

**TITLE:** Globalization of Personal Data

**GROUP#:** G1, Tokyo, Japan – Workers & Travellers

**DATE:** October 28, 2004

**PARTICIPANTS:**

- Mizuno
- Osumi
- Akazawa
- Asahi
- Hidaka
- Kusakari
- Urawa
- Imamura
- Marume
- Saitou

**M** *We have ten people so I'd like to start the discussion. Good evening ladies and gentlemen. Good evening. There are quite many people. Normally I have six or people. I have as many people as ten people. Have you ever been informed about the theme of today's discussion? Have you been? You have not? You have not. Why are you here? What were you told?*

**Male** We were told we'd talk about news.

**M** *Is that what you were told? Actually that's not correct information. What I'd like to achieve in this discussion is to talk about privacy of personal information. I'll be asking you to talk about personal information. Don't take anything seriously. I know you were probably scared or concerned. I can tell that the client, this is commissioned by a Canadian university called Queens University. They are very much interested in having personal information data in electronic form. To understand better about peoples feelings we are asked to do a survey and this is a quite a large-scale survey that involves tens of thousands or people. This is the first stage leading up to the larger scale of researching. That's why I've asked you to come over here to talk about your privacy and personal information and what you think about that. I'll be giving you a topic for you to talk about one after another and I'd like you to feel free to talk about whatever you have in mind. Are you feeling comfortable? You are probably shocked or scared. Don't worry about it. We can make it.*

*Until the end of the discussion there are 2 things I'd like you to understand. I'd like you to talk at a proper volume. Not talk quiet and not to talk loud. I'm often times scared when I have a group of people in 60's or 80's because they are quite tired. They spend as much as 20 minutes talking all by themselves. Other participants' fall asleep often times. I don't want that happening in this group. And at the same time I don't want you to talk very little. You should talk more than little. So.... Please be aware that you'll be asked to talk more if you don't talk a lot. I have a note taker. You know, they have some people behind the mirrors. This is a one-way mirror, and we have cameras up in the ceiling for audio taking and videotaping. Often times we have difficulty of who said what. So when you start talking could you please make sure that you tell you are Ms. or Mr. so & so, telling this and that. So it will be quite easy for us to find out your comments, your individual comments. I don't expect you to come to any conclusions at all. Ten different people. Certainly I can expect ten different individual feelings, personal feelings. Even if you disagree with other people, please don't be concerned.*

*There will be no official breaks, or any breaks at all. But feel free to sneak out when you feel like going to the rest room. Any questions before we start? No? Can I start right away? You are probably still wondering what kind of questions you're supposed to answer. But don't feel worried.*

*First thing I'd like to do is to introduce yourselves. Please tell me who you are. What you work with. No need to say which company exactly, but you could tell me at least your working background, like industry or business sector. You could also talk about things you feel enthusiastic about in past time activities. Anybody volunteers, "self interaction". Who came here first? Into this room first?  
You there, could you please start to introduce yourself, Mr. Osumi?*

**Osumi** This name is Osumi, OSUMI. What I do for a living is I'm an architect of a construction company. Things I feel enthusiastic about these days – I've reached this age, so I decided to get a license for heavy-duty motorcycles. Probably at the end of the year, Christmas season, I'll buy my very first motorcycle. Big engine.

**M** *Could you please introduce your self?*

**Akazawa** The name is Akazawa, AKAZAWA. I'm in construction business as well, but I'm working in administration sector. My hobby, things I feel enthusiastic about these days. I started lately drinking sprit called Shochu, SHOCHU. A Japanese spirit. I go home and I have a collection of Shochu bottles and I enjoy myself looking at the bottles of Japanese Shochu.

**Asahi** Hi, my name is Asahi. I'm sorry I have a sore throat because of a cold. I work at a real estate company. I'm just a sales assistant. My name is Asahi, ASAHI. I've just arrived in the company this year, so I'm trying to catch up. Better learn how business works. But my hobby is watching sport games.

**Hidaka** Hidaka, HIDAKA. I'm working at system integration department in IT industry. Things I feel enthusiastic about are cars, motorcars, race care and I actually drive myself.

*M* *You do, you drive?*

**Hidaka** Yes, although I'm not a professional.

**Kusakari** How do you do? My name is Kusakari, KUSAKARI. What I do for life is working as a sales person at the paper company. My hobby is horseback racing.

*M* *Horseback racing?*

**Kusakari** Yes, something I've been doing for long.

**Urawa** How do you do? My name is Urawa, URAWA. I'm working as a sales assistant. I have a central roll for a human resource bank. My hobby is volleyball.

*M* *Volleyball? Not ballet dancing? Volleyball sport.*

**Imamura** How do you do? My name is Imamura, IMAMURA. I'm a chiropractic practitioner. My hobby is football and tennis.

*M* *Do you play football or soccer?*

**Imamura** Yes, I do. I play soccer/football. Whatever you call it.

**Marume** How do you do? My name is Marume, MARUME. I'm an administration working at University, but I'm just administration staff. When I have free time I just go out for fun, but I'm interested in volunteer activities.

**Saitou** Hi, how do you do? My name is Saitou, SAITOU. I'm a system integrator at a financial institution. I'm very much interested in going on a trip to hot spring spas, but I don't have enough disposable income. So what I do is go to the health centers where they have hot spring water inside Tokyo.

**Mizuno** How do you do? My name is Mizuno. What I've been doing is martial art.

*M* *Martial art?*

**Mizuno** Yes, they're using the real Japanese samurai swords and practicing how to use them.

*M* *My name is Kashiara and I'll be the moderator. I'll be starting out with one simple question in the self-completion form. I would like you to complete that*

*questionnaire all by yourself. You only have two questions to answer. What I'd like to do is; reading these questions what things come to mind? First question is privacy. What comes to mind, what is the first thing when you think about privacy? The next thing is security. What is the first thing that comes to mind when you think about security?*

**M** *The time is up. I'm sorry. And from now on you don't have to fill any completion form at all. Let's talk about the first question. What's the first thing that comes to mind when you think about privacy? What's your answer? Just tell me what you've written down.*

**Urawa** Personal information.

**Akazawa** Something that's going to be invaded or violated.

**M** *Something that's going to be invaded or violated? Is that right?*

**Akazawa** Yes

**Marume** I don't think so. I think privacy is something that has to be protected.

**M** *I see Ms Marume. Did you not write anything else? Yes Mr. Osumi?*

**Osumi** It's simple. Something I want to keep all by myself. I don't want anyone else sneaking into my privacy.

**M** *Mr. Osumi?*

**Osumi** Secret.

**M** *Secret?*

**Osumi** Yes, secret. The information.

**M** *What do you mean, Mr. Osumi, when you say information?*

**Osumi** Personal information.

**M** *Something you want to keep secret. You don't want....*

**Urawa** My body size

**M** *Your body size, Ms Urawa?*

**Urawa** Yes. Breasts, waist, hips. My body size.

**M** *Anything else?*

**Hidaka** Habits I have. Strange habits I have.

**M** *Strange habits you have, Mr. Hidaka?*

**Hidaka** Yes

**M** *What about other things that come to your mind. Didn't anyone else write anything else? Yes, Ms Asahi?*

**Asahi** I think of my room. An image that came to my mind was my room. First of all I wrote down that personal information is not official. And then I stated to think, visualize things, my surroundings. And I don't want anybody stepping into my room.

**M** *I see. What about security? You must have thought of something, didn't you? You wrote down something didn't you?*

**Mizuno** It's a system to protect personal information.

**M** *Is that right, Mr. Mizuno? Yes, Mr. Marume.*

**Marume** Something to assure.

**M** *Security has to be assured? Do you agree Mr. Osumi?*

**Osumi** Yes.

**M** *Mr. Osumi, please.*

**Osumi** I was just writing down password.

**M** *So security, password, safety.*

**Osumi** That is how I felt.

**M** *Was that it, Mr. Osumi? Did you not write anything else, Ms Saitou?*

**Saitou** I guess something that needs to be protected and assured.

**M** *Is that right? Did you not write anything else? Did you also write down safety?*

**Imamura** Something that makes me feel comfortable.

*M*                    *Something that makes you feel comfortable, Ms Imamura? Ms Kusakari, please go ahead.*

**Kusakari**        I thought it's the measures or methods to protect privacy. That's security.

*M*                    *Is that right?*

**Kusakari**        Yes.

*M*                    *Do you think your privacy is the value?*

**Imamura**        Yes.

*M*                    *All the other people agree? Do you agree?*

?

?

?

**Kusakari**        Probably it's not a big deal. But I think about my own privacy. I don't want anybody else to sneak into my privacy.

*M*                    *Is that right Mr. Kusakari?*

**Kusakari**        Yes. But privacy does not have monetary value.

*M*                    *Privacy is not of monetary value?*

**Kusakari**        I don't think so.

*M*                    *You don't think so, Mr. Kusakari? What about other people?*

?

*M*                    *Ms Asahi.*

**Asahi**            Privacy may have some monetary value, but it's shared by a large number of people.

?

**Marume** I think of my girlfriend, my lover. \_\_\_\_\_ your privacy, the fact that you have a relationship. Sharing someone else's privacy, that itself is very important in a relationship. So privacy has that value.

*M* Any other on value? What is the other \_\_\_\_\_? I did understand truly Mr. Marume what you said about other people. Any other value/privacy? Yes, Mr. Hidaka?

**Hidaka** You can probably make sales out of privacy. For example, this household has how many members in the family. With a family breakup of this and that.

*M* You think so, Mr. Hidaka.

**Hidaka** Yes.

*M* Anything else? Any other value of privacy. Mr. Mizuno, no comment? Go ahead Ms Saitou.

**Saitou** Well values of privacy probably is your bank account and the pin number. So if you list of all the elements and components making up privacy, probably some of them have value. For example, if your pin number and password is being disclosed or leaked out then that may produce some monetary value.

*M* I see, Ms Saitou.

**?** I mean, something I take casual, if you tried you can device a way to make some monetary value out of that. Something you feel trivial, but that may produce some monetary value.

*M* Yes, Mr. Urawa?

**Urawa** There are some socializing crimes. Sometimes you get called by someone who says he knows you as his relative or family and he's just socializing trying to embezzle some money out of you.

*M* If you compare things for the past five years, do you think the way people feel about privacy is different, compared to how things were five years ago? Do you think you had more privacy five years ago or more now?

**Mizuno** There's privacy now.

*M* There's privacy now, Mr. Mizuno? Do you agree, Mr. Osumi?

**Osumi** Yes.

**?** I think about my privacy, how I perceive privacy now compared to five years ago.

- M** Yes.
- ?** Less privacy now.
- M** *What about Ms Urawa?*
- Urawa** I agree.
- Mizuno** Often times I receive a phone call to my cell phone from some stranger.
- M** *Is that right?*
- Mizuno** Same with emails.
- M** *Is that right, Mr. Mizuno? Mr. Osumi, go ahead.*
- Osumi** I don't know how people came to know how people contact me. I'm asked if I'm interested in buying condominiums. I don't know why I'm contacted by a stranger and then all of a sudden remember three months ago I went to a show room of a new condo. Then I found out how people sneaked out my information.
- M** *Do you all agree you have less privacy now than five years ago? Mr. Marume?*
- Marume** Nowadays there's a wider penetration of cell phones. That's why I often times receive spam calls, spam mails.
- M** *Is it because you nowadays use your cell phone quite often, and PC?*
- Marume** And land line.
- M** *And land line as well, Mr. Akazawa?*
- Akazawa** No, not land line. Mainly a cell phone.
- ?** The situation is just the same with landline, your family phone. I've been receiving many sales call to land line, but all of a sudden when I open my mailbox in my PC I find many incoming mails from strangers. Many of them are spam mails. I wonder how people find out about my email address.
- M** *So it's mainly because of the penetration of PC and cell phones. Mrs. Imamura, compared to five years ago is anything different?*
- Akazawa** I got married.
- M** *Did you. Congratulations, Mr. Akazawa.*

- Akazawa** I'm now commenting right out of my heart.
- M** *That's \_\_\_ different than what we were talking about, Mr. Akazawa. I'm sorry. So do you feel you have less privacy because of the wide penetration of PC and cell phone... Ms Urawa?*
- Urawa** I have a big brother, an older brother. He's persistently receiving requests for payment although he didn't purchase anything at all. All of those requests for payment have one cell phone number. So he reported that cell phone number to the police office \_\_\_\_\_ got money.
- M** *Did you. You too, Mr. Akazawa?*
- Osumi** So did I.
- M** *Did you, Mr. Osumi? You were asked to pay some amount?*
- Osumi** Yes.
- M** *So it happens often times in your private life.*
- Urawa** Yes.
- M** *Mr. Hidaka, please.*
- Hidaka** Often times I get phone calls to my office. I wonder how they found out about my office phone number. For example, I was asked if I'm interested in future transactions.
- M** *Future trading? And that call came to your office?*
- Hidaka** That's right.
- M** *Are you struggling with little interest in privacy or is it just because of this discussion?*
- Akazawa** I don't care a lot about privacy. Unless I get involved in some crime. I don't care a lot. I'm not that sensitive to privacy issues. Because the emails, junk mail, happen every day. So I don't care a lot.
- M** *You don't care a lot Mr. Akazawa? Do you not often talk about privacy issues with your friends?*
- Mizuno** No, no. These days we read many newspapers articles that personal information is being disclosed, breached, from insurance companies, Internet providers like

Yahoo. So these are the things that are becoming prevalent, prominent. But I don't care \_\_\_\_\_ because I have my personal information \_\_\_ from being disclosed. \_\_\_\_\_ that. Even with that bit experience. I don't care a lot. I'm trying to comment. I'm \_\_\_ very of privacy because I'm supposed to talk about that. Like someone else said, privacy is not a big deal for me. Personal information I do care, but privacy is only in relation to personal relationship.

**M** *Is that right?*

**Mizuno** Yes. Japanese are not that sensitive to privacy issues.

**M** *You think so, Ms Imamura?*

**Imamura** I don't care at all.

**M** *You don't care at all? Mr. Osumi, please go ahead.*

**Osumi** I've given up my privacy, it's a social resignation.

**M** *Mr. Kusakari, please.*

**Kusakari** Can I say something about my husband? He works for a company where the personal information of workers had been disclosed. I talked about it with my husband because it was a report on a BBS website and in newspapers. But other than that...

**M** *It's not your personal information, is it?*

**Kusakari** No, it's my husband and my husband's employer.

**M** *Ms. Marume?*

**Marume** Remember the juvenile who killed. A boy, 14-year-old boy, killed a 1<sup>st</sup> grader, elementary school. The boy beheaded the infant and placed the head on the school gate. His identity was not supposed to be disclosed, but his identity was disclosed often times on many web sites. That was ten years ago.

**M** *Ms. Imamura?*

**Imamura** I don't talk a lot about privacy.

**M** *You don't take any measures to protect your privacy at all? You don't? It's seems that you're perplexed.*

**Imamura** I have security software in my PC. Norton Security.

**M** *Is that right?*

**Imamura** Yes.

**M** *You don't take any other action at all? Ms Kusakari?*

**Kusakari** Often times I receive strange phone calls on my land line and I'm asking the people that call me to display the numbers when I pick up the phone. Often when I buy cosmetic products I'm asked to fill in the customer profile form, but I do not disclose the full information. I just write down my address, but I don't write down my phone number.

**M** *Ms Urawa?*

**Urawa** Often times you are asked when you're walking down the street to participate in some volunteer activity. You'll be asked to fill in the personal information. I don't do that.

**M** *Ms Kusakari?*

**Kusakari** I'm really scared when I receive the phone call from a strange to my house. So I don't write down my phone number.

**M** *Ms Imamura?*

**Imamura** It's quite easy to find out peoples phone numbers. Several years ago my older brother did and after the death we received sales calls from department stores, \_\_\_\_\_ stores to give some gifts to people who attended the funeral service. I wondered why all of a sudden I received so many sales calls right after the funeral of my brother. Probably because of the funeral service provider disclosed information, when it comes to personal information like race, age, phone. You have to protect. These things shouldn't be disclosed and I really felt bad. I actually yelled at somebody calling me the day after the death of my older brother. I really felt bad and upset.

**M** *What about other people? You don't take any action at all? Mr. Osumi?*

**Osumi** No.

**M** *No? I got a lot of comments from female participants. What about males?*

**Osumi** I don't take any action at all. I try to have the people calling me display their phone number, but that's about it. But at the time when we celebrated our children's birthdays, them growing up, at age 3, 5, 7, I received mail to buy some gifts. I don't know how people find out about my family make up. I try not to fill

in any personal forms to pass out my personal numbers or address. But people find me. For example, I have received medical checkup every year by the company. After the report I got my levels/readings, blood pressure and everything. All the medical record they receive from the annual medical checkup is passed on to the company. Eventually it ends up in someone else's hands.

? Same with me.

? Yes, somebody knows what's inside my body; my blood pressure levels and may physical strength.

*M Do you think your protection of privacy is changing, or has been changing? Mr. Osumi, you said you've already given up protecting your security. Did you give up or is it a feeling you've had for a long time? Ms. Asahi?*

**Asahi** I can't compare how things were five years ago, but compared to things three years ago I received so many spam mails to my cell phone. I took some action and filtered. I received less spam mails. I know the peoples personal information leaked so that's why many direct mail sales, phone calls, email. I feel disturbed, but what I feel is I did not suffer a lot. Things really didn't get that serious. That means I have probably taken action without passing out critical information about myself. For example, I have an Internet Service Provider that I subscribe to. And I guess that ISP is offering some protection to me. Because there's nothing else I can do. It's not like giving up in a negative way, but I guess I at least have some protection.

*M You think so? What about other people? Do you think your perception is changing? Mr. Hidaka?*

**Hidaka** No.

*M No? Mr. Osumi? Mr. Hidaka?*

**Hidaka** We still participate in many free price opportunities on websites. And I usually pass on my personal information; my phone numbers and email. But I didn't suffer greatly. You've got to compromise.

*M You think so?*

**Hidaka** Yes. To get some gifts and rewards you've got to compromise.

*M Do you not experience some serious invasions of privacy at all?*

**Urawa** No.

*M No, Mr. Urawa? Mr. Osumi?*

- Osumi** No
- M* *Ms. Saitou?*
- Saitou** No.
- M* *Ms. Imamura?*
- Imamura** That felt cold after the funeral of my brother. Often times I receive sales calls. Normally at the time when I'm cooking dinner, asking if I'm interested in sending my children to a good school.
- M* *Is that right? But do you think all those experiences are changing your perception?*
- Imamura** I don't pick up the phone when I'm cooking dinner. Like I said, it's quite easy for people to find out your phone number or of anybody. I try to display callers/numbers, but there's nothing else I can do. That's why people switch from landline to email. People try to communicate more via email rather than by phone, especially by landline/home phone.
- M* *Anything else? Do you think you've experienced any serious invasion of privacy? No? You don't think so at all? You don't care at all, do you? No? What about government invasion of your privacy. You laugh.*
- Marume** No. I've never thought about it.
- M* *You never thought about it?*
- Marume** I'm not listed in government books. I'm not a well-known person.
- M* *You're not a well-known person? You don't care Mr. Marume?*
- Marume** No.
- M* *What about your medical records? Mr. Osumi?*
- Osumi** Yes.
- M* *It seems it doesn't worry you a lot.*
- Osumi** No. It doesn't bother me at all.
- M* *Doesn't worry you at all, Mr. Osumi?*

- Osumi** No.
- M* *Ms Urawa.*
- Urawa** I used to work with a junior female colleague and I heard she cried when the company president read her medical record. So that really was shocking to her, while other people don't care.
- M* *Do you not feel your company/employer is invading your privacy?*
- Hidaka** I don't know if it's infringement, but sometimes I'm contacted by the company during holidays.
- M* *On holidays you're contacted by someone in the company? In a sense that's an infringement.*
- Hidaka** Yes. And also when I have long vacations I have to tell them where I am so the company can contact me. I have to send advance information where I'll be going during long holiday season. Being the system integrator I've got to do that.
- M* *What about other people? You don't think your company/employer does that?*
- Urawa** Perhaps I'm not aware of that.
- M* *You don't think you're aware Ms Urawa.*
- Urawa** No.
- M* *Mr. Osumi?*
- Osumi** I agree, I don't know that, but it's happening perhaps.
- M* *You think so? Yes, Ms Urawa?*
- Urawa** I guess. I was listening to the girl who cried having her medical record examined/read by the company president. Probably she cried because she found out it's the company president who read her medical record. But if you don't know who's reading your medical record, you don't care at all. It's only when you identify the people who actually are grasping your personal information. Because you don't know who's watching your privacy. These are anonymous people.
- M* *Mrs. Imamura?*
- Imamura** For example, your CV. You have to send your CV when you apply for an employment opportunity. That's your personal information, privacy.

- M** *Do you think it's compromising your privacy one way or the other on some occasions? Mr. Akazawa?*
- Akazawa** I'm working in the administration sector. I'm on the recipient side of company employees' information. That's why I'm not that sensitive.
- M** *Not only talking about business situations, do you sometimes compromise your privacy even in private situations, not business?*
- Kusakari** Probably the government offices have your resident records.
- M** *That's one thing perhaps, Mrs. Kusakari.*
- ?** When I put up a \_\_\_\_\_.
- M** *When you put up a \_\_\_\_\_, Mrs. Kusakari?*
- Kusakari** Yes, it's your privacy because you have to write down how much income you have when you try to put \_\_\_\_\_.
- M** *Is that right? Mrs. Imamura?*
- Imamura** When I receive some postal mail often times I read some number assigned to you. I'm talking about direct mail. I wonder what those numbers are, even when I dispose of them. What I do is I just tear them off into small pieces, because I don't want anyone to see those customer numbers or whatever numbers. They are assigned to me on the direct mail.
- M** *Is that right? What about other people? Do you sometimes compromise your personal information, your privacy? Does it not happen Ms Asahi?*
- Asahi** You have been talking in quite a negative way. I've never thought in a negative way when I send my resume` to a prospective employer. I want the prospective employer to read my resume`.
- M** *I don't know about the situation here, but I heard people in Japan are talking about the credit card information being compromised. Credit card information, do you not think it's something you compromise?*
- Osumi** No.
- M** *No, Mr. Osumi? Mrs. Imamura?*
- Imamura** I guess credit card companies have personal information. That's fine.
- M** *Mr. Hidaka?*

- Hidaka** I don't want my friends to know my credit card information, how much I spend.
- M* *That's fine that credit card companies know your financial record?*
- Mizuno** Yes.
- M* *You really don't care, do you?*
- Mizuno** No. It's inevitable.
- M* *Is it, Mr. Mizuno?*
- Mizuno** You have already called to get some "borrowings". You have to prove your identity. It's inevitable.
- M* *You think so Mr. Mizuno? Something you compromise and you don't simply care at all. Do you think you have to compromise that information?*
- Osumi** That's how the system works.
- M* *That's how the system works, Mr. Osumi? Ms Urawa.*
- Urawa** I guess it's inevitable. I would not say it's something I have in return.
- M* *Something you have in return? I just gave an example, credit card. But do you know if you're compromising in another way?*
- Osumi** Drivers license.
- M* *Drivers license, Mr. Osumi?*
- Osumi** When I got to rental shops, like Blockbuster, you have to show identity card, prove your identity. Often times when you use a driver's license they make a copy of it, that's personal information. Sometimes it occurs in my mind that I am indeed compromising my personal information/privacy quite easily.
- M* *You feel that way, Mr. Osumi?*
- Osumi** Yes.
- M* *Ms Asahi? Ms Saitou?*
- Saitou** I have my insurance. I have already come to my age so I have my own health insurance card. When I was a minor I was enrolled in my fathers health insurance program and I found out when I go to clinics when I was a minor that they knew

just about everything about myself and the other members of the family. That's a kind of invasion of privacy. I mean, when I went to the clinics, before I came to \_\_\_\_\_, they made a copy of the health insurance program/certificate. And it's got all the family members personal information with age, which clinics and for which diseases they've received care. That's a kind of personal information.

**M** *Can you think of any kind of people who are more susceptible to privacy invasions?*

**Marume** Showbiz people and politicians.

**M** *Showbiz people and politicians, Mr. Marume?*

**Marume** Yes.

**M** *You mean people in showbiz are always tracked and monitored everywhere? Can you think of any other kind of people who are more susceptible to privacy invasions?*

**Urawa** People who are popular.

**M** *People who are popular?*

**Urawa** Yes. No one is interested to find out about myself because I'm not well known.

**M** *You don't think so, Mr. Urawa?*

**Urawa** No.

**M** *People well known, famous people. Ms Asahi?*

**Asahi** I was thinking of something different. People who often times do the net surfing, browsing the Internet.

**M** *Why would you say so, Ms Asahi?*

**Asahi** I was talking about people who often times surf the Internet. I guess they know what kind of measures/actions they take to protect their privacy surfing the net. But there are some people who casually browse the Internet without taking enough measures.

**M** *So there are people like that?*

**Asahi** Yes. I'm talking about the people who nonchalantly/casually click any Internet jump buttons to go anywhere they want. Sometimes you're asked to type out the

credit card number on the Internet. If you were careful you wouldn't easily pass out credit card information. But some people do that.

**M** *Any other types of people who you think are more susceptible to privacy invasion? No? I guess you have exhausted your comments already so let's move on. Do you have any uneasiness about passing out your credit card information on the Internet? No? Ms \_\_\_\_?*

**?** There are safe ways and not safe ways.

**M** *Is that right?*

**?** And I know I can through the proper channels.

**M** *So you're selective when it comes to entering credit card information on the Internet? You go through the right channels with the right security measures/protection. Mr. Osumi?*

**Osumi** I'm scared all of sudden I may receive a big will. I don't \_\_\_\_\_ anything \_\_\_\_\_ buy with a credit card.

**M** *Is that right Mr. Osumi? What about other people? Ms Asahi?*

**Asahi** I place an order, receive an invoice and I make a payment. I just don't want to enter the credit card number.

**Osumi** Me too.

**M** *You too, Mr. Osumi?*

**Osumi** On the Internet.

**M** *What did you say, Mr. Mizuno?*

**Mizuno** I pay on the arrival of the products. \_\_\_\_\_

**M** *Mr. Hidaka.*

**Hidaka** I don't think so. I know that major consumer electronic stores, they're quite well known. I don't think so.

**M** *You don't think so, Mr. Hidaka. Mr. Osumi?*

**Osumi** When I have to enter a credit card number I wouldn't buy anything online.

**M** *You don't buy anything online? Ms Asahi?*

- Asahi** I'm not that tech savvy. I don't know a lot about the Internet. So I'm scared passing out my credit card information/credit card number to any website.
- M** *So that's different from Mr. Hidaka. Let's talk about the future. Five years from now, will you have less privacy or more? I would like you to imagine, you've got to use your imagination.*
- Imamura** It's just the same as now.
- M** *It's just the same as now? You think so Mrs. Imamura?*
- Imamura** Yes.
- M** *Ms Urawa?*
- Urawa** I try not to pass out my privacy information or personal information readily. Maybe in some cases my personal information is disclosed or leaked from third parties, big municipal government or banks. But what I do will be just the same five years from now.
- M** *What about other people?*
- Imamura** I'm thinking of banks. ATM card pin numbers. You will be in the cubicle and many people are in line. And I don't want people sneaking in what I'm doing with the ATM machine. I try to cover up everything. I'm really scared of people sneaking in the pin number I'm entering on the machine. One way of completely private information.  
ATM machines must be the place where many crimes may happen in the future.
- M** *Ms Asahi?*
- Asahi** I used to live in the United States. I remember ATM machines. They had the glass cubicles. I'm scared because you never know; somebody probably would assault you inside the cubicle. So it's better to have an open space just like ATM machines in Japan. I don't want that much closed environment for ATM machines. Having completely closed environment ATM machines is really scary. Often times you have ATM machine (box)?
- M** *ATM machine (box)?*
- Asahi** Yes, that's really scary, isn't it?
- ?** I don't understand.
- M** *Do you understand Ms Asahi? Mrs. Imamura, go ahead.*

**Imamura** You only have one or two ATM machines.

**M** *It's not an invasion of privacy?*

**Imamura** I'm sorry. I'm talking about assault.

**M** *That's an assault situation. That's not privacy. I guess people are getting confused about it. (Behind the mirrors). Please go back to discussion of privacy.*

**Mizuno** Can I say something about credit card companies?

**M** *Yes, Mr. Mizuno.*

**Mizuno** When you settle your bill at the restaurant, people may be scanning your credit card information. I heard it's quite easy for people to get scanning machines to read your bar code and your credit card information. IC chip readers. Even if the restaurant itself is doing proper business, but there may be somebody working at the cashier that abuses the credit card information.

**M** *Ms Asahi.*

**Asahi** I found out that these days you should even worry about the security of the company information left in the copy machine in the office. Often times I talk about what I do in my work place at home, but I'm often advised by my father that I should not talk that much about the company situation outside the office. And I heard that the copy machine in the office may become the devices to disclose the company information, confidential business information.

**M** *Is that right?*

**Asahi** And the fact somehow that's even scarier.

**M** *And do you think your privacy will be equally invaded in the same way? First of all can you think of anything that may be under greater threat five years from now? You said credit card information and IC chip reader. Is there any other threat that you anticipate to have five years from now?*

**?** Probably some errors in the citizen residential number network.

**?** The Japanese municipal government is having all the resident information assigned with \_\_\_\_\_ numbers.

**M** *Ms Saitou?*

**Saitou** In five years there will be a wider disclosure of private information, but equally we have more defensive actions in place. We probably have defense measures in place. More of that.

**Mizuno** I scared \_\_\_\_ cell phone. I heard that there could be duplication of cell phones with one number. Two cell phones that have the same number. You probably receive a very high phone bill all of a sudden. It could probably happen. Somebody copy your cell phone with the same number. You can do that. What if people working for the cell phone provider realize and abuse out phone numbers? What about people in the crime syndicate abusing cell phones and they're actually making calls and it's got the same phone number as yourself.

**M** *I see. Let's talk more about privacy five years from now. Mr. Akazawa?*

**Akazawa** I'm in real estate business. We've got \_\_\_\_, condos, and apartment houses. What I'm concerned about it home builders, construction workers. They probably have wire tap machines and strange devices.

**M** *Wiretap machine devices? To do what?*

**Akazawa** They probably would know what's taking place inside one house, condo. Video streaming, using wiretap machines and secret cameras embedded into one house. You expect once you step into your house you feel safe and secure. But that's not the case.

**M** *Yes, Mr. Akazawa.*

**Akazawa** When you move in to a brand new house you expect you have security but may not be the case anymore.

**M** *I see.*

**Akazawa** Actually, there was one incident.

**M** *I know what happened. I read the newspaper article. Somebody's family life had been disclosed on the Internet. Ms Asahi?*

**Asahi** I've heard somebody talking about the cell phones. But five years from now people probably have TV phones. In the past I was interested in I-Mode browser phones, but there's wide penetration of browser phones. Five years from now they take for granted that they can chat easily with a display on the cell phone. In the past we've got to enter in text form out personal information, but in the future your information of privacy will be disclosed easily in a visual form, not a text form.

**M** *What do you mean?*

- Asahi** I'm talking about my portrait being disclosed to the public. For example when I talk with somebody with a TV phone, the person on the other end is watching me. He or she can easily take a picture of my portrait. That's what I'm talking about. That's a visual form of info, not text info.
- M* *You're talking about your portrait, your visual information.*
- Asahi** Yes, that's visual information. Then I thought that somebody can claim that he/she kidnapped me, show you my portrait that he or she took on the cell phone or sneaked out from the cell phone TV conversation.
- M* *I see. I said five years. What about ten years from now? Do you think the situation will be more different? What will be the direction, if you can imagine? Mrs. Imamura?*
- Imamura** Earlier I said what I do is just the same five years from now, and Saitou was talking about defensive action. I think of that. And I know it's just cats and mouse. The more defensive action people take, the more aggressive the attackers become. It's just chicken and egg, cats and mouse. It goes on and on.
- ?** Yes, and you feel less and less sensitive to those issues.
- Urawa** That's right.
- M* *You feel that way, Ms Urawa?*
- Urawa** Yes. You compromise more and more because you become less and less sensitive to those issues.
- M* *You think so, Ms Urawa?*
- Urawa** Yes
- M* *Mr. Mizuno?*
- Mizuno** Even if you have a greater invasion of privacy, I expect there will greater regulations in place. Greater penalties, more severe penalties. But this vicious circle of cats and mouse would go on, but there would be greater penalties.
- M* *You think so, Mr. Mizuno? What about other people? What do you think is the biggest issue of privacy looking in to the future?*
- Marume** The other day I head that in downtown Tokyo they now have more monitoring cameras and less crime cases in a place called Shibuya. It's a famous downtown district in Tokyo. Increasingly parents are interested in monitoring their children.

I was watching this program the other day. There seems there's some kind of radio wire transmitter and you can have it embedded into bags of school children so you can always monitor what's going on with your children. You can actually watch where they are and what they are doing. They probably have them in the mall. But it's sometimes sad because the way we communicate with people will be different.

**M** *Do you feel that way, Mr. Marume?*

**Marume** Yes.

**M** *But if you want security you probably have to compromise privacy. Do you feel that way? Do you feel the need to trade off privacy for security?*

**?** There are certain types of privacy that I give up, that I would pass out, and there are certain types I would never ever compromise. For example, address and email. These things can easily be shared or leaked, and readily passed on to strangers, a third party. But there's something really personal about credit card information. It shall not be disclosed, shall not be shared by everybody. I mean, if these things are disclosed I need to have enough security in place in return.

**M** *Mr. Kusakari?*

**Kusakari** I would like to make a further comment. For example, if neighbors find out that something is happening to your children you should be contacted. In a way you have to compromise privacy to neighbors to some extent, for the greater safety of community. It's very important. But nowadays people don't care at all to share that. You don't even know the names of your neighbors. That's bad. Sometimes you have to pass that privacy.

**M** *Mr. Marume?*

**Marume** I guess it's mutual. It's that what you're saying Ms Kusakari? You talked about community privacy. It's group privacy. You're supposed to share your personal privacy with the neighbors for the greater security of community. She's talking about mutual assistance. Because if there's less, less mutual assistance in the community you feel more strongly about protecting your personal information.

**M** *Do you search information to learn more about privacy?*

**?** What did you say?

**M** *I'm talking about the privacy information. You mentioned news programs and newspaper articles. First of all you say you don't talk about privacy with friends. Ms Imamura?*

- Imamura** First of all whatever is invaded may not be true personal information. Sometimes people find out some personal information of someone else, but it may not be true.
- M** *What I'm asking, Ms Imamura, is; do you go to any information searches to learn more about privacy?*
- Imamura** News programs.
- M** *News programs? That's about it? You've been talking about many technological issues like cell phones and PC. Do you think this may be greater invasion of privacy in a sense, Mr. Osumi?*
- Osumi** These are the tools of personal information, yes. But I thought, when it's beneficial I'm ready to pass on my privacy. But if it's not beneficial, when it's detrimental I will not pass on my privacy. If somebody kidnaps my child I'd be happy to pass on my personal information, my name and my \_\_\_\_\_. Just for the greater safety of my child. Credit card as well. If I can get some customer benefits by passing on my credit card number, I may do that for the benefit in return. For that the incentive is the benefit. But if I disclose my credit card number to someone who abuses it, if I'm asked to pay a high bill/invoice, I'm not ready to pass it out. I'd also say, what about the greater benefit of mutual assistance – bone marrow transplants. If you become a donor of a bone marrow transplant you have to pass out your medical record. That's personal information. But if you register yourself at a bone marrow transplant bank someone would be saved by the bone marrow. And I guess I have a little reservation for passing out privacy.
- Urawa** As long as it's not abused.
- M** *As long as it's not abused, Ms Urawa?*
- Urawa** Yes. If it's used for the greater benefit of the people.
- M** *You think so Ms Urawa? Do you use PC either from home or from the office? Do you use email, or browse the Internet? You do. Do you not think your privacy is affected \_\_\_\_\_ PC? Ms Urawa?*
- Urawa** I have one email address in my cell phone. Sometimes I feel I probably have to write down my email address to people, but often times I beam my email address from my cell phone to someone else's cell phone. That's bad. I probably should pass it out in text form rather than beaming. I feel bad about it.
- M** *I'd like you to think about the technology. When you use devices, like PC and cell phones, are you aware that they may be susceptible to privacy invasions? Mrs. Imamura?*

**Imamura** Not really. Mrs. Kusakari was talking about neighbors. I know all the neighbors. They often times will knock the doors to my house. They say “hello, are you there?” and that was how I was brought up, but when I was a child. Nowadays I lock up the house even when I stay at home. That wasn't the case in the past so there's less and less community bond. And I guess because how I was brought up I am a little sensitive to privacy issues. Things really changed so fast ever since I was a child. I found it difficult to catch up with. The rapid changes that took place in society. For example, I took for granted that I had \_\_\_\_\_ cassette tapes, but that media has switched to CD's, then MD to DVD. And I had to catch up with all the technological evolution that happened so rapidly. And I took for granted it will go on in the future. Has your privacy been protected? I don't care. Will your privacy be shared? No. Things change so rapidly I have little time to think about it so seriously.

*M Did you hear what Mrs. Imamura said? Is that how you feel about using the Internet and cell phones? Mr. Hidaka?*

**Hidaka** There are some Internet Service Providers reported by a news program because their disclosure of personal information of subscribers. But we don't care a lot.

*M What are the threats of Internet to your privacy?*

? Junk mail.

*M Junk mail, spam mail. Is that the greatest threat of the Internet to your privacy? I often times here that people's privacy is invaded over the Internet.*

? Yes. There's a chance of personal information being abused for crime.

*M I know, but how can you tell when your privacy is abused? Mr. Marume?*

**Marume** Internet is supposed to be the media by which people can express their personal views and I found out there's a message board, BBS, in one website where people post messages. Inside one condo people stay anonymous but they share/tell what's going on inside the apartment house. Or the residents stay anonymous but they try to disclose what's going on in someone else's family. For example, the school records of your peers in the same school, but you stay anonymous. It's already happening. I don't want that. That's a privacy invasion.

*M I see. What about other people? With email or just with Internet browsing? What are other threats to privacy, Mr. Hidaka?*

**Hidaka** Socializing.

*M Socializing?*

- Hidaka** Identity theft. Somebody using your handle name, code name. Probably there's something common with what Mr. Marume said. People passing out your personal information or what's happening in one closed community.
- M* *I see, Mr. Hidaka. What do you think I can do using your email address, Ms Urawa?*
- Urawa** Often times the email address is abused.
- M* *Is that right, Ms Urawa?*
- Urawa** Probably somebody will try to frame Mr. Hidaka and he may be involved in some criminal activity.
- M* *Mr. Asahi?*
- Asahi** If you know someone else's email you can probably send mail through those people and if the recipient clicks one URL they will be charged with a high bill.
- M* *Ms Urawa?*
- Urawa** It happens with cell phones. People just call you and just terminate after one ring. People would call you back only to be referred to some abused site.
- M* *Have you taken any action at all on PC?*
- Akazawa** I have my account. I only go to websites where I feel comfortable.
- M* *Do you, Mr. Mizuno?*
- Mizuno** He doesn't go to any erotic sites does he?
- Akazawa** That's right.
- M* *Do you take any action at all for Internet, Ms Saitou?*
- Saitou** I'm not talking about identity theft. Imagine I go to one website, I log in and I have my ID and my password as I log in. As soon as I enter my ID and password I can go to my homepage with personal information but people can easily break in to your personal page in websites. That happened to me. I was invited to participate in a program. Because of people breaking in to my personal page where I have an account.
- M* *Mr. Osumi?*

- Osumi** I don't like being a member with an account.
- M* *Account member? Why does that scare you, Mr. Osumi?*
- Osumi** There's no clear but reason why I'm scared. I try not to have so many cards, credit cards. I don't want that many incentive program membership cards.
- M* *Could you tell me about it? You don't want to have so many membership cards in incentive programs. How come?*
- Hidaka** I feel the same way.
- M* *You feel the same way, Mr. Hidaka?*
- Hidaka** Yes. The more membership cards \_\_\_\_\_.
- M* *Are you talking about membership card only?*
- Hidaka** I'm talking about cards in general, not just membership cards, but credit cards as well.
- M* *What's the reason?*
- Asahi** Thinking about those people who administer membership information. My personal information is just a fraction, but there are some people who break in to some large customer program sites to get millions of people's information. That produces value, if not one person's information.
- M* *Mr. Mizuno?*
- Mizuno** I was watching this program the other day and there's a special feature of crime. I found out that what happened was all the large groups of people with a credit card have been charged every month with one or two more dollars. So personally it's just one or two additional dollars every month but collectively it became a large embezzlement. And I guess the more credit cards the greater threat you face.
- M* *Talking about technology, you probably know the Japanese government is talking some actions. It could be talk about the government or local government. Already somebody talked about resident numbers and resident \_\_\_\_\_ Internet. Network. Do you not know the Japanese government is taking action at all? Mr. Asahi? Ms Saitou?*
- Saitou** The municipal government where I live has some big errors, technical problems with the residential \_\_\_\_\_ network. It's a database of residents. There seems to be some security holes in the server of the municipal government where I live. So the entire network/resident database fell down/collapsed. And I felt upset. I was upset

because the government is not protecting out personal information. I felt bad about that.

**M** *Ms Saitou talked about the government employers; enterprises, business of government that seems to be taking actions by using advance technology. You don't view it that way?*

**Kusakari** There is always people trying to alter/abuse information.

**M** *Do you feel that way?*

**Kusakari** I'm scared in a way.

**M** *Are you?*

**Kusakari** Yes. I guess there's always a way to decode encrypted data if you know, if you find a way to decode encrypted data of any database.

**M** *I see. But do you not trust the government at all. Do you think the government can take actions? Do you think the government is moving to electronic form?*

**Kusakari** Yes. Increasingly the government will be interested in controlling the resident information in electronic form because they can save manpower?

**M** *You think so?*

**Kusakari** Yes. They will be more efficient. And they also try to track the residents' activity.

**M** *Is that right?*

**Kusakari** Yes. Nowadays security of this country is quite good, but as we have more crime. What about fingerprints? Some people have their fingerprints registered with the police and in the future there may be some people who try to abuse fingerprints of the people. Fingerprints of a database in the police.

**M** *Do you not know any regulation to privacy?*

**?** It's in our constitution to respect the basic human rights.

**M** *Basic human rights?*

**Hidaka** Yes. Starting in April next year there's a personal information protection act. We send some stuff from a company to be \_\_\_\_\_ fully about new regulations.

**M** *New legislation? Mr. Osumi?*

- Osumi** I remember that as well. We have some affiliated companies of ours, \_\_\_ probably affiliated companies information. \_\_\_\_\_ act. Because in the future we have to take proper action to protect affiliated companies information. Otherwise I'm not that sensitive.
- M** *You're not that sensitive?*
- Osumi** I'm not that sensitive.
- Urawa** That's right. It feels like someone else's business.
- M** *It feels like someone else's business, Ms Urawa? But in the future Mr. Hidaka said there will be a new law to be \_\_\_\_\_. DO you know more about it? Can you tell us more?*
- Hidaka** No, I'm not that familiar.
- M** *Mr. Osumi?*
- Osumi** Personal information. If I have personal information being leaked.....
- END SIDE A OF TAPE
- START SIDE B OF TAPE
- ?** ..... but anyone's privacy is not a big deal.
- M** *You feel that way? Once you have a new legislation in place, do you feel more comfortable?*
- Osumi** No, it's not that effective. Even if someone else suffered the invasion of privacy you don't want to involve yourself. It's someone else's business. You don't want anything to have to do with that.
- M** *Mr. Hidaka?*
- Hidaka** The penalty is not that large. You won't be imprisoned, so it's not a great deterrent.
- M** *Not a great deterrent. Companies often times have personal information. There will be greater regulations/restrictions. Do you feel more comfortable? Ms Saitou?*
- Saitou** I'm a system integrator now, at a financial institution.

**M** Yes.

**Saitou** So I'm under \_\_\_\_\_.

**M** *You can easily access.*

**Saitou** No. I can't easily access the depositors' information but if I try I may be able to do that. I'm saying that because we as a financial institution have very stringent company rules. Company rules are much stricter than the government regulations. The legislation happened so blatantly but what we have is internal rule only applicable to a company.

**M** *Did you hear Ms. Saitou? The company she works for have stringent rules and Ms Saitou is not interested in accessing the depositors' information. Do you feel comfortable? Or do you still have concerns?*

**Kusakari** We do have concerns.

**M** *You do, Mrs. Kusakari?*

**Kusakari** Yes, because it still depends on the moral of employees.

**M** *You think so?*

**Kusakari** Yes.

**M** *So what about rules? Are there corporate rules or government rules? You don't feel comfortable?*

**?** No.

**?** No.

**?** No.

**M** *Earlier somebody talked about compromising your privacy for greater security. For example, your child went missing. But what if your children have GPS so you feel safe. There are some security service companies offering services to locate your car when it's been stolen. What do you think of that? If you can have some greater security, something in return for compromising passing out your privacy. Are you ready to do that?*

**?** Depending on the situation.

**M** *Depending on the situation?*

- ?** Yes. For example, for a car navigation system, GPS, you have quite a lot of information. You can easily get local information, what are the shops in that local area. That's the kind of information. The shop owners/retailers are passing out information.
- M** *That just started, and we wonder what's going to happen in the future. Would you say the priority is higher with security rather than privacy or the other way around? You know what I mean? Do you think by sharing your privacy you have greater security? Do you know my question? Which one is more important or more critical; the greater security or your personal privacy?*
- Asahi** Excuse me.
- M** *Yes, Ms Asahi.*
- Asahi** I guess looking in to the future it's inevitable that you'll be passing out your privacy more and more, and you have more protective measures. Cats and mouse.
- M** *Cats and mouse? Ms Urawa?*
- Urawa** Yes. I guess I think in the workplace it's quite easy to have the latest information. In the workplace business information changes quite rapidly and it has to be updated every now and then. When it comes to personal information it doesn't change so drastically 5 years, 10 years from now. I probably have much the same content of my privacy. My family members and where I live wouldn't change so rapidly, or so often times.
- M** *Do you think you have protection of privacy?*
- Urawa** So and so.
- M** *So and so? Imagine there will be new laws and regulations in place in the future. If you were required to pass out more of your privacy for the greater security/safety, would you do that?*
- Marume** Yes. If there were a clear danger of crimes happening I would think seriously of passing out my information.
- M** *Do you think you would pass out your information in the end? Your privacy in the end?*
- Marume** I'm dependent on what I get in return.
- M** *What you get in return, Mr. Marume? Ms Asahi?*

**Asahi** I guess this country is technically lagging behind when it comes to the greater security and this country remains behind all the time. I don't think we, the citizens of this country, will be required to pass out our privacy. First of all, I don't expect the government to protect our privacy.

*M* *You don't expect the government to protect your privacy? I guess we're talking about two different topics; government and the greater security. So let me rephrase the question. What do you think of passing out a part of your privacy for security? Is it good or bad? Ms Urawa?*

**Urawa** First of all I need (rational).

*M* *You need (rational)?*

**Urawa** Unless I have (rational) I wouldn't do that.

*M* *Unless you have (rational) you wouldn't do that, Ms Urawa?*

**Urawa** Yes.

*M* *Yes, Ms Asahi?*

**Asahi** Someone talked about mounting cameras embedded in the school bags of children. I cannot relate myself. In this age I am not a mother yet. But when I travel outside of Japan I can relate quite easily because I feel I'm under a greater threat outside Japan. For example, when I go to a place like Egypt or any other country where I perceive a greater danger, I will be happy to have a camera attached to my back.

**Urawa** Yes, I feel the same way.

*M* *You do, Ms. Urawa?*

**Urawa** Yes.

*M* *But as long as you're inside Japan you don't have the need.*

**Imamura** Yes, I do.

*M* *You do, Mrs. Imamura? Mr. Mizuno?*

**Mizuno** I guess the fathers of daughters will be feeling uneasy. Especially when the girls grow up, visiting boyfriends. Fathers will have sleepless nights.

*M* *Mrs. Imamura?*

**Imamura** I don't want to use my cell phone.

*M* *You don't?*

**Imamura** Because I don't want to pass out my phone number to stranger. And I don't want my family members to sneak in my private conversations/communications. I don't my family members to locate me as I am outside of home. I need some freedom and private time for myself. And I don't want anyone else in the family to know where I am all the time.

*M* *Mr. Mizuno?*

**Mizuno** But going back to the GPS monitoring camera. If we had given all the residents in the area where the great earthquake hit several days ago we could've been able to rescue and save everybody.

*M* *Ms Asahi?*

**Asahi** I guess if the government controls/monitors us with a unique number assigned to us, with monitoring devices, I shouldn't worry about it.

*M* *Do you agree with what Ms. Asahi said? Mr. Hidaka?*

**Hidaka** I want the government to disclose what personal information they have under management.

*M* *Is that right?*

**Hidaka** I want the government to give two choices whether I'm ready to pass or whether I want to protect my privacy.

*M* *Ms Urawa?*

**Urawa** But I guess somehow it's inevitable that people sneak into your privacy.

*M* *I see. You are all company workers by the way. So let's talk about the business situation. Have you ever thought you're monitored by someone in the office?*

**Imamura** Every day.

*M* *Every day, Mrs. Imamura?*

**Imamura** Yes. I'm a chiropractic practitioner. I feel like I'm being monitored or watched all the time.

*M* *But that's something different. I'm talking about the employer.*

**Imamura** Actually, I want the company or employer to fully appreciate what I'm doing. I really want the employer to watch me fully to give me a good appraisal of my personal performance.

*M Do you think your information is leaked on the Internet?*

? Yes.

? Yes.

? Yes. You can easily sneak in to company peers information inside the company Intranet.

*M Intranet? Do you know that you've been monitored by someone in the office, in the Intranet?*

? Yes. When it comes to corporate mail. With a corporate mail account/email address someone was watching what email I received.

*M You think so?*

? Yes. We communicate via email using corporate email addresses. Part of it is business conversation, but the other part is not. Somebody was monitoring that. There may be people accessing some bad sites.

? Yes.

*M Yes?*

? Because the PC I use in the office is company property. Company assets.

*M Do you feel the same way, Mr. Osumi?*

**Osumi** Yes. I should not use it for private purposes.

*M Mrs. Imamura?*

**Imamura** I often times use the company stationary, but it's my pen. Same way.

*M Mr. Akazawa?*

**Akazawa** I guess from the other perspective, company's employees are further necessary to monitor.

*M You think so?*

- Akazawa** Yes.
- M** *Mr. Osumi?*
- Osumi** Actually, in the office we have many phones and we have all the phone conversation logs.
- M** *Is that right?*
- Osumi** Yes. At a certain point we have an extensive \_\_\_\_ of phone logs and found out that often times people call long distance from meeting places/meeting rooms. We slowly analyzed the company extension numbers and we made the worst 10 lists with the largest phone bills, with the longest phone conversation times. These things can be done easily. So we can do it with email. For example, one department's general manager abused company phones, calling long distance. Because I know that I would never do that. I try not to use company PC's and phones for private purposes.
- M** *So you think it's inevitable that employers monitor your communications or conversations with PC, email or phone? Is it good?*
- Imamura** It's not good.
- M** *It's not good, Mrs. Imamura?*
- Imamura** It's nasty. But Mr. Akazawa, he was talking about \_\_\_\_\_ somebody at administration staff/administration department.
- M** *Do you think there's some privacy in the workplace?*
- Mizuno** You mean my workplace?
- M** *Yes, Mr. Mizuno?*
- Mizuno** In payroll we used to receive the pay slip, but nowadays I would find out how much I receive in electronic form. So if somebody finds out my password and ID number he or she can find out how much monthly salary I get.
- ?** Oh yes.
- M** *Mr./Ms ?.*
- ?** I'm in administration department staff. I can read and watch anybody's payroll.
- M** *Everybody's pay slip?*

? Yes, it's my whole job.

*M It's your job? But under the monthly salary record, do you think you have to pass out everything else to the company, to the employer? Do you feel that way? I said, if you have privacy in the workplace. The only privacy you have is payroll?*

? Personal space, like locker room.

*M Locker room?*

? Yes, private locker space.

*M That's about it? What about tools, some sort of devices to watch your actions? For example, the sales people covering the sales territory \_\_\_\_\_ office. Sometimes they are being monitored.*

? Oh yes, nowadays people have GPS attached to \_\_\_\_\_. Even taxi drivers are monitored with GPS devices. And I guess sales people inclusive have the GPS monitoring system.

*M What do you think about that?*

**Kusakari** I don't like that.

*M Mrs. Kusakari?*

**Kusakari** I myself is a sales person and I'm doing my work. I'm not sneaking out some time. When people have lunch break the employer can tell where you are. I don't like that. That's not fair. Just because I'm working outside doesn't necessarily mean that I should be monitored all the time, even during break time.

? Actually, our company hasn't decided to start monitoring sales people.

*M What about other people?*

? I guess from the employers perspective they want that, but as an employee I don't want to be monitored even during break time, like having lunch or coffee break. I want to step outside monitoring range or the company/employer, because I want to unwind a little bit and relax myself every now and then.

*M Mrs. Imamura?*

**Imamura** Yes. Often times being sales people you don't have any daily target. The goal is on monthly basis, not like you have to achieve a certain task every day. That's

why I don't want to be monitored every day. Sometimes I sneak some time and go to the movie theatre.

**M** *Movie theatre?*

**Imamura** Yes. Because if I have a very important appointment the next day I want to unwind a little bit. I feel comfortable doing that. I don't want to be monitored because we're not machines. We can't work on a mechanical program.

**M** *I'm not only talking about sales people. I've just given an example. Mrs. Kusakari?*

**Kusakari** I agree with Mrs. Imamura. I'm just \_\_\_\_ outside, because there's a certain process leading to great success. That's right.

**M** *That's right, Mrs. Imamura?*

**Imamura** Yes. If you're monitored every action you take, you feel really under pressure. Especially nowadays people are becoming increasingly naïve and if you have that kind of electronic device technology replacing people and people's morals and rules you become almost naïve.

**M** *Mr. Mizuno?*

**Mizuno** But if there's a greater monitoring system provided by the employer there are always people/employees who's trying to sneak out of that. For example, to turn off the activator of the devices. It's again a cat and mouse game. It's not effective at all.

**M** *Excuse me. In some places they probably feel it necessary to have that monitoring system. Can you think of any specific kind of workplace?*

**?** Schools.

**M** *Schools?*

**?** I'm sorry, medical institutions.

**M** *Medical institutions? Doctors, should they be monitored? Physicians?*

**?** I mean, some doctors/physicians probable have some psychological problems. Most of them have good wills but there are some people with malicious intent, even despite their profession being physicians/doctors or teachers.

**M** *I see. Can you think of any other workplace where they need monitoring system?*

**Hidaka** Ms Saitou, she was talking about financial institutions. The system integrators working at financial institutions may have to be monitored.

*M* Do you feel that way, Mr. Hidaka?

**Hidaka** Yes, in a sense.

*M* In a sense?

**Hidaka** Because they can easily access depositors information.

*M* But my question is, do you think all the employees in a workplace should be monitored or do you think there's a certain group of people who have to be monitored more intensely? Mrs. Kusakari?

**Kusakari** I guess people at the reception desk, the bank tellers where they really handle cash, they've got to be monitored.

?

**Kusakari** Where money is involved, or cash, I think people should be monitored. And they wish to be monitored perhaps. But cleaners, they don't have to be monitored.

*M* When money/cash is involved, you think that place should be monitored together with the people working in that workplace.

**Kusakari** Yes, bank tellers. They don't want to be suspected in any way whatsoever, like stealing some money. So where the money transactions take place, people in that place probably feel more comfortable being monitored.

*M* Being monitored?

**Kusakari** Yes.

*M* You think so, Mrs. Kusakari?

**Kusakari** Yes

*M* If there is some monitoring system, do you think it has to be informed to employees in advance?

?

?

?

- M** *But some employers can do it without telling the employees.*
- ?** Better to tell employees beforehand.
- M** *So the employees should be informed?*
- ?** Yes, otherwise it's an invasion of privacy. The employer will be sued for the invasion of privacy.
- M** *Is that right? Let's talk about something different. Travelers. Do you think travelers are under threat?*
- ?** Passport. They've got to present passport at customs and immigration.
- M** *Is that a violation of your privacy?*
- Mizuno** No
- M** *You don't think so, Mr. Mizuno?*
- Mizuno** If I go overseas, on arrival. The other day I went to Indonesia. I guess it's not a fully developed country and I found out some police, you can easily bribe some police officer.
- M** *Bribe a police officer?*
- Mizuno** Yes. Something I found out. If you go to countryside, I found some patrol cars have \_\_\_\_\_ golf courses. They readily do that. I'm scared of showing up my passport.
- M** *What do you mean?*
- Mizuno** I mean, in some countries even police officers are receptive to bribes. They probably do favors depending on how much money you pass on to them.
- M** *Mr. Hidaka?*
- Hidaka** X-ray machines. Those X-ray machines are an invasion of privacy in a sense.
- Urawa** I don't think so.
- M** *You don't think so, Ms Urawa?*
- Urawa** They just get the shape of what you have inside the suitcase.

- ?** Nowadays you're required to open up the suitcase.
- Urawa** Only when you look suspicious. Isn't that right?
- M** *Do you feel your privacy is invaded when you have your suitcase examined? Mr. Osumi?*
- Osumi** Yes, but it's inevitable. Talking about what you said. I took my family to Bangkok and on a different occasion I went with business to Bangkok. And when I took my family I was not examined that severely, but when I went alone on business I have my suitcase opened up fully. So that tells the difference. The customer and immigration officer are looking at me and what I wear.
- M** *Ms Asahi?*
- Asahi** I don't think so. When I go overseas, when I take a plane, I'm scared so I really want customs officers/immigration officers to fully and thoroughly examine what I have. I want the officers to do the same with all every passenger.
- M** *What about tracking your baggage? Or tracking passengers? For example, this passenger spent how many days in Bangkok, and then her or she went to this/that country. Are you scared of travelers being tracked.*
- Osumi** No
- M** *You're not, Mr. Osumi?*
- Osumi** No.
- Urawa** I would even show off my passport just to tell friends how many countries I've visited.
- M** *Is that right, Ms Urawa? But I'm not just talking about the Japanese government. What if the Japanese government shared that travelers data with other countries? For example, you as a traveler went to several countries and that information being shared with other countries.*
- ?** That's fine. There was one Japanese traveler who fell captive to the Al-Kaida in Iraq and if you had that kind of system of traveler information being shared among countries you can easily locate and tell the identity of the Japanese hostage.
- ?** Yes, I can also prove my alibi.
- M** *You think so? By the way, when you go to the United States on a plane destined to the U.S. you have to pass out your personal information. Did you know that?*

? I heard I would be examined/inspected thoroughly.

M *I'm talking about your personal information \_\_\_\_\_?*

? But I guess I don't know what's going on. I don't have to go to the embassy. What about my traveler information? Is any information going to be passed through the American embassy?

M *What do you think?*

? Probably it's reported through the embassy.

M *Our government should inform the American government beforehand to tell the traveler information, before you board the plane. You don't care?*

? How much information does the government have?

M *I don't know. Mrs. Imamura?*

**Imamura** The information I have in my passport can easily be passed on. And the travel agency makes a photocopy of my passport. That's private information. The government is involved in sharing my travelers' information.

M *You don't care? But it seems the Japanese government was all of a sudden required/requested by the American government to pass on travelers' information when people go to the United States. We don't care at all? No? Lastly we have just 10 minutes left. I would like you to fill in one more questionnaire. It's a simple questionnaire. I would like to make sure that you write down your name, at least your family name. And I would like you to answer questions by yourselves.*

**End of tape.**