Interview Meeting

Support Materials

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Privacy and Security in Europe

Technology development and increasing pressure on the private sphere

New ICTs are introduced at an increasingly high rate. Technologies that only a few years ago were only for the few are now widely deployed by companies, consumers and governments all over the world. These new information technologies have some common characteristics:

- They are digital
- They leave traces that can give information such as how and when they were used
- The information can be stored, combined with other information and later processed

Privacy is an important concept to most people, and governments will generally try to minimise surveillance and registration of innocent 3rd parties. After September 11th 2001 we have seen a trend where increased surveillance of the general public has been tolerated as a consequence of the war on terror. Storage of traffic data from mobile calls for longer periods of time is an example of one such measure that has already been implemented in some countries, and that is being considered at EU-level.

In foresight projects and scenarios dealing with future technologies and their impact on society studies indicate that a counter-reaction to the technology will occur. The increase in traceability and availability will lead to a need for people to turn off the technology and be untraceable, even if just for short periods of time. One possible result of this, is that focus on privacy and awareness of how technologies affect privacy will increase.

Through the focus on privacy enhancing security technology, European research institutions and security industry can stay ahead of the curve, and be prepared for legislation and public demands for this type of technology. It should be in both the governments of the different states of EU and the industry's interest to develop technologies that can provide sufficient security, and at the same time respect the privacy of the citizens.

PRISE

PRISE Privacy Enhancing Shaping of Security Research and Technology – A Participatory Approach to Develop Acceptable and Accepted Principles for European Security Industries and Policies.

The European Union is going to expend considerable funding for research on and development of technologies and applications aiming at supporting inner security. These new technologies should not put civil – and in particular privacy – rights in danger, but find a balance between security and personal freedom which complies with the democratic values and the perception of European citizens. In order to support this, PRISE will provide criteria and guidelines for privacy enhancing security research and for the application of the developed security solutions. As a supporting activity under the PASR programme the project will assist the European Union in shaping forthcoming security research programmes in accordance with its fundamental values.

The PRISE project will:

- Develop criteria and guidelines for privacy compliant security research and technology development.
- Transform the results into scenarios that present applications of security technologies and measures that comply with civil rights and privacy to a varying degree.
- Test these scenarios in a set of participatory technology assessment procedures in different European states, allowing for a substantiated indication of public perception and citizens' preferences.
- Elaborate the sets of criteria and guidelines with direct involvement of providers of security technologies, private and public users and implementers, institutions and bodies shaping policies and regulation as well as organisations representing potentially and actually conflicting interests.
- Disseminate the results to actors relevant for the shaping of technologies and policies.

Concerned actors

The PRISE project is run by 4 institutions; Institute of Technology Assessment Austrian Academy of Sciences (coordinating), Norwegian Board of Technology, Danish Board of Technology, Unabhängiges Landeszentrum für Datenschutz in Germany.

It is Funded under the Preparatory Action for Security Research – PASR , a EU programme. As a supporting activity under the PASR programme the project will assist the European Union in shaping forthcoming security research programmes (research, development, implementation) in accordance with its fundamental values.

In addition PRISE will increase competitiveness of European industry as supplier of acceptable and hence widely accepted security technologies.

Other actors the program aims to reach is research coordinators, policy makers, public and private users.

It started in February 2006 and has a duation of 28 months.

Security technologies

The term *security technology* can cover everything from private alarm systems and virus protection systems for PCs, to border control systems and international police co-operation. The PRISE project includes technologies or means that are intended to, or have a significant potential to, enhance the security of the society against threats from individuals, or groups of individuals (not from states). This covers crime-fighting, anti-terror activities, border control activities etc. PRISE only discusses technologies that directly or indirectly may infringe the privacy of individuals. The technologies and means discussed are either existing technologies, technologies that are perceived to be important in the foreseeable future or that are part of an on-going R&D project.

Communication technology

Communication is a prerequisite for almost all application areas: There is communication between sensors and readers, between local computer systems and central databases etc. The main privacy challenge is that communication containing sensitive data may be intercepted. Communication technology can also reveal the location of a person – either directly or through further analysis of the communication data. In addition, communication between applications that use radio frequency identification (RFID) may not be transparent– the person involved will not be able to check what is communicated.

Sensors

A Sensor is a device that converts a property of the physical world into an electrical signal.

Sensors can be found in a number of applications, ranging from CCTV (electro optical sensors), to readers for ID cards that contain integrated circuits. The main privacy challenge related to sensors is the lack of transparency. The data subject normally do not know that his or her information has been collected or processed (that the data subject normally don't know that his or her information has been registered (e. g. image captured through CCTV, conversation captured through a microphone or RFID chip read by a reader from a distance).

Biometric technology

Biometric technology is a subset of sensors. Biometrics can be used to identify individuals by using their biological or behavioural characteristics. The most commonly used biometrics are facial characteristics and fingerprints. Biometrics affect privacy in a number of ways:

Biometrics relate to behavioural and physiological characteristics of a person and can be used to uniquely identify that person. There is no opportunity for biometric authentication that allows pseudonymity or anonymity.

Biometric data like fingerprints and DNA samples may be collected without the data subject's knowledge.

Biometrics can reveal intimate information like ethnicity, mood – and in the case of DNA – hereditary factors and medical disorders.

Biometric systems are vulnerable to spoofing. Because there is such a strong connection between the data subject and the biometric, it is very difficult for a victim to prove misuse by an impostor.

Data storage and Analysis and Decision support

The storing of personal data provides a number of privacy challenges. When different pieces of data about a person are linked together, more information is revealed than when the information items are only available separately. This challenge increases when several data sources are linked together and analysed (data mining, search) often without the data subject's knowledge. Databases are also vulnerable to function creep – the use of data for a different purpose than it originally was collected for. Central databases are also exposed to breaches in security.

All of these technologies can be connected in systems for surveillance.

Legal regulations

There are different regulations that can regulate the use of security technologies. Privacy in most Western states is a constitutional right protected by explicit rules.

The Universal Declaration of Human Rights, Article 12 says: No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks.

The European Convention for the protection of human rights and fundamental freedoms (a binding treaty) Article 8 says: Everyone has the right to respect for his private and family life, his home and his correspondence. There shall be no interference by a public authority with the exercise of this right except such as is in accordance with the law and is necessary in a democratic society in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others.

Dilemmas

A sustainable security culture in line with democratic principles needs to respect human rights. Privacy is in many cases directly and in an unbalanced and undue way afflicted by security technologies if no precaution is taken against these risks in all stages of research development and implementation.

"Human factors" play a big role when shaping and applying security policies. By the application of participatory Technology Assessment, by the Interview meeting method, PRISE will support the analysis and integration of human factors in developing and implementing security technologies and policies.

Interview meeting - the method

PRISE will give insight into the rationalities, values and presumptions of European citizens with regard to the potential risks to privacy posed by realistic and near-future innovations in security measures. This will be reached by the application of state of the art participatory involvement, interview meetings, of about 180 citizens from six European countries; Norway, Denmark, Germany, Austria, Hungary and Spain.

The interview meetings are going to be carried out in the first half of June 2007 in the six countries.

The interview meeting is a method to gain knowledge of what a group of people think and feel about complex technologies. It is not a representative method but it aims at including a diverse group of citizens, around 30 persons, who cover a broad spectrum of demographic criteria such as age, sex, religion, education and occupation.

The interview meeting method employs a combination of a questionnaire and group interviews. These two methods are supposed to complement one another well: The questionnaire ensures that all the participants are heard and that there is comparable data relating to the most important areas. The group interview, on the other hand, creates a lively debate and ensures that the participants can include aspects that are not addressed by the questionnaire. Interview meetings are said to be particularly suitable in cases where:

- There are complex issues (technically complex and/or ones posing a dilemma)
- Prior public knowledge is limited
- An ethical dimension is involved

The purpose of the interview meeting is to gain insight into the various notions, wishes, concerns and attitudes prevalent among the interviewees. The interview meeting must provide an indication of the general views of the interviewees and the underlying reasons for these. The purpose is thus not to conduct an actual opinion poll. The interviewees' answers provide insight into:

- fundamental attitudes towards a given technology
- the underlying reasons for these attitudes
- the variety of arguments that exist among the interviewees
- how citizens weigh different arguments and ethical principles against one another

An interview meeting provides both quantitative and qualitative results. Questionnaire answers provide comparable, measurable, quantitative results and the group interviews are used to gather the more qualitative results that give nuance to those of the questionnaire. In the final analysis the quantitative and the qualitative data is combined in order to assess which criteria are relevant and why and how far the consensus reaches among the citizens.

The Interview Meeting is a method for medium size group opinion investigation, developed by the Danish Board of Technology.

Timing sequence of the Interview meetings

To prepare, execute and evaluate the results from an interview meeting there are several steps that must be undergone.

Background material

First comes the elaboration of background material. How this is made is dependent on the topic, the expected prior knowledge and what kind of information already exist in the project, media ore other sources. Often there will be an ongoing project ore debate on the topic, and the interview meeting is set up to get lay people's voice into the project. This is to broaden up the discussion from the kind of arguments that already are present. Also you get a reality check if the "experts" working on the topic daily and the lay people have the same perception of the topic. Background material must be readable for lay people and explain important technical facts, juridical facts, and should also address what kind of ethical questions ore dilemmas that will be discussed during the meeting. The background material should be prepared by experts in the actual topics.

Questionnaire

The elaboration of the questionnaire should be done by someone with knowledge of how to prepare questionnaires and in collaboration with experts. The questionnaire should be tested by some lay people before the very interview meeting

Interview guide

This should be designed by someone that has experience in conducting qualitative group interviews. The guide is supposed to ensure that the 4 groups situations are as similar as possible.

Recruiting

The recruitment process should result in a group of 30-35 persons that show up at the interview meeting. The overall idea is that these persons represent broad spectrum of demographic criteria such as age, sex, religion, education and occupation, even though such a few number of persons not are representative for the population as such. This could be slightly different if the topic requires a more specific selection of persons. The participants should not know more than average about the topic, ex experts ore people with economical interests in the topic should not be allowded to participate. Recruitment can be made by sending out letters, making telephone calls by persons selected through the public register, networks etc.

The meeting

The meeting should last for about three ours and arranged outside of professional working time (afternoon ore during weekend)

The interview meeting begins with an introduction. The introduction is presented by one or more experts in the field. Following this, participants can put clarifying questions to the presenters. Alternatively the presentation is given by the organizer, but questions from participants are still answered by the experts. After the introduction, the participants can ask questions to the expert.

After the introduction, participants are handed the questionnaire. Participants have 30-45 minutes in which to complete the questionnaire. The questionnaire focuses on the same dilemmas as introduction material. Questions can be put to the organizers or the experts throughout the session if necessary.

After the questionnaire, participants are divided into four groups of 6-9 people and group interviews are subsequently carried out. The group interviews focus on the same topics as those of the questionnaire. The group interviews are tape-recorded and should follow the interview guide but smaller variations are allowed. The interviews are monitored by an interviewer whose task is to ensure that all of the participants are heard and that all themes and questions are discussed and answered. The group interviews last one hour.

After the group interviews there might be a short plenary sum-up session.

Food and drinks should be available during the event.

Data processing and results

An interview meeting provides both quantitative and qualitative results. Questionnaire answers provide comparable, measurable, quantitative results and the group interviews are used to gather the more qualitative results that give nuance to those of the questionnaire. Comparison and analysis of the two sets of results offer a balanced indication of public attitudes towards a given technology. After the meeting the group interviews are transcribed and statistics on the questionnaires are prepared. In the final analysis the quantitative and the qualitative data is combined.

Indirect results of the interview meeting are that it creates debate and participants gain new knowledge about – and often a new interest in – the topic. Participants often continue debating the issue with their acquaintances.

Knowledge required from the various parts

As a rule, interviewees do not possess any expert or professional knowledge about the technology under exploration. However, prior to and during the meeting, the participants are informed about the advantages and disadvantages of the technology so that they share a balanced and factual starting point.

For the organizers, it requires that they have:

- experience in the planning and running of a workshop
- experience in conducting qualitative group interviews and can engage four trained interviewers
- experience and academic qualifications in analyzing both qualitative and quantitative data

The experts

The experts that work on the background material should represent different views and relevant expert areas. The expert(s) that are present at the meeting should be balanced in relation to the subject, and if that is not possible there shall be two experts – one from each side.

Time and money required

The Danish board of technology has estimated a cost of approximately 4000 Euros exclusive project management and work form the organizing institutions

Supporting materials

About interview meetings :
http://tekno.dk/subpage.php3?article=1234&language=uk&category=12&toppic=kategori12

Relevant PRISE publications:
http://www.prise.oeaw.ac.at/publications.php

Manual for executing interview meetings in PRISE:
Attached

Questionnaire for the interview meetings in PRISE:
Attached

Interview guide for the interview meetings in PRISE:
Attached