance with private companies.

Table 11
Acceptability of data sharing practices of private companies

	Sharing citizens' information gathered via surveillance measures with government agencies	Sharing citizens' information gathered via surveillance measures with foreign governments	Sharing citizens' information gathered via surveillance measures with other private companies
Fully acceptable in all circumstances	1.5%	3.0%	3.5%
Acceptable only if the citizen is suspected of wrong-doing	18.0%	14.5%	11.5%
Acceptable only if the citizen is suspected of wrong-doing and the surveillance is legally authorised	35.0%	31.5%	30.0%
Acceptable if the citizen is informed	15.5%	14.0%	14.5%
Acceptable if the citizen has given consent	22.0%	19.0%	21.0%
Not acceptable in any circumstances	13.5%	21.5%	21.5%
I don't know	7.0%	7.5%	8.0%

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

There is an even lower number of respondents who find it fully acceptable (or acceptable if the citizen is suspected of wrong-doing) for private companies to share a citizen's personal information. Lawfulness still has a strong effect, but it is slightly 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 it is deemed unacceptable in any circumstances for private companies to share citizen's personal information with other private companies and foreign governments (both 21.5%).

7. Acceptability of surveillance in different locations

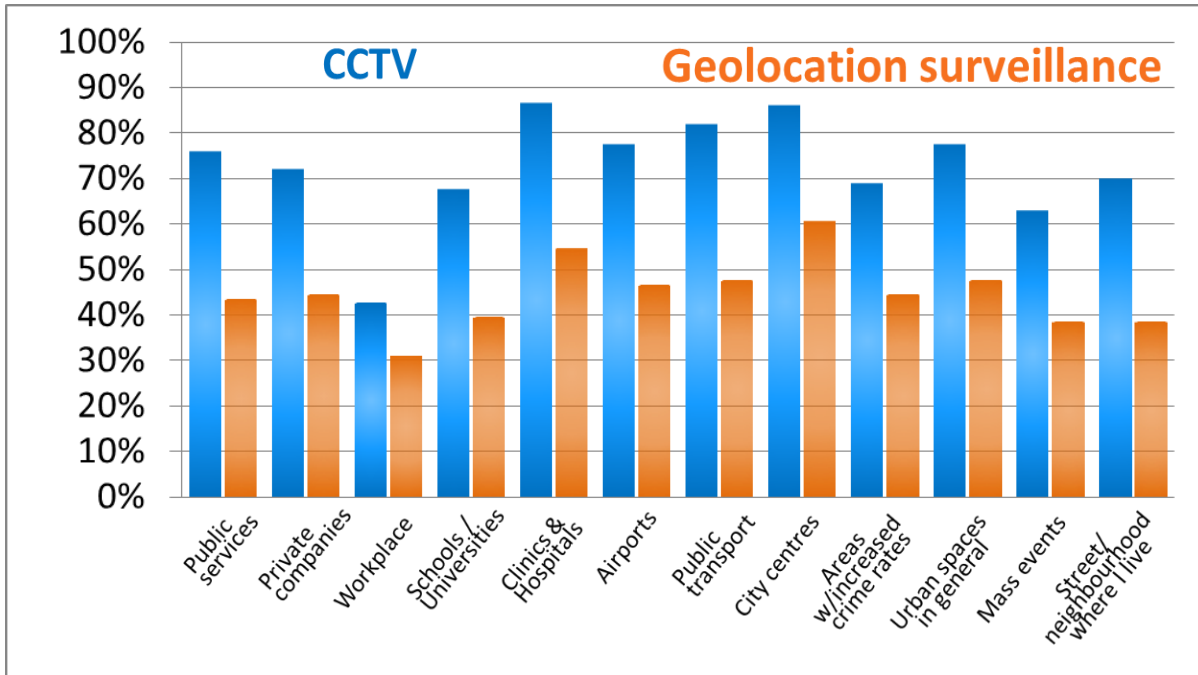


Figure 3: Acceptability of surveillance in different locations

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. Acceptance rates for CCTV are between 40% and 80% higher than those for geolocation surveillance. Both types of surveillance are least accepted in the workplace (CCTV 42.5%, geolocation surveillance 31%). The highest acceptance of surveillance by CCTV is in clinics and hospitals (86.5%), city centres (86%) and public transport (82%), with geolocation surveillance in clinics and hospitals also seen as acceptable by many respondents (54.5%). A possible explanation for this rather surprising result could be that such acceptance levels of surveillance in clinics and hospitals may be related to high levels of trust in the care provided by these institutions, or to an increased perceived vulnerability in these locations that requires higher levels of protection through surveillance. Acceptance levels for CCTV in airports, urban spaces in general and public services are also rather high (76%-78%), which in itself is unsurprising – but surveillance in the respondents' own neighbourhood and in specific areas with increased crime rates is accepted by more than two thirds of respondents as well. These latter results may be seen to coincide with the Romanian respondents' comparatively strong belief in the usefulness and effectiveness of CCTV. Additionally, they support the finding that, in Romania, surveillance is not perceived to have a particularly strong negative impact on privacy.

8. Economic costs of surveillance

Only one in eight respondents believed that the money allocated to government agencies for carrying out surveillance for the purpose of fighting crime in their country is "just right"; 27.5% indicated that, in their opinion, there was too little or far too little money allocated, 16.5% believed it was too much or far too much. But overall two out of every five respondents felt that they, actually, "don't know" whether government agencies are allocated sufficient funds for carrying out surveillance for the purpose of fighting crime.

Those respondents who thought that the money allocated to government agencies for carrying out surveillance to fight crime was too little or far too little were asked whether they are prepared to pay higher taxes so that more money can be allocated for this purpose. Only one out of every eight of these respondents indicated they would be willing to do so whilst almost four times as many replied that they would not, with no statistically significant gender difference.¹³

Table 12
Beliefs about money allocated to surveillance

	Total	Female	Male
far too little	7.5%	5.8%	9.4%
too little	20.0%	20.2%	19.8%
just right	13.5%	9.6%	17.7%
too much	8.5%	10.6%	6.3%
far too much	8.0%	5.8%	10.4%
I don't know	41.0%	46.2%	35.4%
No answer	1.5%	1.9%	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	12.7%	11.1%	14.3%
No	45.5%	55.6%	35.7%
I don't know	27.3%	14.8%	39.3%
No answer	14.5%	18.5%	10.7%

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.

¹³ However, the comparatively low number of respondents to this question ($n=55$) allows only very cautious interpretations.

9. Social costs of surveillance

9.1 Attitudes towards surveillance

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, some risks associated with surveillance seemed to be as much keenly felt. The highest perceived risk is that information gathered through surveillance is intentionally misused, followed by the risk of misinterpretation, privacy invasion through surveillance, and that surveillance may violate citizens' right to control whether information about them is used. The risks that surveillance may cause discrimination and limit a citizen's right of expression and free speech also appear to be issues, though not at the level of data misuse and data misinterpretation. For surveillance being a potential source of stigma or discrimination was there a significant gender difference, with males more often perceiving this risk than female respondents. Additionally, males also perceived surveillance as a source of excitement or something to play with more often than females.

Table 14
Attitudes towards surveillance

		Total		Female		Male	
		Mean	STD	Mean	STD	Mean	STD
Q8.1.1	Surveillance provides protection to the individual citizen	4.67	2.073	4.65	2.067	4.71	2.092
Q8.1.2	Surveillance provides protection of the community	5.21	1.904	5.12	1.983	5.31	1.819
Q8.1.3	Surveillance can be a source of personal excitement	3.19	2.217	2.79	2.076	3.63*	2.297
Q8.1.4	Surveillance can be something to play with	3.45	2.245	3.09	2.150	3.86*	2.293
Q8.1.5	Surveillance may cause discrimination towards specific groups of society	4.36	2.173	3.98	2.195	4.79*	2.079
Q8.1.6	Surveillance may be a source of stigma	4.18	2.127	3.83	2.066	4.57*	2.140
Q8.1.7	Surveillance may violate a person's privacy	5.08	2.070	5.00	2.208	5.17	1.911
Q8.1.8	Surveillance may violate citizens' right to control whether information about them is used	4.80	2.016	4.74	2.122	4.87	1.896
Q8.1.9	There is a potential that information gathered via surveillance could be intentionally misused	5.32	1.947	5.20	2.071	5.46	1.797
Q8.1.10	There is a potential that information gathered via surveillance could be misinterpreted	5.28	1.896	5.11	2.015	5.47	1.741

Q8.1.11	Surveillance may limit a citizen's right of expression and free speech	4.54	2.153	4.43	2.218	4.65	2.085
Q8.1.12	Surveillance may limit a citizen's right of communication	4.20	2.277	4.15	2.250	4.26	2.319
Q8.1.13	Surveillance may limit a citizen's right of information	4.20	2.216	3.97	2.285	4.46	2.119

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

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

9.2 Behavioural changes resulting from surveillance

Very few respondents have made changes to their behaviour as a result of being aware of surveillance. The two changes in behaviour that were undertaken most often (though still by only one out of three respondents¹⁴) was to stop exchanging personal data for discounts or vouchers, and keeping themselves informed about technical possibilities to protect personal data. But only a small minority of respondents have taken more proactive moves such as avoiding locations where surveillance is suspected to take place, filing complaints with the respective authorities, or taking defensive measures, with male respondents being more active, or less inactive, in such behavioural adaptations.

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	2.66	2.053	2.49	2.009	2.84	2.100
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.32	1.932	2.03	1.732	2.65*	2.099
Q8.2.3	I have taken defensive measures (hiding face, faking data, incapacitating surveillance device)	2.05	1.873	1.73	1.620	2.43*	2.073
Q8.2.4	I have made fun of it	2.64	2.057	2.36	2.010	2.94	2.079
Q8.2.5	I have filed a complaint with the respective authorities	2.06	1.748	1.72	1.460	2.42*	1.955
Q8.2.6	I have informed the media	1.84	1.434	1.69	1.267	2.00	1.583
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	2.16	1.832	2.08	1.812	2.25	1.861

¹⁴ Answers 5, 6 and 7 on a scale from 1 to 7, with 1=disagree and 7=agree.

Q8.2.8	have kept myself informed about technical possibilities to protect my personal data	3.67	2.336	3.41	2.262	3.95	2.394
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	3.26	2.415	3.06	2.381	3.49	2.445

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 related to each other. Many respondents have the same beliefs about both these benefits. However, these perceived benefits appear to be largely independent of the perceived social costs.

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

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

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

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 complaints and informing the media, taking defensive measures and avoiding locations (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 very few respondents have acted in this way (see Table 15 above). Those changes of personal behaviour most often indicated by respondents – not accepting discounts/vouchers in exchange for personal data, and keeping oneself informed about the possibilities of technical data protection – are only weakly related to the other forms of behavioural changes (see Table A18 in Appendix A).

With, generally, only very weak links, there is little evidence in this study to support a relationship between the perceived negative effects of surveillance and behavioural changes as a result of surveillance (see table A19 in Appendix A). Those social costs which were perceived most often – data misuse, data misinterpretation, violation of privacy and violation of the right to control the use of one's personal data – appear mostly not to be linked at all to any of the behavioural changes investigated.

10. Surveillance and the role of age

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 aspects.

Respondents aged 18-24 years and 35-64 years show, mostly, a rather similar level of knowledge of different types of surveillance. For a number of surveillance types¹⁵, respondents of the 24-34 age group show a significantly higher knowledge than all others. On the other side, the oldest (65+) age group stands out as well, showing the lowest knowledge of those types of surveillance that are more related to computer, internet and telecommunication technologies as well as surveillance of financial information (see table A1 in Appendix A). This oldest age group is also the most likely to reply that they “don’t know” of the reasons for the setting up of surveillance (see table A2 in Appendix A). Although overall few respondents expressed views about whether enough funds are allocated to government agencies for surveillance, respondents aged 55-64 indicated more often than other respondents that too much is spent for this purpose (see table A14 in Appendix A).

For most types of surveillance (except surveillance using databases containing personal information) it is the 65+ respondents who show the largest proportion of answers indicating that they “don’t know” whether or not surveillance is taking place in the country where they live¹⁶ (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 reduction, detection and prosecution of crime (see table A5 in Appendix A), and there are not significant differences between age groups with the exception of geolocation surveillance which is perceived by the 25-34 year olds as less useful for the reduction of crime than by respondents of all other age groups. More differences can be seen in the perceived effectiveness of surveillance. There, respondents aged 25-34 perceive surveillance utilising databases containing personal information and surveillance of online social networking to be significantly less effective than some of the older ages (see table A4 in Appendix A). For surveillance of financial transactions, it is the youngest respondents (ages 18-24) who perceive a lower effectiveness, in particular compared to the 55-64 year olds.

The presence of surveillance also makes these younger respondents (aged 18-34) feel significantly more insecure than the respondents of the 35-44 and the 55-64 group (see table A7 in Appendix A). At the same time, though, there are no significant differences between age groups regarding feelings of trust that government agencies or private companies protect personal information, and no significant age-related differences in control issues (lack of control over the processing of personal information gathered via government agencies or private companies). There are also no differences between age groups in feeling happy, or unhappy, with the different types of surveillance investigated, or feeling happy/unhappy about surveillance taking place without people knowing about it (see table A8 in Appendix A).

Similarly, no statistically significant differences could be observed between ages in to what extent surveillance is perceived to have a negative impact on privacy (see table A10 in Appendix A). Accepting financial compensation in exchange for more invasion of privacy through surveillance is not an option for most respondents in all age groups (see table A11 in Appendix A).

¹⁵ Surveillance of “suspicious” behaviour, of data and traffic on the internet, databases, online communication and financial transactions.

¹⁶ Ranging from 21% for surveillance of online social networks to 53% for geolocation surveillance.

Finally, respondents in all age groups perceive surveillance as beneficial to society by providing protection to the individual and, particularly, of the community. There are, again, no statistically significant age differences in the perceived social costs (see table A16a in Appendix A) or behavioural changes due to surveillance¹⁷ (see table A16b in Appendix A).

To summarise, it is not completely surprising that older citizens may be least informed about some surveillance types and technologies and show a lower awareness whether different forms of surveillance are taking place in the country where they live, whereas 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 show the more critical attitudes (e.g., towards the usefulness and effectiveness of surveillance measures). These different levels of knowledge and awareness may also be one of the reasons why younger respondents appear to feel more insecure due to the presence of surveillance than some of the older respondents. At the same time, though, there can be observed an almost complete absence of age-related differences in the Romanian respondents' perceptions of privacy impact, social benefits, risks and behavioural changes, and their feelings of trust and control. It may, thus be assumed that some of these feelings are connected with factors that go beyond age-related experience of the surveillance measures investigated.

11. Conclusion

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

Based on the data collected in this study, the majority of Romanian respondents feel more happy than unhappy with the different types of surveillance (except surveillance using databases containing personal information), but they feel more unhappy than happy about surveillance taking place without them knowing about it. Additionally, there is no link between feeling happy, or unhappy, about surveillance and feeling secure or insecure through the presence of surveillance.

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

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

¹⁷ The only statistically significant difference, here, is in respondents aged 35-44 disagree more than those aged 55-64 that they have informed the media.

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

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Table A1: Knowledge of types of surveillance by age group

Table A2: Known reasons for surveillance by age group

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

Table A4: Perceived effectiveness of surveillance by age group

Table A5: Perceived usefulness of surveillance by age group

Table A6: Knowledge and perception of laws by age group

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

Table A8: Happiness with surveillance by age group

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

Table A10: Perceptions of privacy by age group

Table A11: Financial privacy trade-off by age group

Table A12: Awareness of CCTV by age group

Table A13: Beliefs about surveillance taking place by age group

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

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

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

Table A16b: Social costs by age group – Behavioural changes

Table A17: Correlations – Social costs (perceptions)

Table A18: Correlations – Social costs (behaviour)

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

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

Table A21: Correlations – Social costs and privacy in surveillance

Table A22: Correlations – Usefulness vs. effectiveness of surveillance

Table A23: Correlations – Security and happiness

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

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

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

Table A1: Knowledge of types of surveillance by age group

		Answer = YES						
	Total	18-24	25-34	35-44	45-54	55-64	65+	
Q1_1	Biometric data , e.g. analysis of fingerprints, palm prints, facial or body features	62.0%	75.0%	71.8%	70.7%	60.0%	52.8%	
Q1_2	"Suspicious" behaviour , e.g. automated detection of raised voices, facial or body features	32.0%	41.7%	51.3%*	22.0%	43.3%	16.7%	19.4%
Q1_3	Data and traffic on the internet , e.g. Deep Packet/Content inspection	45.0%	58.3%	79.5%*	48.8%	43.3%	16.7%*	19.4%*
Q1_4	Databases containing personal information, e.g. searching state pension databases, or customer databases of private companies	63.0%	75.0%	82.1%*	68.3%	66.7%	46.7%	38.9%*
Q1_5	Online communication , e.g. social network analysis, monitoring of chat rooms or forums	56.5%	79.2%	82.1%*	70.7%	56.7%	26.7%*	22.2%*
Q1_6	Telecommunication , e.g. monitoring of phone calls or SMS	79.0%	87.5%	92.3%	82.9%	90.0%	66.7%	55.6%*
Q1_7	Electronic tagging / Radio Frequency Identification (RFID) , e.g. tracking geolocation with electronic chips implanted under the skin or in bracelets	50.5%	54.2%	64.1%	61.0%	50.0%	36.7%	33.3%
Q1_8	Global Positioning Systems (GPS) , e.g. tracking geolocation of cars or mobile phones	79.5%	87.5%	87.2%	95.1%	90.0%	70.0%	47.2%*
Q1_9	CCTV cameras , e.g. in public places, airports or supermarkets	79.0%	66.7%	84.6%	85.4%	83.3%	83.3%	66.7%
Q1_10	Financial information , e.g. tracking of debit/credit card transactions	65.5%	87.5%	92.3%*	63.4%	66.7%	50.0%	36.1%*

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

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

Table A2: Known reasons for surveillance by age group

		Answer = YES					
	Total	18-24	25-34	35-44	45-54	55-64	65+
Q2_1	The reduction of crime	65.5%	70.8%	71.8%	73.2%	70.0%	55.6%
Q2_2	The detection of crime	71.5%	70.8%	76.9%	82.9%	70.0%	69.4%
Q2_3	The prosecution of crime	57.0%	58.3%	56.4%	63.4%	73.3%	47.2%
Q2_4	Control of border-crossings	69.5%	66.7%	74.4%	73.2%	70.0%	69.4%
Q2_5	Control of crowds	49.0%	45.8%	71.8%	56.1%	30.0%	36.1%
Q2_6	Other	5.0%	4.2%	5.1%	7.3%	3.3%	5.6%
Q2_7	I don't know of any reasons.	4.0%	8.3%	0.0%	0.0%	0.0%	11.1%*

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	0.235	0.263	0.311	0.146
	database	Q3.1_2	0.235	1.000	0.437	0.504	0.365
	SNS	Q3.1_3	0.263	0.437	1.000	0.469	0.255
	financT	Q3.1_4	0.311	0.504	0.469	1.000	0.279
	Geoloc.	Q3.1_5	0.146	0.365	0.255	0.279	1.000
DETECTION	CCTV	Q3.2_1	0.662	0.159	0.159	0.188	0.168
	database	Q3.2_2	0.206	0.717	0.516	0.443	0.289
	SNS	Q3.2_3	0.192	0.389	0.665	0.352	0.158
	financT	Q3.2_4	0.385	0.370	0.444	0.640	0.233
	Geoloc.	Q3.2_5	0.205	0.294	0.172	0.204	0.534
PROSECUTION	CCTV	Q3.3_1	0.634	0.216	0.200	0.259	0.033
	database	Q3.3_2	0.208	0.545	0.449	0.261	0.269
	SNS	Q3.3_3	0.188	0.311	0.492	0.306	0.172
	financT	Q3.3_4	0.329	0.255	0.319	0.434	0.231
	Geoloc.	Q3.3_5	0.175	0.270	0.204	0.143	0.419

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	0.259	0.210	0.382	0.336
	database	Q3.2_2	0.259	1.000	0.567	0.480	0.322
	SNS	Q3.2_3	0.210	0.567	1.000	0.395	0.281
	financT	Q3.2_4	0.382	0.480	0.395	1.000	0.278
	Geoloc.	Q3.2_5	0.336	0.322	0.281	0.278	1.000
PROSECUTION	CCTV	Q3.3_1	0.645	0.320	0.212	0.426	0.203
	database	Q3.3_2	0.243	0.603	0.444	0.363	0.422
	SNS	Q3.3_3	0.243	0.450	0.632	0.250	0.239
	financT	Q3.3_4	0.388	0.341	0.325	0.497	0.346
	Geoloc.	Q3.3_5	0.394	0.290	0.167	0.240	0.570

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	0.355	0.306	0.417	0.395
	database	Q3.3_2	0.355	1.000	0.609	0.530	0.504
	SNS	Q3.3_3	0.306	0.609	1.000	0.471	0.410
	financT	Q3.3_4	0.417	0.530	0.471	1.000	0.440
	Geoloc.	Q3.3_5	0.395	0.504	0.410	0.440	1.000

Table A4: Perceived effectiveness of surveillance by age group

Q5.1.1	Effectiveness (1=disagree; 7=agree)	Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q5.1.1_1	CCTV is an effective way to protect against crime	5.27	1.772	4.91	1.688	4.75	1.592	5.58	1.826
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	3.82	2.061	3.67	1.993	3.03 ^A	1.479	3.39	2.046
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.91	2.092	3.65	1.722	2.92 ^{AB}	1.617	4.47 ^A	2.227
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	4.68	1.877	3.92 ^A	1.767	4.32	1.876	4.16	1.952
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.48	1.884	4.58	1.692	3.71	1.659	4.13	1.961
				45-54		55-64		65+	
Q5.1.1	Effectiveness (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD		
Q5.1.1_1	CCTV is an effective way to protect against crime	5.36	1.890	5.15	1.891	5.75	1.685		
Q5.1.1_2	Surveillance utilising databases containing personal information is an effective way to protect against crime	4.36	2.325	4.29	2.032	4.95 ^A	2.179		
Q5.1.1_3	Surveillance of online social-networking is an effective way to protect against crime	3.86	2.172	4.76 ^B	2.087	4.00	2.317		
Q5.1.1_4	Surveillance of financial transactions is an effective way to protect against crime	5.30	1.728	5.46 ^A	1.363	5.27	1.951		
Q5.1.1_5	Geolocation surveillance is an effective way to protect against crime.	4.96	2.081	5.04	1.541	4.96	2.010		

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	4.05	1.116	3.95	1.024	4.00	1.044	4.22	1.098
Q3.1_2	Surveillance using databases containing personal information	3.06	1.446	2.83	1.341	2.83	1.382	2.76	1.606
Q3.1_3	Surveillance of online social networking	3.12	1.394	2.92	1.213	2.94	1.286	3.17	1.377
Q3.1_4	Surveillance of financial transactions	3.62	1.308	3.50	1.103	3.69	1.369	3.26	1.409
Q3.1_5	Geolocation surveillance	3.80	1.291	3.52	1.209	3.30 ^A	1.331	3.95	1.276
Q3.2	the detection of crime								
Q3.2_1	CCTV cameras	4.18	1.094	4.00	0.976	4.18	0.999	4.44	0.998
Q3.2_2	Surveillance using databases containing personal information	3.39	1.436	3.21	1.414	3.26	1.379	3.21	1.472
Q3.2_3	Surveillance of online social networking	3.30	1.335	3.08	1.213	3.32	1.132	3.38	1.444
Q3.2_4	Surveillance of financial transactions	3.71	1.326	3.62	1.209	3.89	1.149	3.35	1.477
Q3.2_5	Geolocation surveillance	3.92	1.242	3.81	1.327	3.84	0.898	3.85	1.460
Q3.3	the prosecution of crime								
Q3.3_1	CCTV cameras	4.20	1.128	4.14	1.082	4.37	1.060	4.03	1.174
Q3.3_2	Surveillance using databases containing personal information	3.54	1.405	3.39	1.406	3.25	1.422	3.26	1.427
Q3.3_3	Surveillance of online social networking	3.20	1.449	3.04	1.397	2.95	1.224	3.18	1.554
Q3.3_4	Surveillance of financial transactions	3.98	1.144	3.88	1.191	3.92	1.187	3.95	1.169
Q3.3_5	Geolocation surveillance	4.02	1.166	4.09	0.949	4.03	1.207	3.66	1.438
		45-54		55-64		65+			
Q3.1	the reduction of crime	Mean	STD	Mean	STD	Mean	STD		
Q3.1_1	CCTV cameras	4.07	1.184	4.12	1.033	3.86	1.329		
Q3.1_2	Surveillance using databases containing personal information	2.86	1.356	3.67	1.274	3.83	1.339		
Q3.1_3	Surveillance of online social networking	3.11	1.474	3.46	1.444	3.20	1.704		
Q3.1_4	Surveillance of financial transactions	3.69	1.158	3.88	1.177	3.88	1.481		
Q3.1_5	Geolocation surveillance	4.04	1.400	3.91	1.306	4.39 ^A	0.778		
Q3.2	the detection of crime								
Q3.2_1	CCTV cameras	4.27	1.185	4.11	1.155	3.97	1.251		
Q3.2_2	Surveillance using databases containing personal information	3.26	1.573	3.70	1.295	3.85	1.461		
Q3.2_3	Surveillance of online social networking	3.00	1.354	3.68	1.249	3.29	1.648		
Q3.2_4	Surveillance of financial transactions	3.68	1.249	3.82	1.220	4.04	1.531		
Q3.2_5	Geolocation surveillance	4.08	1.316	3.92	1.288	4.09	1.203		
Q3.3	the prosecution of crime								

Q3.3_1	CCTV cameras	4.27	1.185	4.26	1.095	4.14	1.217
Q3.3_2	Surveillance using databases containing personal information	3.76	1.422	4.05	0.999	3.87	1.546
Q3.3_3	Surveillance of online social networking	3.17	1.586	3.83	1.204	3.14	1.711
Q3.3_4	Surveillance of financial transactions	3.96	1.160	3.88	1.035	4.30	1.137
Q3.3_5	Geolocation surveillance	4.14	1.145	4.04	1.076	4.41	0.796

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 gathered via surveillance (1=I don't know anything; 5=I am very well informed)	2.39	1.124	2.54	0.884	2.31	0.893	2.56	1.141
4.2 Effectiveness of these laws (1= not effective at all; 5= very effective)	3.01	1.218	3.11	0.900	2.43 ^{AB}	1.040	2.76	1.415
	45-54		55-64		65+			
	Mean	STD	Mean	STD	Mean	STD		
4.1 Knowledge about laws and regulations regarding the protection of personal data gathered via surveillance (1=I don't know anything; 5=I am very well informed)	2.33	1.093	2.36	1.367	2.25	1.317		
4.2 Effectiveness of these laws (1= not effective at all; 5= very effective)	2.96	0.976	3.74 ^A	1.046	3.57 ^B	1.287		

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	3.07	1.200	2.65 ^A	0.935	2.55 ^{BC}	1.083	3.42 ^B	1.204
4.4	Control (1= no control; 7=full control)								
4.4.1	Control over processing of personal information gathered via government agencies	1.90	1.151	1.91	0.996	1.79	0.905	1.86	1.167
4.4.2	Control over processing of personal information gathered via private companies	2.09	1.203	2.36	1.093	1.97	0.986	1.89	1.190
4.5	Trust (1=no trust; 7=complete trust)								
4.5.1	Trust into government that they protect personal information	2.16	1.141	2.09	0.996	2.08	1.050	2.32	1.358
4.5.2	Trust into private companies that they protect personal information	2.25	1.132	2.41	1.141	2.13	1.018	2.13	1.212
		45-54		55-64		65+			
		Mean	STD	Mean	STD	Mean	STD		
4.3	Security (1=very insecure; 5=very secure)								
	How secure does the presence of surveillance measures make you feel	3.04	0.958	3.70 ^{AC}	1.068	3.09	1.444		
4.4	Control (1= no control; 7=full control)								
4.4.1	Control over processing of personal information gathered via government agencies	1.75	0.967	2.54	1.503	1.72	1.279		
4.4.2	Control over processing of personal information gathered via private companies	1.92	1.017	2.67	1.435	1.97	1.401		
4.5	Trust (1=no trust; 7=complete trust)								
4.5.1	Trust into government that they protect personal information	2.12	1.211	2.37	1.214	1.97	0.944		
4.5.2	Trust into private companies that they protect personal information	2.12	1.130	2.56	1.219	2.30	1.103		

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	2.53	0.950	2.59	0.796	2.43	0.959	2.54	1.010
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.22	0.962	3.38	1.117	3.47	0.774	3.11	0.981
5.3_3	Feel happy/unhappy about surveillance using databases	3.27	0.941	3.23	0.973	3.47	0.929	3.25	1.079
5.3_4	Feel happy/unhappy about surveillance of financial transactions	2.95	0.996	3.16	0.898	3.05	1.026	3.09	0.887
5.3_5	Feel happy/unhappy about geolocation surveillance	2.99	1.009	3.19	0.928	3.14	1.061	3.19	1.050
5.4	Feel happy/unhappy about surveillance taking place without noticing	4.18	0.903	4.00	1.022	4.39	0.994	4.48	0.679

		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	2.52	1.122	2.67	0.920	2.45	0.888
5.3_2	Feel happy/unhappy about surveillance of online social networks	3.17	1.072	3.36	0.727	2.78	1.043
5.3_3	Feel happy/unhappy about surveillance using databases	3.48	1.123	3.17	0.482	3.00	0.861
5.3_4	Feel happy/unhappy about surveillance of financial transactions	3.00	1.345	2.85	0.675	2.59	1.053
5.3_5	Feel happy/unhappy about geolocation surveillance	2.76	1.091	2.83	0.868	2.74	0.944
5.4	Feel happy/unhappy about surveillance taking place without noticing	4.42	0.821	4.08	0.954	3.80	0.826

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 Q4.3
			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	-0.373	0.060	0.027	-0.136	-0.050	0.158
	database	Q3.1_2	-0.036	-0.237	-0.346	-0.195	-0.119	0.226
	SNS	Q3.1_3	-0.002	-0.319	-0.197	-0.202	-0.104	0.267
	financialT	Q3.1_4	-0.186	-0.207	-0.170	-0.379	-0.177	0.059
	geolocat.	Q3.1_5	-0.061	-0.138	-0.229	-0.169	-0.225	0.187
Usefulness for DETECTION of crime	CCTV	Q3.2_1	-0.433	-0.052	0.056	-0.111	-0.063	0.194
	database	Q3.2_2	0.048	-0.256	-0.276	-0.114	-0.073	0.269
	SNS	Q3.2_3	-0.003	-0.453	-0.288	-0.313	-0.182	0.253
	financialT	Q3.2_4	-0.150	-0.051	-0.015	-0.279	0.011	0.112
	geolocat.	Q3.2_5	-0.185	-0.146	-0.069	-0.114	-0.293	0.168
Usefulness for PROSECUTION of crime	CCTV	Q3.3_1	-0.236	0.037	0.036	-0.148	0.080	0.245
	database	Q3.3_2	-0.059	-0.229	-0.127	-0.139	-0.191	0.263
	SNS	Q3.3_3	-0.082	-0.323	-0.186	-0.248	-0.169	0.326
	financialT	Q3.3_4	-0.206	-0.214	0.026	-0.238	-0.126	0.088
	geolocat.	Q3.3_5	-0.180	-0.036	-0.074	-0.131	-0.243	0.229

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	3.47	2.252	3.68	1.756	2.94	1.608	3.05	2.368
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	4.04	2.218	4.29	2.116	4.05	2.13	3.8	2.163
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	3.89	2.227	4.63	2.081	4.11	2.166	3.92	2.046
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	3.75	2.123	3.78	1.808	3.71	2.142	3.56	1.847
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	3.81	2.275	3.5	1.978	4.18	2.154	3.72	2.282

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	3.59	2.469	4.50	2.487	3.37	2.456
5.1.2_2	Surveillance via databases has a negative impact on one's privacy	3.58	2.266	4.42	2.263	4.27	2.507
5.1.2_3	Surveillance of online social networks has a negative impact on one's privacy	3.50	2.396	4.20	2.449	2.88	2.071
5.1.2_4	Surveillance of financial transactions has a negative impact on one's privacy	3.71	2.386	4.21	2.359	3.65	2.348
5.1.2_5	Geolocation surveillance has a negative impact on one's privacy	3.44	2.256	4.46	2.395	3.48	2.578

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

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

Table A11: Financial privacy trade-off by age group

		Total	ANSWER = YES					
			18-24	25-34	35-44	45-54	55-64	65+
5.1.3								
5.1.3_1	Surveillance via CCTV cameras	6.7%	0.0%	4.2%	0.0%	0.0%	21.1%	14.3%
5.1.3_2	Surveillance of online social networks	8.3%	0.0%	20.8%	4.2%	0.0%	15.8%	4.8%
5.1.3_3	Surveillance utilising databases containing personal information	5.0%	0.0%	16.7%*	0.0%	0.0%	10.5%	0.0%
5.1.3_4	Surveillance of financial transactions	10.0%	20.0%	12.5%	8.3%	0.0%	15.8%	4.8%
5.1.3_5	Geolocation surveillance	10.8%	0.0%	25.0%*	4.2%	5.9%	15.8%	9.5%

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.	12.5%	8.3%	10.3%	12.2%	3.3%	10.0%	27.8%*
	I rarely notice CCTV cameras.	27.0%	20.8%	12.8%	26.8%	30.0%	36.7%	36.1%
	I sometimes notice CCTV cameras.	31.0%	41.7%	38.5%	26.8%	33.3%	30.0%	19.4%
	I often notice CCTV cameras.	16.5%	16.7%	28.2%	22.0%	20.0%	3.3%	5.6%
	I always notice CCTV cameras.	6.5%	4.2%	5.1%	4.9%	6.7%	13.3%	5.6%
	I don't know / No answer	6.5%	8.3%	5.1%	7.3%	6.7%	6.7%	5.6%

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	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
			12.5			16.7		
	Rarely happens	7.5%	%	5.1%	2.4%	%	3.3%	8.3%
			30.0	25.0	29.3	20.0	40.0	
	Sometimes happens	%	%	41.0%	%	%	%	22.2%
			25.0	29.2	31.7	33.3	26.7	
	Often happens	%	%	23.1%	%	%	%	8.3%
			20.0	20.8	22.0	13.3	16.7	
	Happens all the time	%	%	23.1%	%	%	%	22.2%
			14.5	12.5		16.7	13.3	30.6%
	I don't know	%	%	5.1%	9.8%	%	%	*
	Not answered	2.5%	0.0%	2.6%	4.9%	0.0%	0.0%	5.6%
Q5.2.2_2	Surveillance of online social networks							
	Never happens	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%
			14.4	25.0	10.0	14.3	15.8	
	Rarely happens	%	%	16.2%	%	%	%	11.3%
			21.6		22.5	26.5	18.4	
	Sometimes happens	%	8.3%	24.3%	%	%	%	22.6%
			28.0	37.5	20.0	28.6	31.6	
	Often happens	%	%	27.0%	%	%	%	27.4%
			19.2	20.8	27.5	18.4	21.1	
	Happens all the time	%	%	21.6%	%	%	%	11.3%
			15.2		17.5	12.2	13.2	22.6%
	I don't know	%	8.3%	10.8%	%	%	%	*
	Not answered	1.2%	0.0%	0.0%	2.5%	0.0%	0.0%	3.2%
Q5.2.2_3	Surveillance utilising databases containing personal information							
	Never happens	3.0%	0.0%	0.0%	4.9%	0.0%	3.3%	8.3%
	Rarely happens	6.0%	8.3%	20.5%	2.4%	3.3%	0.0%	0.0%
			22.5	41.7	19.5	23.3	30.0	
	Sometimes happens	%	%	15.4%	%	%	%	13.9%
			21.5	25.0	24.4	30.0	23.3	
	Often happens	%	%	25.6%	%	%	%	2.8%*
			17.0	12.5	22.0		16.7	
	Happens all the time	%	%	15.4%	%	6.7%	%	25.0%
			28.0	12.5	24.4	36.7	26.7	
	I don't know	%	%	20.5%	%	%	%	44.4%
	Not answered	2.0%	0.0%	2.6%	2.4%	0.0%	0.0%	5.6%
Q5.2.2_4	Surveillance of financial transactions							
	Never happens	1.0%	0.0%	0.0%	0.0%	3.3%	0.0%	2.8%
				15.4%				
	Rarely happens	6.0%	4.2%	*	2.4%	3.3%	6.7%	2.8%
			27.0	29.2	31.7	30.0	26.7	
	Sometimes happens	%	%	25.6%	%	%	%	19.4%

	22.5	33.3		17.1	16.7	26.7	
Often happens	%	%	30.8%	%	%	%	13.9%
	14.0	16.7		19.5	10.0	10.0	
Happens all the time	%	%	12.8%	%	%	%	13.9%
	28.5	16.7		26.8	36.7	30.0	47.2%
I don't know	%	%	12.8%	%	%	%	*
Not answered	1.0%	0.0%	2.6%	2.4%	0.0%	0.0%	0.0%
Q5.2.2_5							
Geolocation surveillance							
	2.5%	0.0%	2.6%	2.4%	3.3%	3.3%	2.8%
Never happens	12.5	16.7		12.2		10.0	
	%	%	20.5%	%	6.7%	%	8.3%
Rarely happens	23.0	33.3		22.0	30.0	20.0	
	%	%	20.5%	%	%	%	16.7%
Sometimes happens	22.0	37.5		19.5	30.0	23.3	
	%	%	20.5%	%	%	%	8.3%
Often happens	12.0			19.5		13.3	
	%	4.2%	17.9%	%	6.7%	%	5.6%
Happens all the time	26.0			22.0	23.3	30.0	52.8%
	%	8.3%	15.4%	%	%	%	*
I don't know	2.0%	0.0%	2.6%	2.4%	0.0%	0.0%	5.6%
Not answered							

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	7.5%	8.3%	12.8%	2.4%	10.0%	3.3%	8.3%
too little	20.0%	29.2%	25.6%	17.1%	23.3%	16.7%	11.1%
just right	13.5%	8.3%	17.9%	17.1%	10.0%	13.3%	11.1%
too much	8.5%	8.3%	0.0%	7.3%	3.3%	23.3%*	11.1%
far too much	8.0%	0.0%	15.4%	12.2%	6.7%	3.3%	5.6%
I don't know	41.0%	45.8%	28.2%	39.0%	46.7%	40.0%	50.0%
No answer	1.5%	0.0%	0.0%	4.9%	0.0%	0.0%	2.8%

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	12.7%	11.1%	26.7%	0.0%	0.0%	16.7%	14.3%
No	45.5%	77.8%	73.3%	25.0%	20.0%	16.7%	28.6%
I don't know	27.3%	11.1%	0.0%	37.5%	50.0%	33.3%	57.1%
No answer	14.5%	0.0%	0.0%	37.5%	30.0%	33.3%	0.0%

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

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

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

		Total		18-24		25-34		35-44	
		Mean	STD	Mean	STD	Mean	STD	Mean	STD
Q8.1	Attitudes and perceptions (1=disagree; 7=agree)								
Q8.1.1	Surveillance provides protection to the individual citizen	4.67	2.073	4.19	1.692	4.34	1.760	4.05	2.193
Q8.1.2	Surveillance provides protection of the community	5.21	1.904	5.00	1.574	4.92	1.534	5.17	2.197
Q8.1.3	Surveillance can be a source of personal excitement	3.19	2.217	3.90	2.150	3.15	2.002	2.84	2.267
Q8.1.4	Surveillance can be something to play with	3.45	2.245	3.81	2.064	3.89	2.162	2.97	2.158
Q8.1.5	Surveillance may cause discrimination	4.36	2.173	4.45	1.849	4.30	1.913	4.53	2.326
Q8.1.6	Surveillance may be a source of stigma	4.18	2.127	4.25	1.125	4.53	1.828	4.00	2.309
Q8.1.7	Surveillance may violate a person's privacy	5.08	2.070	5.50	1.504	5.76	1.601	5.28	2.139
Q8.1.8	Violation of citizens' right to control of information use	4.80	2.016	5.14	1.457	5.16	1.603	4.67	2.342
Q8.1.9	Potential that information could be intentionally misused	5.32	1.947	4.67	1.623	5.76	1.515	5.83	1.813
Q8.1.10	Potential that information could be misinterpreted	5.28	1.896	5.24	1.513	5.63	1.550	5.30	1.927
Q8.1.11	Limiting a citizen's right of expression and free speech	4.54	2.153	4.86	1.642	4.84	1.853	4.38	2.216
Q8.1.12	Surveillance may limit a citizen's right of communication	4.20	2.277	4.50	1.819	4.61	2.112	4.05	2.368
Q8.1.13	Surveillance may limit a citizen's right of information	4.20	2.216	4.25	2.049	4.34	1.935	4.24	2.465
		45-54		55-64		65+			
Q8.1	Attitudes and perceptions (1=disagree; 7=agree)	Mean	STD	Mean	STD	Mean	STD		
Q8.1.1	Surveillance provides protection to the individual citizen	5.32	2.001	4.88	2.128	5.42	2.262		
Q8.1.2	Surveillance provides protection of the community	5.48	1.828	4.62	2.299	5.97	1.704		
Q8.1.3	Surveillance can be a source of personal excitement	3.24	2.471	3.95	2.554	2.52	1.718		
Q8.1.4	Surveillance can be something to play with	3.92	2.348	3.61	2.388	2.71	2.239		
Q8.1.5	Surveillance may cause discrimination	4.14	2.210	4.42	2.176	4.30	2.588		

Q8.1.6	Surveillance may be a source of stigma	4.42	2.205	4.41	2.323	3.39	2.500
Q8.1.7	Surveillance may violate a person's privacy	4.61	2.250	4.57	2.128	4.55	2.386
Q8.1.8	Violation of citizens' right to control of information use	5.17	1.749	4.35	2.145	4.29	2.462
Q8.1.9	Potential that information could be intentionally misused	5.38	1.981	5.07	2.227	4.85	2.271
Q8.1.10	Potential that information could be misinterpreted	5.31	1.892	5.20	2.179	4.91	2.263
Q8.1.11	Limiting a citizen's right of expression and free speech	4.54	2.353	4.85	2.275	3.84	2.437
Q8.1.12	Surveillance may limit a citizen's right of communication	3.96	2.441	4.50	2.284	3.67	2.508
Q8.1.13	Surveillance may limit a citizen's right of information	3.93	2.187	4.92	1.976	3.65	2.497

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	2.66	2.053	2.55	1.595	3.00	1.925	2.08	1.935
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.32	1.932	2.29	1.707	2.09	1.616	1.84	1.675
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	2.05	1.873	2.14	1.807	2.15	1.941	1.59	1.554
Q8.2.4	I have made fun of it	2.64	2.057	2.50	1.850	3.20	2.247	2.22	1.807
Q8.2.5	I have filed a complaint with the respective authorities	2.06	1.748	1.95	1.253	1.90	1.640	1.43	0.959
Q8.2.6	I have informed the media	1.84	1.434	1.86	1.424	1.62	1.074	1.24 ^A	0.548
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	2.16	1.832	2.00	1.183	1.55	1.201	1.97	1.896
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	3.67	2.336	3.55	1.920	4.26	2.035	3.70	2.676

Q8.2	Changes of personal behaviour (1=disagree; 7=agree)	45-54		55-64		65+			
		Mean	STD	Mean	STD	Mean	STD		
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	3.26	2.415	3.67	2.176	3.86	2.439	2.72	2.362
Q8.2.1	I have restricted my activities or the way I behave	2.96	2.200	2.87	2.262	2.61	2.319		
Q8.2.2	I have avoided locations or activities where I suspect surveillance is taking place	2.96	2.293	2.92	2.339	2.25	1.951		
Q8.2.3	I have taken defensive measures (hiding face, faking data etc.)	2.00	1.719	2.35	1.991	2.26	2.236		
Q8.2.4	I have made fun of it	2.95	2.355	2.77	2.181	2.21	1.873		
Q8.2.5	I have filed a complaint with the respective authorities	2.43	2.253	2.46	2.085	2.47	2.047		
Q8.2.6	I have informed the media	2.04	1.594	2.54 ^A	2.043	2.06	1.590		
Q8.2.7	I have promoted or participated in collective actions of counter-surveillance	2.45	1.920	2.91	2.295	2.39	2.076		
Q8.2.8	I have kept myself informed about technical possibilities to protect my personal data	3.67	2.461	3.64	2.481	3.07	2.282		
Q8.2.9	I have stopped accepting discounts or vouchers if they are in exchange for my personal data	2.81	2.400	3.55	2.365	3.13	2.604		

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

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

Table A17: Correlations – Social costs (perceptions)

Social costs I (perceptions)		Protection of individual citizen	Protection of community	Source of excitement	Something to play with	Cause of discrimination	Source of stigma	Violates privacy	Violates right to control data	Potential misuse	Potential mis-interpretation	Limits right of free speech	Limits right of communication	Limits right of information
		Q8.1_1	Q8.1_2	Q8.1_3	Q8.1_4	Q8.1_5	Q8.1_6	Q8.1_7	Q8.1_8	Q8.1_9	Q8.1_10	Q8.1_11	Q8.1_12	Q8.1_13
Protection individual citizen	Q8.1_1	1.000												
Protection of community	Q8.1_2	0.537	1.000											
Source of excitement	Q8.1_3	0.071	-0.061	1.000										
Something to play with	Q8.1_4	-0.055	-0.100	0.563	1.000									
Cause of discrimination	Q8.1_5	0.107	0.155	0.426	0.404	1.000								
Source of stigma	Q8.1_6	-0.030	-0.037	0.248	0.474	0.601	1.000							
Violates privacy	Q8.1_7	0.007	0.149	0.144	0.170	0.443	0.516	1.000						
Violates right of control data	Q8.1_8	0.052	0.228	0.239	0.317	0.560	0.531	0.677	1.000					
Potential misuse	Q8.1_9	-0.013	0.066	0.155	0.186	0.347	0.367	0.434	0.575	1.000				
Potential mis-interpretation	Q8.1_10	0.046	0.120	0.234	0.173	0.547	0.502	0.503	0.597	0.525	1.000			
Limits right of free speech	Q8.1_11	0.051	0.015	0.296	0.334	0.585	0.540	0.381	0.514	0.370	0.441	1.000		
Limits right of communication	Q8.1_12	0.090	0.038	0.248	0.320	0.609	0.438	0.416	0.589	0.376	0.445	0.700	1.000	
Limits right of information	Q8.1_13	-0.036	-0.114	0.391	0.404	0.582	0.477	0.374	0.392	0.210	0.415	0.569	0.543	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	0.538	1.000							
defensive measures	Q8.2_3	0.548	0.582	1.000						
made fun of it	Q8.2_4	0.442	0.386	0.309	1.000					
filed complaint	Q8.2_5	0.561	0.635	0.702	0.356	1.000				
informed the media	Q8.2_6	0.493	0.616	0.619	0.451	0.704	1.000			
counter-surveillance	Q8.2_7	0.318	0.543	0.497	0.327	0.494	0.507	1.000		
info about technical protection	Q8.2_8	0.294	0.260	0.269	0.312	0.227	0.296	0.299	1.000	
stopped accepting vouchers	Q8.2_9	0.408	0.375	0.410	0.377	0.446	0.364	0.403	0.400	1.000

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

Social costs III (perceptions vs behaviour)		restrict- ed activities	avoided locations	defen- sive measures	made fun of it	filed com- plaint	in- formed the media	counter- sur- veillance	info about technical protection	stopped accepting vouchers
		Q8.2_1	Q8.2_2	Q8.2_3	Q8.2_4	Q8.2_5	Q8.2_6	Q8.2_7	Q8.2_8	Q8.2_9
Protection of individual citizen	Q8.1_1	0.044	0.070	-0.003	0.053	0.020	-0.018	-0.087	-0.012	-0.096
Protection of community	Q8.1_2	-0.105	0.042	-0.122	-0.005	-0.013	0.001	-0.095	-0.002	-0.091
Source of excitement	Q8.1_3	0.248	0.259	0.262	0.057	0.191	0.179	0.073	0.061	0.262
Something to play with	Q8.1_4	0.283	0.215	0.278	0.249	0.282	0.205	0.184	0.103	0.296
Cause of discrimination	Q8.1_5	0.250	0.285	0.229	0.074	0.213	0.120	0.176	0.079	0.163
Source of stigma	Q8.1_6	0.210	0.176	0.106	-0.012	0.102	0.023	0.185	0.208	0.216
Violates privacy	Q8.1_7	0.027	0.038	-0.072	0.050	-0.036	-0.070	-0.058	0.141	0.267
Violates right to control data	Q8.1_8	0.028	0.057	-0.049	0.093	-0.111	-0.082	0.054	0.096	0.230
Potential misuse	Q8.1_9	-0.162	-0.066	-0.148	0.030	-0.127	-0.152	0.062	0.081	0.198
Potential misinterpretation	Q8.1_10	-0.024	0.030	-0.101	0.023	-0.138	-0.106	-0.013	0.087	0.148
Limits right of free speech	Q8.1_11	0.188	0.211	0.154	0.249	0.105	0.178	0.209	0.247	0.264
Limits right of communication	Q8.1_12	0.237	0.203	0.150	0.165	0.164	0.078	0.197	0.238	0.258
Limits right of information	Q8.1_13	0.198	0.221	0.215	0.186	0.111	0.141	0.115	0.063	0.166

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	0.189	0.166
	database	Q3.1_2	0.173	0.105
	SNS	Q3.1_3	0.023	-0.012
	financialT	Q3.1_4	0.213	0.076
	geolocat.	Q3.1_5	0.229	0.292
Usefulness for DETECTION of crime	CCTV	Q3.2_1	0.094	0.11
	database	Q3.2_2	0.201	0.063
	SNS	Q3.2_3	0.083	0.017
	financialT	Q3.2_4	0.232	0.113
	geolocat.	Q3.2_5	0.125	0.272
Usefulness for PROSECUTION of crime	CCTV	Q3.3_1	0.229	0.155
	database	Q3.3_2	0.057	0.127
	SNS	Q3.3_3	0.083	0.107
	financialT	Q3.3_4	0.167	0.242
	geolocat.	Q3.3_5	0.064	0.181
EFFECTIVENESS	CCTV	Q5.1.1_1	0.255	0.361
	database	Q5.1.1_2	0.213	0.206
	SNS	Q5.1.1_3	0.069	0.127
	financialT	Q5.1.1_4	0.199	0.202
	geolocat.	Q5.1.1_5	0.269	0.154

Table A21: Correlations – Social costs and privacy in surveillance

		Surveillance measures having a negative impact on privacy				
		Q5.1.2_1	Q5.1.2_2	Q5.1.2_3	Q5.1.2_4	Q5.1.2_5
		CTV	Databases	SNS	FinTrac	Geoloc.
Social costs (perceptions)						
Q8.1_1	Protection individual citizen	0.087	0.061	0.025	0.118	0.162
Q8.1_2	Protection of community	-0.029	-0.051	0.063	0.027	0.039
Q8.1_3	Source of excitement	0.193	0.217	0.176	0.245	0.158
Q8.1_4	Something to play with	0.159	0.294	0.148	0.245	0.327
Q8.1_5	Cause of discrimination	0.172	0.193	0.146	0.251	0.323
Q8.1_6	Source of stigma	0.140	0.161	0.129	0.169	0.270
Q8.1_7	Violates privacy	-0.011	0.111	0.152	0.071	0.216
Q8.1_8	Violates right of control data	0.118	0.093	0.131	0.116	0.184
Q8.1_9	Potential misuse	0.028	-0.033	0.024	0.017	0.089
Q8.1_10	Potential misinterpretation	0.081	0.026	0.054	-0.014	0.149
Q8.1_11	Limits right of free speech	0.238	0.320	0.296	0.335	0.393
Q8.1_12	Limits right of communication	0.268	0.265	0.218	0.245	0.327
Q8.1_13	Limits right of information	0.342	0.390	0.250	0.310	0.433
Social costs (behaviour)						
Q8.2_1	restricted activities	0.226	0.202	0.201	0.296	0.262
Q8.2_2	avoided locations	0.271	0.169	0.083	0.170	0.165
Q8.2_3	defensive measures	0.204	0.211	0.055	0.192	0.166
Q8.2_4	made fun of it	0.147	0.221	0.280	0.139	0.244
Q8.2_5	filed complaint	0.275	0.166	0.100	0.197	0.159
Q8.2_6	informed the media	0.245	0.173	0.081	0.206	0.106
Q8.2_7	counter-surveillance	0.208	0.186	0.059	0.175	0.137
Q8.2_8	info about technical protection	0.165	0.191	0.154	0.234	0.164
Q8.2_9	stopped accepting vouchers	0.245	0.179	0.234	0.229	0.266

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	0.440	0.268	0.232	0.256	0.261
		database	Q3.1_2	0.175	0.584	0.238	0.357	0.302
		SNS	Q3.1_3	0.124	0.349	0.425	0.258	0.112
		financT	Q3.1_4	0.131	0.270	0.158	0.468	0.197
		Geoloc.	Q3.1_5	0.179	0.193	0.192	0.202	0.415
	DETECTION	CCTV	Q3.2_1	0.402	0.229	0.132	0.182	0.186
		database	Q3.2_2	0.135	0.434	0.298	0.272	0.236
		SNS	Q3.2_3	0.075	0.255	0.513	0.189	0.082
		financT	Q3.2_4	0.262	0.347	0.143	0.563	0.224
		Geoloc.	Q3.2_5	0.101	0.226	0.120	0.125	0.376
	PROSECUTION	CCTV	Q3.3_1	0.367	0.310	0.159	0.288	0.214
		database	Q3.3_2	0.154	0.480	0.389	0.269	0.212
		SNS	Q3.3_3	0.072	0.241	0.450	0.211	0.072
		financT	Q3.3_4	0.355	0.255	0.350	0.449	0.238
		Geoloc.	Q3.3_5	0.170	0.218	0.095	0.151	0.311

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	-0.059	1.000				
	SNS	Q5.3_2	-0.125	0.202	1.000			
	Database	Q5.3_3	-0.224	0.244	0.559	1.000		
	FinancT	Q5.3_4	-0.135	0.525	0.399	0.368	1.000	
	Geoloc.	Q5.3_5	-0.142	0.411	0.396	0.416	0.463	1.000
Happiness about NOT KNOWING	Q5.4	0.006	0.268	0.353	0.288	0.271	0.288	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	0.089	0.014	0.071	0.056	0.078
Feeling of control I	Q4.4.1	0.123	0.15	0.085	0.124	0.213
Feeling of control II	Q4.4.2	0.1	0.108	0.121	0.11	0.138
Trust I	Q4.5.1	0.092	0.077	-0.011	-0.074	0.052
Trust II	Q4.5.2	0.071	0.016	0.036	-0.018	0.012

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	0.362	1.000					
Feeling of security	Q4.3	0.119	0.547	1.000				
Feeling of control I	Q4.4.1	0.434	0.553	0.393	1.000			
Feeling of control II	Q4.4.2	0.442	0.406	0.287	0.746	1.000		
Trust I	Q4.5.1	0.243	0.357	0.328	0.596	0.466	1.000	
Trust II	Q4.5.2	0.350	0.326	0.284	0.476	0.666	0.632	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	0.241	0.28	0.332	0.076	0.241
Feeling of control I	Q4.4.1	0.025	0.269	0.122	0.176	0.159
Feeling of control II	Q4.4.2	-0.009	0.341	0.111	0.144	0.217
Trust I	Q4.5.1	0.026	0.178	0.142	0.11	0.056
Trust II	Q4.5.2	-0.056	0.309	0.133	0.089	0.122

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