

TITLE: Globalization of Personal Data
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PARTICIPANTS:

- Éva
- Miklós
- Dániel
- Éva
- Zoltán
- Edit
- Zoltán
- Gábor
- Mariann
- Éva

R: I live in Budapest, I have two children, they are already grown up, they are I think older than you are and in fact all of my life is really about them and around them, that's why I'm really quite up to date, because of them, that's all.

R: My name is Edit (inaudible) and for two months I worked for (inaudible) as a controller and in my free time I do sports, I swim a lot and I started ice skating.

R: My name is Mariann, I work as teacher in a grammar school, I live in Budapest, I don't have children and in my free time I like taking photographs.

M: All kinds or you have some?

R: Of nature, and many things.

M: Thank you

R: My name is Gabor, and I'm 41, I live in Budapest I'm married, I have 1 child, my job is surveillance of casinos and my hobby is the computer.

R: Zoltan, I'm 39 and I live in Budapest, I have a child, I have quite an active life, busy life

M: How old is the child?

R: 12, a boy, in the summer we try to do as much sports as possible, depending on the weather, we go skiing sometimes and I'm quite looking forward to the conversation cause I have never attended such a discussion.

R: My name is Miklos, I'm a PhD and I'm a resident of Budapest, I'm 56 years old, I think I'm the oldest here. Originally I'm a philosopher, but now I work in history and religion and I work in a program where we teach young philosophers. My hobby is breeding cats and cars. I have two grown up children who live their own lives now.

M: Thank you Miklos

R: My name is Eva, I'm 32, I live here in Budapest, I don't have my own family yet, I'm going to have it though. I'm head of an office of a telecommunications company, my hobby is sports and cooking and very often I invite friends and then I try to do my best, so I absolutely have to do sports.

R: My name is Eva, I'm 48, I have two children, I'm married, my two children are 30 and 34 years old. I'm secretary in an office and I like hiking, doing sports, reading, many things and I very much like dealing with area that are many people and uh yeah, I like dealing with people and ah

R: President of a company, I also like sports, whenever I can, I travel. I have just come home from China. I like gardening, cooking and the other crazy thing is sailing. I very much like that.

M: Thank you very much

R: My name is Daniel, I'm 23, I'm an educational planning person for a company and one of my hobbies is taking photographs as well.

M: Thank you very much. To start with, now that we have learned a few things about each other, I'd like to start the conversation but before we do that, quickly this is a leaflet, and your first task here is to quickly fill out the first page (Static) So Christian name and age and if you turn the page, you can see the question. I would like to know, when you first hear the word privacy, what comes to mind, that's what you should put down here, work on your own and then we can talk about it. Is this clear, Data protection? You can put down more than. There are more, what comes to your mind first when you hear the word security? Privacy issues?

R: For privacy, I think we live in a very modern society but the protection of personal data can be very important, possible abuses or invasion could have a very negative effect later on, these were my first ideas. I don't know if I should mention that, before we had our identity number and there were a lot of problems in Hungary because a lot of things could be get from this number so it was not quite safe.

M: What other things did you think of?

R: Things related to the (inaudible) and religion, existence, financial conditions, origin. For me it was the Ombudsman, if I look at this from an associate (inaudible) point of view, second was a detective and third, private life.

R: Well I was thinking of incognito, if I give my data to somebody, he should not give it to a third party like bank credit, bank information, so the information that you provide to somebody they should not forward it to anybody else. I put down that this personal data is for identification and usually there are certain records in connection with this. The contradiction itself, which is between private life, the security of private life and communications data and commerce of data, so between the two I think its always been difficult to define these suits, especially from the perspective of the person and I wouldn't like to go out anywhere we go they ask us questions, to some point, innocent questions but then they might reach a limit over which limit you don't feel you would like to give then answers because we all have these reactions of defence. Specific companies and institutions might ask, it is not a problem, the problem is when they find out how they can connect these data and that can be dangerous.

M: Zoltan?

R: I also sold, I just thought of a future movie when from a little chip, all of our data can be found, but who can get it, who can access it, that is the question. And what effect can it have on me? And there is a huge competition on the market which we people and why we often get into situations where we are very much focused upon, here I think of washing powders, or vacuum cleaner, so I should not give my data when I want to buy a vacuum cleaner. I can be an excellent vacuum cleaner buyer without giving away my data but that is because they think that if I buy a new vacuum cleaner then I probably want a new flat and more and more institutions try and track me down and offer me things. Nothing was mentioned, information to stop abusing or preventive, Ombudsman or.

M: Eva?

R: I thought of words like secret defence, private own, so these are all reflecting that these are things that are our own. I thought of similar things like use of personal data.

M: What about security?

R: I also just put down key words, when I hear the word security I think of life without fear, peacefulness.

M: What kind of fear do you mean?

R: It's a personal experience, if I walk in the evening, I should feel safe, I should not go with hurried steps, but feeling safe, a sort of similar thing is financial security.

R: Okay, and me as a member of the older generation, insurance security. I put alarm systems, I don't know why. The truth is that my associations, I couldn't stop them from the previous (inaudible) so I just put down that they shouldn't give away my personal data. I also thought of personal security and the security of my family and the first one was financial security. Just in general I thought of the security of the family because of the private, so this is like security in a smaller sense and not so large, first of all for all those who I love, security of family and secondly the security of my financial and social life and protection from terrorism.

M: Okay, thank you

R: Security of our living, that's the most important, I would like to be old fashioned as well, people, men are deprived of the role of giving security to their family. I'm really against this trend because I respect the love, but they should not have deliver it like my dear I want to go and work 8 hours, because it's the men who should provide security to the woman, financial security, yes.

M: Alright, our research shows that people consider security of personal data as a value, what do you think?

R: By personal data, do you also mean what I want, what I wish for, have.

M: I would like to know what you mean by, I'd like to understand it the way you do.

R: If you take it all together, what you said, what I mean here is (inaudible) Hungarian poor, they put into (inaudible) about, that is exactly what I don't want, I don't want them to know what my dreams are, I don't mind them knowing my phone number and my name, not that, but if they get to know me better and they use that and they know what my dreams are and they abuse, that's the worst for me.

M: Okay, coming back to my previous question, do you also think it's a value, this protection of privacy?

R: I'm sure it's a value, I don't know how big of a value, because I've never had any problems, they never prosecuted me, I've had no problems related to this and I've never had any feedback, maybe only the vacuum cleaner or what so ever agents that if I do this and that, then I win holiday, these are quite tiring. Insurance gave me the idea that today, the way we do our insurances, but the agent calls me and asks me how much I earn and I ask him why do you ask this question and he say's cause I would like to offer you insurance, but this I think is harassment cause either origin or other consideration, I never have any problems for such reason. I remember there was this Michael Douglas movie, he didn't speak Chinese, that's how he was put to trial and sentenced and put to prison, so the question is what rights he has and what he can actually use, so up to the point where we don't feel it on our skin that is to say we don't experience it is hard to judge.

R: Privacy, well it's a different thing then security because we started to do, we started to talk about security in general, but the protection of personal data I think that when they ask me questions, it's my decision to ah whether I answer or not. I think at many places, if you don't give your personal data, then they won't even talk to you and very often I think they really do need our personal data to achieve their goals, to achieve the goal that you went there for, that these questions are not always good because for

example, if somebody wants to have a loan, they will ask you what kind of shoes you have and too many unnecessary things asked from us.

M: Freedom, do you think of freedom as a value in connection with privacy and the right to control personal data?

R: Yes, sometimes you can see that we are too over controlled, all kinds of data there are all these kinds of data and there are people who should not need these data.

R: I've experience that too, in my environment. It was a job matter, a young lady had to fill three pages, she was applying for a job and they wanted to know whether she has a partner and a long term relationship, would she like to get married, when would she like to have children, is it going to be within 5 years, or 5-10 years. It is in such detail, which I think is really a kind of control of the personality, which I think, is not advised. It is a value because it can be sold, we can look at it this way, so your personal data at most places, you can exchange them for you know, a ticket, sort of thing.

M: What do you mean?

R: There are a lot of commercial companies who give you these little cards, which then are later on used in competition and you can win something. You know when you get something and they ask you to send things back, but these are sent by companies so that they get more addresses, so that they get information.

M: I would like to know, if you look at the present day situation compared to the situation 5 years ago, then in the area of privacy, have you experienced any changes? How much less and how much more?

R: If you compare, I think you pay more attention to this question in general, everybody knows that information and technology is instrument, it's very easy to access data and

there is the Ombudsman and there are some other officials who can inform people of how this works cause if people can access, then they can rob your flat when you are not there and so this is a bigger way then just a personal opinion whether, there is a difference between my opinion about the word and a certain piece of information that can be used, if it's just a newspaper or thing like that, it's not so dangerous, but I think that my opinion on the issue that the ministry is selling, the Minister of Internal Affairs is selling some kind of papers, so I think I would not approve of that, I don't think it's right. 5 years ago, I was quite happy and did not realize that I could lose my freedom so my (inaudible) was different, so compared with this now, I really start thinking if I should give my personal information or not.

M: So you think the whole issue is normal?

R: Yes

M: Do we have any objections about what has happened?

R: Yes, I have to add that (inaudible) if they didn't want to keep our data, there are more and more abuses in nations with access to data and the way they use data, so you have to be careful, okay.

M: How much more are you susceptible to invasions of your privacy?

R: I have a very specific example, one of the shopping centres, I went there, was sent there from my job, my office, I had to buy a certain number of cars for the company and I have personal data on the sheet of paper of the manager as well, and after a long queuing we started to do our business with the official and the man ah said give me your I.D. I want to make copies, so I asked why he needs that when this is a matter that regards my company, not myself and he just took my I.D. and made a copy, he didn't answer until I asked why do you need it, a copy, what will you do with it, but

he answered but to me it was quite strange, I said is this obligatory, compulsory? He said no it's not and said I said okay, then I don't want my I.D. to be copied.

M: Can you give me any other examples?

R: Like people pay more attention, if you ask me what has changed, I would say it's the same, but we pay more attention, the State, they focus our attention, there is more protection, the Ombudsman reacts to these things. I am referring to him because I have read about how many letters he gets, the more protection, the more abuses so ultimately it got worse, the situation, there are more abuses, but we are more aware of the dangers. I can give you an example where it's simple and very clear how many people believe that. I went to one of the big markets last week and there was a little leaflet at the meat section that you have to put how many people there are in your household, and they said we are going to make some fresh lamb and this fresh meat is going to be given to, somebody is going to be chosen, so even a meat department of a high market would like to know how many people are in the market and what customer habits are, I didn't do it but everybody else filled out the paper.

R: I think at the post office, for example, when I go for my money and there are, of course I have to give my I.D. and he looks at and if I try to step back a little bit, in order not to see what the other person is doing, you know, it's not, I doesn't work well, cause it's not done the proper way. Yes, it's true, the people just step, they are really in your back and they look into your stuff. I don't think other people should read my personal data.

R: I would like to add an example, everybody knows that passions are very dangerous and many people go to casinos, in a way that the family doesn't know, some body people collect these informations, these data, and very strange things can come out of this, like for example, a player who was there for several months, he kept getting inviting letters, because he knows, and this is not fair, it can lead to debt, because that

family was harassed by these letters, they didn't even know that he used to go to casinos.

M: Can you give me some other examples of when you get very annoying letters that disturb your daily life?

R: One of my acquaintances, he went on holiday and there were two young people in the group, they went to Greece, there were two young people who were very, very direct, they talked to everybody and tried to learn things about them and when the time the group went home, almost all of their flats were broken in and robbed. That's how they learned the information.

R: Another example, in the same circle of friends, there were things, instruments disappeared from, so he called and said to be very careful cause there was just not one case. I just really pay attention to whom I give my data.

M: And how do you decide?

R: I prefer not to give it, I've had bad experiences, the phone calls, discussions on travelling, they used to be very aggressive, they were very aggressive at first. You couldn't get rid of them until you went once, and you say no thank you and they stop calling you. I think that even though we try to protect our data, that after a while, the hackers, because we live in an age of technology, so they can get more and more data.

R: As far as I know, they cannot access your data. I think if you do a purchase on the internet, they can access your data, but only data that is public. Sooner or later they will do that. Once you put it on the internet, maybe if you give it, there are software that can analyze 1 billion possibilities within a second.

M: Do you do anything specific to protect your data? Eva?

R: I don't do anything else anymore other than I really filter the cases when I give my data away, I really protect myself by not giving my data away, so I try not to make it public, I can't do more, I've never thought about this because I have never had bad experiences.

R: I did have an interesting experience. My father has a business card which only has his name and I didn't understand at the time, and he said I only put down the information I want to give to that specific person. Now I also have a business card that only has my name.

M: In connection with data protection and privacy issues, where do you acquire your information and the Ombudsman?

R: I think it is still involved in the media by a great deal and in the press, I think this is quite a temporal issue.

R: I was nodding

M: What other sources?

R: It depends if you are interested in this issue or not, if your are interested, then you encounter it in the media, and if you've had bad experiences, then you probably ensure that you can get more.

R: I think we are all human, we communicate. As soon as I hear something from someone I know, then I always imagine that this can happen to me, so this is the way.

M: So to what extent do you talk about this with your friends and relatives?

R: I work in a school and in connection with the school this is really relevant cause in the school, discussion can be raised what information you can have from the children.

M: 5 years ago, how did you think about this issue? Has your thinking changed in relation to this?

R: I can only say I pay more attention, I mean is that we get older and more aware

M: Are there any specific things that might lead to this change?

R: I think it's the social transformations that led to these changes. Yes, for example terrorist attacks, they became much more serious about it, it was on television, that a truck and thousands of pages of paper fell off that contained personal information and I was really shocked, like there was a trial and after the trial it was found out that they couldn't store the and stock the right way, so transportation is not the right way to transmit it, put it in a truck and roll it to another place, it was a big scandal and despite the sensation, like how people get access to the information because this was not the right way to carry, so people just hold off on information. You know, when they count the population, they say this is for the better security and protection of the population, so I just realized and I started thinking about the security of personal data and I thought it was a good thing, and the I realized it is not such a good thing, this was not now, this was earlier on, but regardless, there are officials, the first problem, as I already said, is connectedness, because they can connect the I.D. with the tax number, that was the most dangerous thing, we have the tax number but it is protected, you can only use it in connection with tax matters.

M: Has September 11th, and what came afterwards, changed your attitude? You mentioned the democratic process of Hungary which brought about changes, these things that you are thinking, were they affected by Sept. 11th?

R: Absolutely, yes it has affected me greatly, in a good and bad sense as well. In the bad sense it is lack of security, I pay more attention to the people who are around me, like what I say about myself. I'm not sure you have to write it down for other people to

get to know it. I think that my thinking about my own personal data has not changed, but what they know, other people know and the control, because in order for a better controlling, so that they can filter out terrorist, but they should not have mine. I have mixed feelings about it, like I think terrorists is a public security issue, now to what extent I agree this should be controllable, I think that these are controversial steps and measures because administration at the border could be one of the (inaudible) like who can enter a country and who cannot, if they do not preserve this data at the border, then in other officers, whether they filter or not, I don't know if a terrorist goes to this or that place, or arranges things, I think so, I am pro-border control. There was one case that I was astonished how quickly they could track down cause at the border, the control people were also paying attention to what was happening and people also gave there, what they had seen, so very complex crimes could be detected this way, otherwise it just makes it all slower.

R: I think there are two perspectives here, for example there is a fee on my car and if I'm not at home at the time

End of Tape 1, Side A

R: Very often it is a very big problem, that communication raises, because we are giving the sense that the meaning of life ceases to exist I think,

M: So do you mean that you have to take some risks?

R: Yes, this is part of life

R: Yes, this also supports the fact, what I really mean to say is there is not way to filter out, even if your past or there are things, whatever we do we are not going to achieve 100% security. But as soon as there is a new instrument to detect crime, at the same time they find a solution to um, put it up, I mean, how to make it not work, so I think I don't think you have to tremble like when the black car comes to take us away,

maybe the day will come but I think that we have to give away more of our personal data in order to have greater security, but to achieve the right balance in that is the most important, I'm sure you have heard they want to introduce the I.D. ingrained (inaudible) they had and that's because of terrorism, a person should be able to prove who he is because in the existing system, he can only say his name, so we have to give up some of our privacy, but not too much.

M: I would like to push these specific examples, when you say that there was an invasion of your privacy, have you ever experienced invasions by the government, local administrations?

R: Yes, last year, it was in the media that some company went to the travelling agents ah so on the one hand I agree because they try and detect tax abusers but on the other hand they shouldn't do it by this method. I don't think it's a very good idea if state authorities use this kind of methods, accessing data because it's not the right thing. On the other hand if we give up some of our privacy, we should still know that there is no security against professional stuff, because if some professionals want to get a hold of our stuff, they can. He will go to the hospital, he will look it up, he will check everything and he will definitely find my data.

M: Can you name any other cases where companies endanger your personal data? Like travel agencies you mentioned.

R: There's also, you know, if you have your own enterprise and theirs is a name of the enterprise and also who are the members who can sign or have the right to sign in the name of the enterprise, you have the address of the company but you don't give necessarily, cause you get advertisements constantly and also what your job is. I just thought of, and I wonder to what extent this privacy or personal data protection a few years ago, to what extent they can invade our privacy, 1 year ago I really heard, from someone unimportant, I don't know if this is relevant, but as if my phone was heard by somebody, I don't know about the telecommunication companies, so I don't know

what they could do so that I don't feel. So, it's not quite clear what we do so that I don't feel like someone can get into my phone conversation. So, it did happen to us that someone was calling our number, we did not pick it up ever, on the record it said it did.

M: Okay, in connection with this, has it ever happened to you that somebody used your I.D. or your name or your personal information for some other purposes?

R: My email address, yes, they did, I don't know what it's called when this happens

M: So did they do something with it or what happened?

R: Well, there were reactions, so some people received messages with my name, so they probably broke my password so I had reactions. There were letters going out that I did not write.

R: This happened to me too, but they don't need to break it for that, they just simply can read your email, your name, your, you know, to whatever address where you sent the letter they can, so what you can do it send the letter by the name of the sender, that's how they did it?

M: Okay, any abuses of credit cards?

R: No, but I've just thought of something, every year they make a list of the 100 most rich people in Hungary and they tell that those consented so they can only make it public if they say it's okay with them, yes and in fact many people who are among the riches are not included in the list for the same reason.

M: Do you think there are groups in society that are more susceptible to invasion of privacy?

R: Famous people

R: Those who use credit cards

R: If they access our salary on credit cards, we have to be very careful because they check that, it even occurred that there was a reader, a decoder in the ATM in the bank itself.

M: So bank credit card users

R: I think security guards steal the most.

M: Alright, let's come back to the point; are there any other social groups that are more susceptible to such invasions?

R: I think those you are not very informed, they can be abused

M: So people who are not well informed, is that what you mean?

R: And older people, anybody I think.

M: So you don't really want to name one group specifically, okay. What do you think, ethnic groups in Hungary, do you think they are more susceptible to invasions of privacy?

R: Yes

R: No, it's the other way around, they abuse, it's the ethnic minorities that um abuses, I don't know how to put this but they really make use of every possibilities, so that's what I meant.

R: There's a counter example, like some company that had (inaudible) and they put it under the name of some homeless people and this is how the owners of the company could get away with the whole thing. The statistical office showed that the homeless people, each of them had 3 or 4 companies under their name. They'd get 5 or 8 thousand for it but they use his name, so the statistical office shows that there was a great likelihood of this to happen in the with homeless people.

M: Do you think that is likely that within 5 years your personal data will be more under threat of invasion?

R: No

M: Why not?

R: There is always the possibility but it is in the interest of the State to protect our data

M: So social expectations are such. What changes do you foresee in the next 5 or 10 years? Do you think that our privacy will be more under threat or will it happen more rarely?

R: I think the data seekers will be more aggressive, more professional experts, and against experts it is more and more difficult to protect but that's because the commercial competition is stronger and stronger, there are more and more companies so some will try to survive by collecting buyers more aggressively

R: I think the balance may not be so different, I think the form will change only in 5 years time.

M: What about what is secret about us how is that going to change? And which are the areas?

R: Shopping

M: Do you mean that our whole life will be like a reality show in Hungary? In what areas?

R: Well, because we use internet more and more and very often I send my date away if I apply for a job, so I send my information, so if a hacker, cause this is more and more wide spread, so if I send something over the internet, some other people can access it as well

R: When we sat down, you also asked for our permission and I asked myself why do you need that?

M: I'm going to answer that question at the end, but we won't spend our time with that now, if you can name just one thing which will be the greatest threat in the future regarding your personal data, what would that be?

R: Internet technology, connecting the various data, credit card, when we use the credit card, they can track down clearly how much we spend, how often we spend, they get our salary via a bank transfer, they are trying that as well.

R: People and the brain finds these out and the machines are run by people and people think of these abuses and things.

R: I think there are two sides to that, we are always afraid that there is abuse with our goods, but also letters that we send via the internet, that might have other people know me well, maybe one or two hackers can do that, but government bodies, I think that in some cases, they, for them it compulsory that they track data, pay attention to these things and use these methods, like surveillance of the email, for example, terrorists, it's for the protection against terrorism.

M: More and more of you mentioned the internet more and more often as a sense of threat, what kind of systems do you use in your everyday lives, technology based systems? Computer based systems?

R: Do you mean programs?

M: Yes, you mentioned email, telephone

R: Well all the systems used by my company. The fax machine can be listened to or surveyed as well.

M: What other areas can you think of as well?

R: Shopping, purchase over the internet, personal data about ourselves.

R: Photographs developed together, in a digital way. You know if they take a head and put it on the body of a pig and they say the pig had some plastic surgery, as an example, it's interesting, it might occur.

R: Like what you read, they can track down what you read

M: They think you can protect yourself with some security protective programs.

R: Yes, but these protective programs are always behind the invaders, the invasion and uh hackers. But you don't necessarily don't have to protect my letters with my friends, that I do quite a lot, I use a nickname which only my friends know so the great part of my correspondence takes place under this nickname which only they know. I think the authorities know me from this point of view.

M: What else can we do to protect ourselves from these kinds of invasions? Eva, do you do anything to protect yourself?

R: Not really, whatever we have to do, as you said, for example, one of these days there is this cosco (sounds like) insurance, I guess you all know, that have quite interesting questions if your wanted to record, like I wanted to know what do the various insurance companies offer? In order for me for me to know this, I had to answer questions, which I thought, no way. I thought it was unfair because the insurance companies don't let me know why the insurance company was born, for me to get information I have to give my information and not very evident ones, so all I can do is I don't write it down. Maybe this is not the answer you were expecting but this is all I can do, maybe this is important, but not at the price of giving away this information, but as specific programs to protect your information, do you mean with the internet?

M: Do you use any such?

R: There are some. Also what you can do is you don't give your own data because you might have a lot of questions, like how old are you, so what you can do to protect your stuff is your give fake, false data and if you do it in an internet café, then you are safe.

M: What legislation do you know that places restriction on the use of personal information? Are you aware of such legislation, of such laws?

R: Yes, they exist; I'm not well informed with respect to legislation so I don't really know. Well, for example, I am aware that there is a law for money, so that money should not be reproduced and there you really have to give the mother's name, where you were born in order to have a bank account or to have any insurance. They prescribe that.

M: But I would like to know if you are aware of any laws placing restrictions on the use of information. (Translator – can't hear, sorry)

R: Address, I think if you apply for a job you send your CV and somebody can access that, there is a photo as well, if they ask for a photograph, cause they want to know what you look like. There is the address as well and they can have a look at it and rob your flat. (Inaudible) Also if I put my personal data on the internet, you know, same time, the workplace knows and they can put it as well.

M: Now regarding how companies, your workplace, can give away your personal information to other companies, are you aware?

R: Yes, I know but I have never had problems with it. I'm sure there are laws about that, maybe it is our fault because we are now aware, but for example, we sign these papers that you read, like you read it allowed that this is only for the purpose of research by the Canadian institution, so there must be some law related to that so that should be put explicitly at the end.

M: Do you think that these laws have been effective in protecting your information?

R: Yes, I think they do, of course they are laws but sometimes they are abused. Otherwise I don't realize that there are problems.

R: It's I think, you need laws because you promise and we believe, it's all based on trust, it is going to be a problem then maybe look after that and you know, by the time we look at it like we see that it was done by Ipsos (inaudible) and maybe by the time we've done that Ipsos doesn't exist anymore.

M: Are you aware how federal and governmental institutions can use how much rights they have?

R: No, no, no, we are not aware, we just have a very natural sense of legislative possibilities like what she said when she asked is this compulsory that you make a photocopy of my I.D., even you know, when a crime is concerned, even if the person

if proved to be guilty, as he was found on the spot while committing the crime, even in that case his name cannot be put publicly, be made public, is it in Hungary only? They put the monogram but the name of the victim can be shown.

M: So you can't mention the name of the person who did the crime, but that of the victim?

R: Yes

R: But he is the one who committed the crime.

R: You can not be sure, you can never be sure. But the victim is sure, so you can be sure there is a victim.

M: Okay, lets move on, some measures that can be a threat now, what do you think that the measures that are taken in order to protect personal information? You have already mentioned the subject, yes, we can say that and the opposite as well, but think about it, so if our personal information can be accessed more, would you give consent to this in order to have greater security?

R: It depends on what interest. Like what are your interests, which are priority, what's more important? On the level of society, we have to agree that the security is more important, however these measures should not be discriminative, let's say in the States, all those Germans could go and pass the border so where as I was controlled which was really humiliating, so this is not okay, this was a well known rule.

M: So you think it should be equal for everybody then? If there is a measure?

R: Yes, like the American person when he comes here, yes of course.

M: Eva, what do you think?

R: In the school we ask for a lot of, you know they ask for a lot of data and it's put on the computer and it's protected with a password, so it's just the management who can have access to that, nobody else in the school, it's an emotional issue as well, it depends very much on the mood you are in. On the level of society, when there are problems and you are more tolerant, you give more, after Pearl Harbour, for example, they collected all the Japanese people in America and put them into concentration camps but this did not happen with the Arab after Sept. 11, so it depends on how much you accept and give consent to.

M: If you put it on ballots now, which is more important to you, not to have such big security but to have protection of your personal information on every level or the other way around? Edit, what do you think in this very moment?

R: I think that I already gave my data to so many officials that I can never know the staff working in that office to whom he or she will give my information.

M: So what is more important, security or protection of the personal information?

R: Both

R: Security, but it's the same thing. I protect my personal information cause I like to be in security and I wouldn't like them to abuse, but on the other hand, the knowledge of personal information can give you security, like your credit card, if they can track that down then it's bad, but if it's stolen, then it's really good that they can track it down.

M: So, on the one hand, sometimes they find the guilty person this way, so we should have the choice. The question is, I told you the British example, so is it worse to have an I.D. and to have larger security or do you prefer not to have an I.D. and have less security?

R: We are used to it and we give our information in order to have larger, greater security.

M: So what is the answer to this?

R: I am for security, public security. I think that somebody who is terrorist, for example, he is not going to give his own data, so you cannot protect from these things. People are not like that, they are free and ready to give their information, of course they are afraid of abuses if anybody among us is, you know, somebody who is in protection of work force, he has to give his CV and many, many various places.

M: What do you think in the future, what direction will changes go? Do you think security will be more important or protection of personal data?

R: I think security because of terrorism, ah for example, the law about money, so that fake money should not be produced, that is why they try to collect a lot of data in order to stop the support that could be given to terrorism.

R: I think the protection of personal information will be of a priority.

M: Now, I'm going to ask you different questions, I would like to ask you what do you think the various workplaces, to what extent do they track, keep track of the activities of the employee?

R: It is very interesting, when there is an monitoring system and if somebody uses (inaudible) too much, then they come to you and ask you why you did this, so I have they the impression that they monitor what you do more and more, so it's good on the one hand and not so good on the other hand because first of all you don't like the feeling and sometimes as long as there is no problem with your work, then I feel like why deal with that, why bother?

M: Anything else?

R: It is very tough at my place, we have magnetic card, that is how you check in, if you go, then you check out, then you check in again, so by second it can be tracked down, it is only at the toilet that you don't have to put your magnetic card in. Also when I pick up the phone in one of the central rooms, they print out what number I called, and how long the call was, also the central server checks what pages I looked. Apart from that, they monitor with a camera what I do, so, I think this is horrible. You can get used to it but it's horrible.

M: What sensations does it evoke in you?

R: Bad, bad, frustrating, because you don't have a kind of protective circle, they know things they shouldn't about you. I get through it, I don't even realize, so you can forget about it after a certain time. First you have aversions, but it's like in the reality shows, you get used to it and you just don't care.

R: I say it's good of course if you are monitored at the workplace, to some extent it can be frustrating because it's like how long can you support when the body of another person is close to you and this is a little bit similar. If all your gestures and movements are surveyed or in a larger area, then it's not so disturbing if it's only the door.

M: Do you also have security?

R: We also have the card. This is not for them to know what we do, it is for our security.

M: Do you think that they have the rights, the workplaces, to do this, or do they just do it because they want to do it?

R: I'm aware of a case which is now dealt with by the Ombudsman, what they did was they were hacking the emails (inaudible) of some people from the perspective of the

company, they should have course because of some possible cost, check what is going on, the employees do. But of course when I do my job, when I do my work if I do things while, like I put my finger in my nose or things like that, (inaudible) if it effects my work. You know, what they should do, they should filter out, they should put stops on the pages that we should not visit.

M: Do you think that if they introduce measures to survey employees, do you think they should let employees know?

R: Yes, because once they put up this system, they did that and they didn't tell me and the newcomers were informed, but I, who was working there for a long time was not informed about it.

M: The magnetic card you realized?

R: Well I'm not talking about the magnetic card, but its printed report about who used the internet how much and nobody told me. Either I should not have it, or if it's there, then you know, I was not in the top place but the use was in the top place and it's very (inaudible) and its natural but, if you know then you behave differently.

M: So you think that people should be informed about that?

R: Yes, because sometimes he only learns it because they found out that he downloaded a whole movie.

R: You told me already that at the various workplaces what happens is I receive letters and I get them already opened, they are letters that come in my name but at my workplace. I reported on it because I felt it was a bad thing that I received my letters open, of course of it comes to the company, but if it comes to your name then nobody else can open it but

M: What do you think can be counted as personal and what cannot?

R: Uh, where you changed clothes, that can not be surveyed, that's what I heard.

M: Do you think it counts as personal when you go out, like when you go out to smoke?

R: Well, yes its okay because maybe the company should not accept if somebody smokes too much and spends his working time smoking. If somebody works with the computer, I think that there is a law that 10 minutes every hour he should not work with the computer and then he can go out.

M: And where he goes in his 10 minutes, do you think it is personal or not personal?

R: Personal and I think now if I'm monitored whether I used the internet during work, then they should also check whether I rested during those 10 minutes. If they can tell me, please don't use internet, then they could also tell me, please take a rest because you have the right for your rest.

M: Do you think a company should survey all their employees or do you think that only specific groups of employees should be surveyed?

R: If somebody is monitored, then all of them should, otherwise its discrimination.

R: Yes, it's a complex issue because a cashier is not surveyed to see if he or she does the job properly but for security purposes, so I think it depends.

R: I think it's easier to accept the whole thing if everybody is surveyed.

R: It depends on the position in the company. That is very much so, I think it could be regulated because I was surprised years ago, there was a cost limit, it was not big money, but it was \$1,000.00

End of Tape 1

(Inaudible – tape static)

R: But these should be well known to everybody, this should not be so much protected, it should be put out on the wall like the Director of the Company have this much, the employees have this much. Here in Hungary, it's very much of a secret most of the time. Yes, like the salary, the income of just everyday people, secret, nobody can know, but for me to know whether I'm happy with the service or not.

M: But do you think the data about your salary, is this personal or not?

R: It's personal; I mean you only spend your own.

M: Okay, now you, what do you think, those people who travel more by plane for example, do you think they are more under threat regarding privacy issues or not? Or less? What happens with their personal information?

R: I have never felt that.

R: Me neither, even though I live abroad for a long time, in general they make a copy of the passport at the airport rather than in a country, borders, so that's why it can be tracked down. I think somebody who flies, they know more about him. I think it's that it, for example, in (inaudible) I had a bad experience because in (inaudible) they don't like Hungarians, they have reason for that and they are very tough on us and we have to have contact over there for us to enter convoy jet (sounds like) to be able to go in.

M: What do you think, do you think the Hungarian government should monitor its citizens when they leave the country and enter?

R: Whether they should? Whether they should know where I am, whether they should know when I leave the country, is that what you mean? And whether I went as a tourist or not, is that what you mean? I don't think so, no. It should be a personal decision, because you feel like you are followed. It's like when I go to Vienna, if they want to they can track you down cause they use your phone and with your phone, they can even know in which part you used your phone, when I'm abroad, you know when I arrive to some city, I always send the message that I arrived, so they check that then they can know exactly when I arrived and where and

M: Do you think that, shouldn't we follow what you do by the government?

R: I think some people, its worse, some famous people who are well known, it depends on and if they have, I'm sure that when you leave the country they are aware, but when I leave it's very, but you know, the destination that I have might not necessarily be related to the border information. I might step and enter and re-enter some border 3 times before.

M: Do you think that when they have information about you, (inaudible) do you think it should be shared with other governments?

R: Yes, when you do your studies for example, when you have a scholarship, but if it's your personal holiday, they should not, there for a feeling of security, no, no, it's not a feeling of security and it's a contradiction again whether we should be followed or not followed, but in case something happens, for our security, you know, accept that my Mother country should know in case we need help. That's what I think. You know they always say what you have to do, its worse when you go to a foreign country, you can go to the embassy and say that you are in that country, for your own sake, they always tell you that.

M: Should they share this information?

R: I don't think so

M: Would it disturb you?

R: I don't know what we are talking about specifically, like for example if I go to the States, whether the American government should know that I'm going, yes, this is communicated I think. Let me give a specific example. After Sept 11, The U.S. required address information on all travellers, this time, so the Hungarian government had to comply so I'm sure this information was transmitted. I was coming back then. So you have to ensure that these information. What like the policeman on the roads so that he can stop the cars? Some probable control exists in this case as well.

R: So this is well known

M: So you were aware of it, and what do you think of it?

R: It wouldn't disturb me, I just acknowledged it, I should rather say I accepted it, so I didn't really pay attention, meditate about why and how, I just accepted it. I always say, yes, we should have security in that sense. I worked for travel agency and I have a passenger who was sent back without any reason and this was the mother of two children, they went with a group and she came back with the afternoon plane and somebody who has nothing to hide, who's freedom should not be controlled, I didn't even understand how that happened, then everybody should have that, but immigration officer can decide based on any personal impression of his.

M: And what do you think?

R: That Hungary had no other choice, it had to comply. I think we have to introduce the same measures if an American person comes to Hungary, should be the same so the agreement between the two countries, should be a two way and not a one way

contract. The conditions should be the same. Since the 11th of September, this is the more important part of the question, since then it changed and of course they have the right to fear but of course from the States, anybody might come and cause problems, so it can go the other way around so they cannot filter better over there. The question is that this Visa, this existed because it's our interest that more and more Americans come here and it's not in their interest that many of us go. Let me give you an example, Malaysia (sounds like) has a rule that the tickets, all the western European companies forbade us to step on the plane without a return ticket, without a return ticket, we could not go and we had to accept that, we couldn't go otherwise.

M: Okay, let's move on. How many of you participate in loyalty programs with cards?

R: I have one with Lufthansa

R: I have one with Swiss Air; Malaysia Air (sounds like)

M: What colour is it?

R: Blue

M: What is the purpose of these loyalty programs?

R: To keep the customer at any rate.

R: They want us to go on business trips with them and this way they give us gifts of personal tourist tickets, this is the way they appreciate, it's kind of a present from them.

M: With participation in this kind of loyalty program, what kind of information do they ask for?

R: Email, yes they ask for the email more then the family address, information about does you have a husband, how many children, job,

R: Swiss Air asks for less, for fewer things

M: Right, what do you think, the information that they ask for, do you think they can send it to other companies?

R: Well maybe for statistical reasons, I'm sure they send it because I receive frequent traveller letters, so.

M: Do you remember is there were any question about whether you approve of it or you don't remember?

R: Ah, no there were very small letters, I'm sure

M: Are you aware, do you know if another company takes part in a loyalty program and if you pay with various cards, like cards to collect points, so if there are loyalty programs like this, do you think it can be tracked down where you purchase if you use these?

R: Sure, certainly, it's like a credit card, it has a code and there's a chip on it.

M: That these purchases can be tracked down, does it disturb you?

R: There is a smaller card for example, when you go to the gas station, you get points and then whatever, I don't know what you can do with it, I don't care, it doesn't disturb me, I bought gas at the (inaudible) gas station but you know, if there is a crime and I am a suspect for the crime, it can be a good proof that I wasn't even there, but you can prove or explain something in the opposite as well, it can be as good as bad, so, this is always a question of perspective.

M: Okay, I have run out of questions, I just have a last question. If you look at the questions, you can see 3 and 4 and here, you should rank the different types of privacy, so in order of importance, please rank these 4. Put the number from 1 to 4 based on the type of privacy. (Explains the different types of privacy) 1 is most under threat and 4 is least under threat. I will collect this, thank you.

End