

**Title:** Globalization of Personal Data  
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**Participants:**

- Ricard
- Ana
- M<sup>a</sup> Dolors
- Victor
- Jaume
- Santiago
- Raquel
- Mónica
- David
- M<sup>a</sup> Dolors

M: Quickly introduce yourselves. Name, your profession, your hobbies, just to get to know each other. My name is Alice, I'm here with you, I don't have many hobbies, because with the hours I devote to work, I am quite tight when I get back home.

R: The first participant is 61 years old, he's a worker, his hobbies are canvas painting. But the problem he says is, that he's started maybe painting, it's 5 years ago, and he hasn't finished them.

R: The second one is Raquel. She's 57 years old. She's from Splugard (sounds like). She's a housewife. Her hobbies are as well canvas painting, just painting from time to time. She takes care of her home and 3 pets.

R: The third one is Monica. She's 27 years old, she has 2 daughters. She works part time as a secretary for a church.

R: David, he's 24 years old. He's a student. He likes swimming.

R: Maria, she has 49 years old. She is married and 2 children.

R: Ricard, I live with my girlfriend and I like my motorbike, play station, I'm 28 years old.

R: My name's Ana, I'm 60 years old. They say that I'm retired, but in fact I'm escaping. I like cinema, travelling. That's my favourite hobbies, just not to do anything.

R: My name is Maria Dolores, I'm 45, I have 2 children. And I'm a housewife. I love reading and sports.

R: My name's Victor, I'm 28 years old, I'm working as a commercial agent. And I would like to become a driving teacher, and I have many hobbies, sports, football, tennis, paddle, basketball. And I'm an amateur actor.

R: My name's Jaume, I'm 28 years old. I'm unemployed right now.

M: Now that we all know each other, I would like to start with something very short. Which is to introduce the issue we're talking about. Protection privacy. What does privacy mean? So I would like you to explain me, what you understand by privacy. And it is why I'll hand these, couple of questions out, and this document, which is the first exercise. Where I will ask you to write down the first thing that comes to mind, when you think about the word privacy. What is the first thing that comes to mind? The first thing that comes to mind when you think about privacy. And then you have to do the same thing with the word security. What do you think of when you think of security? You will see that you have to put your name on the right side, and then have to also put your number. Once you have finished, can you please, I'll just start collecting the papers. What do you think? Privacy, security, are these two different things? Are we talking about the same one?

R: They're quite similar but different. Privacy is something more personal. And security is personal as well, but it has a broader scope. For example, privacy is very personal, but security is also a bit more general.

M: When you're talking about privacy, it's always something private, like it's something private.

- R: You're talking about possessing things or people. An emotion or material possession. Anna's saying, that for her it's a right. A right to have access. If we then have access to several things, or we have, and we didn't have the fears, maybe not to have access to these things, it would be different.
- M: Write down the things they have associated with the words. Control, possession.
- R: It is a right.
- M: Do you agree that this is right?
- R: (Everybody's agreeing.) It's a right and an obligation to respect someone else.
- R: There is more privacy in a private company than in a public one. Public institution. Security means that some measures are carried out in order to have more privacy. For example, that there are no complaints for example about the cleaning company.
- R: She agrees, privacy is more personal thing.
- R: To him privacy is something very personal, up to the point where you want to share your personal information, but security is more about not worrying about having, security is something that you don't have control over. And your privacy, it's about things that you have more control.
- R: The problem with security is that in the beginning security is made for everybody. But privacy sometimes it's used on the opposite hands. Sometimes if you, it's used against you. Sometimes the more security you want, the less privacy you have because the more controlled you are.
- M: So security could be something negative.
- R: Yes, if you are at home, you leave your door open, I mean if you leave your door open or you don't draw the curtains, then you're leaving it in the public eye. But if you close your door and draw the curtains, then it's private.
- R: It's quite interlinked actually.

M: When he talked about the right, maybe sometimes we don't know if privacy is a right, or a value. As Maria Louise was saying, a value is maybe something more general. I don't know how you compare right, value, what's your point of view?

R: It's also a value. That we protect using security. But I think it is more a value.

R: It is not a right a right, for him. Because he was stopped by the police the other day and he was searched. He had to undo his pants. And for him that was a violation of his privacy. Didn't have the right to do that.

R: It should be a right, but it's a kind of utopia.

M: Society has changed.

R: They all agree that it has.

R: Before you didn't put your money in banks. You didn't have a telephone. You didn't have TV, computers.

R: With information and new technology, we have all our rights violated. If you don't pay your taxes, you can have your accounts in your bank frozen. How can you avoid that, you have your accounts frozen? There is a white...

R: Maybe we're also violating our own security. We're not...

R: Before you didn't put your money in your bank, and maybe there was less risk.

R: To what extent do you have the right?

R: To the point they actually want. They're the government. They have all the rights.

M: Okay, if you get stopped by the police, searched or something happens and they freeze your accounts, what can you do in these situations?

R: You can only hope that it's just stays this way, and just won't go. Won't get worse

actually.

R: There are different subtleties, because Jama was stopped in an alcohol control. And then he was searched.

R: Okay, maybe I'm not so worried about this, but I'm worried about the little things. Maybe for example, if I don't pay my taxes I might get my accounts frozen. Well I didn't do what I have done. I didn't do what I should have done.

R: But there are other things more important to me.

R: The first time you register your child, you get all kinds of advertising for children. For instance in the same hospitals. Because you undergo an operation, and after a short while you are receiving ads for something that's maybe you could use or not. You may need it or not. But they got this information through the hospital.

M: Okay, but is this something beneficial? Is it good? If I need a certain product and I'm offered this product?

R: With all the information you have now a days, it's not necessary to have access to certain data. I mean now days you know where you can get the information. You don't need to sign in for certain things.

M: So the fact that someone has your data is beneficial for you? To some extent.

R: They all agree that it's not.

R: When you have a child for instance, a photographer comes to your home, and many mothers end up saying, okay just a photo. And my husband said, don't even think about taking a picture, letting them take a picture. And I would never do it. But I know many people who would. They come to your house, they try to sell you this. And you end up buying their services. And this is breach of privacy.

R: If the system didn't work, you wouldn't even receive this advertising. Sometimes I don't even know all my data myself. I don't remember it. And it has happened to me, to go somewhere and you need to fill some data in and sometimes I don't even remember. And

then I have troubles with this. And then if you fill in with, some document without all this data, even if they say it's private, how can you trust them, you never know what can happen.

R: There must be some benefit for the companies.

R: They have for example the phone company, to her mother in law, she's 82 years old, and all of a sudden she gets bills of another company. And we asked her, have you signed any contracts? And she said no. And she said, well sometimes I was called and they asked some questions, a questionnaire. And this is what happens. This other company called another one, and they got my mother in law's data, she didn't pay this bill. And she got a letter saying that she was in debt. With the company. She was in, so this really was an invasion of her privacy. This was an abuse, but what can you do? And this is the question.

M: What can we do about this?

R: Well if we would have wanted to do something about it, you have to hire a lawyer and spend money and time.

R: Sometimes it's not worth it.

R: I don't think it's such a matter of going to a lawyer. But more having an attitude. General attitude. Everyone. For example when I had a problem with the supermarket, and they gave me a questionnaire, I said okay, no. And I left my purchase there. I didn't take it with me. I think if everybody did the same, little by little. I think if people said no, it will happen. But some people will like explaining things about their lives. And their privacy.

R: It's the same, when I went, I had a problem with the questionnaire at gas station. I ended up having to pay because I had already the gas in my car.

R: (First participant and Ricardo discussing the different kinds of questions that you have to fill in, in supermarkets for example. )

R: And for example in bills or for tax purposes for example.

- R: With a few financial data, they didn't ask for much.
- R: For example, when he went to this gas station, he was asked some things, just in order to pay, that he felt it was completely unnecessary.
- R: First participant telling about the way of avoiding giving these kinds of things up.
- M: Okay, before you said that before, a long time ago, things were different. But it hasn't been that long. You have a feeling that in the last few years there has been a change. And I think that in the last 10, 15 years there has been a huge change in society.
- R: Computers, all the communication systems, now everything is electronic. Before you had, everything was by writing down in papers, and it took some time for example to get to work from point to the country, to another one. To another. Now it's fast. Technology is..
- M: Okay, when technology was not so advanced, things were different? You had more privacy?
- R: Okay, for example this phones with images, for example before I could say I was at work and I could be on the beach. And now if they say, if they see me, they know I'm not working for example.
- R: Talking about mobile phones.
- M: Are we bothered the same way for example, when you get asked a questionnaire, or when you for example go to France and you get a message in your mobile phone, saying that you are in another country, and welcoming you?
- R: Yes, for me it bothers, because if they know that I'm in another country, they will nullify in another city, my own country, they know at all time where I am.
- R: Jama is saying that he's worked in the US. And one of the times that he went to the, he flew to the US, he was at the airport for 8 hours. He was asked a thousand questions, and finally he was expelled from the country without having done anything. He was questioned and they asked me, he is saying, about restaurants, hotels I have been to. And

if they ask me for example, to have a lawyer and I said no, I'm not accused of anything.

R: Yeah, but sometimes it's not right, because sometimes you see in the movies, I won't talk until I see my lawyer. But maybe it's not the right thing to do. I don't know.

R: Nowadays, if you really care about having your privacy breached you better go to a little town in Africa.

R: Ricard is talking about some fraud game. Because for example when, he's saying that a few months ago he saw a program on TV, where he saw that through your credit card, they have all the information of the movement you've made during the last few years.

R: They're all saying that you need it for example, if you're, for example if you have a child and you don't want him...END OF SIDE A - TAPE ONE..

M: Who gets profits out of this?

R: They are all answering...that it's the system that benefits from it, the whole system. The nepotism for example. The great companies, presidents, managers of the most important companies.

M: And what do they win with this?

R: It's power.

R: Okay for instance, Coca Cola is saying, okay we've made a study and we have this proportion of children, of girls drinking our drink, or boys drinking it. It's all about, it's just statistical data, but it generates money.

R: If it's for financial step, but then it becomes a matter of political power.

M: What is this all about? What does the control of information allow?

R: Everybody's answering... the power. It gives power.

M: But what is power? What is happening?



- R: It's just not for not breaking the system. Maybe if a guy for example in Barcelona has never used his credit card, in 5 years, he's going to break the system. Because the one purchasing the terminals, the one producer of the credit cards, I mean I think since they got it, you have to follow the system. You're supposed to.
- R: One of the main, one of the most important things is financial power. On the second hand there's also a kind of flow that gets direct to other centres. There are different channels, this company you're working for, for example, he said, you get some benefits out of information. So you can be okay with it, or not. But after there's a certain amount of information that you have to give, because you live in a society.
- M: Okay. You've said you can choose or not. But can we say, at a point, no? Do we have the right to not accept it?
- R: It is impossible. You can try and go to Africa, to an isolated place. And live isolated. Maybe there you would even be found.
- R: If you live in a society, it's not possible.
- R: Okay, and even if you go to Africa, later they find you. They will tell you that you have not paid your taxes for 6 years. So if you're living isolated your whole live, maybe yes, you can escape. But otherwise, no.
- M: If there are some people who trust, have more trust, or others that have less?
- R: Monica is saying that she's absolutely used to it. During her daily life she doesn't question when she goes to the ATM or when she goes to the supermarket, or when she pays with her credit card. Now she, we're talking about this issue, and it's something that she thinks about right now, but usually it's not something that worries her.
- R: It depends on the person that asks for the data. Sometimes you have more trust or less trust.
- R: For example before everybody opened the door of their homes. Now days I never open. And it's out of fear, not because she doesn't have trust.

R: Jama is saying, he doesn't to live with that. I live, he's saying, with my doors open. And I don't want to live with fear.

R: Nowadays there is less trust in general.

M: Okay, if you're saying we are all so under control, so controlled, why should we be afraid? Why should we have fear?

R: Okay maybe sometimes I'm not at home, and someone can just get in and hurt me. Maybe afterwards they will know who it was, but they will have hurt me already. I don't feel more secure.

M: Okay, so one thing is being controlled. And the other one is being secure. And they're all agreeing. This is a situation with this world, and we have to cope with it. But are there some things that we could do that imply losing more privacy? Do some things involve more risk than others? What would be, for example? Someone who risks his privacy all the time?

R: Any way they have all the information about us.

R: They're really afraid of the Internet.

R: I think there are people, the best thing is to say okay, I don't worry about anything at all. Whatever will happen, will happen. There's nothing I can do about it.

R: Because the day when you say I want to stop, I've become, my data everywhere, I just want to stop this, then you really are in trouble.

R: It's not so difficult because the only thing it does, you cannot change your ID, the rest you can change everything.

R: It's not that easy.

R: Yes, maybe because you move all the time, from one place to another, but some people live in the same place all their life, and they don't want to change their lives, just because

of matter of privacy of having their data all around.

M: Which kind, what kind of things can be really just, can just bother us? Or which others are really of reach?

R: It bothers him to receive letters addressed to him from someone he doesn't know. For example to find a lot of advertising in his post, in his box for example. It bothers him.

R: Monica, for example, thinks that it bother her that you go to the ATM for example, you put your credit card and someone after you will go there and get your information. So that it is something bothering, the fact that you have sometimes to send letters, or go to some office, in order to un-subscribe from any kind of service. It's something that it's bothering, it bothers him.

R: Advertising, and specially false advertising is bothering. For example, you are the winner of an apartment in the Gostle (sounds like) Show. You know it's false. This, I think it's really bothering.

R: For example his wife and him are lately receiving a lot of calls from the Canary Islands. And they don't know anyone there. It is a scheme for making them call back.

R: For example about calls, it's really bothering that they call you telling you for example that you have win an apartment. But the really, serious thing, maybe then they connect you to pay line. Without you even noticing. And you have a big phone, and there's nothing you can do because your phone, for example, is in the guide.

R: For example if a company just call people over 55 years old. What does it mean? That they got somewhere, these people's numbers. And they look specially for them.

R: If you call enough to a number, and most of them are old people, you got your data from somewhere.

R: Some companies are just devoted to that. To finding out information about people, people's personal life.

R: If I get a letter saying you are the winner of an apartment, for you and your husband, etc. Okay. How do they know for example, they must know something about me. Because they call me by name, they know I'm married. This letter is somewhere, and this is really

bothering. If they send me some advertising, which is not really directed me, it's okay, it's bothering, but not so much.

R: Okay, if this happens what should you do? You start calling everywhere, so that they erase your data from their data base, you don't even know where to call.

R: Okay, for example, how do they know how many people watch a certain TV program at a time?

R: We are always controlled by satellite or whatever, but they always know if I'm watching TV, if I'm in another country. What can we do? How much I spend.

R: He's convinced that in a few years time we'll have a chip under our skin like a dog.

R: Yeah, for example, there is a club in Barcelona, the [accent] Club, and you have a chip under your skin, and then you don't have to bring money with you, because you can pay just with this chip. And this is kind of, sometimes we complain, but it is something you have under your skin, and it's just for going to a club without money. Because you can pay through this chip. And every time, for example if I said security control, it beeps. This is people are going around. And people just agree with that.

M: Some people are more prone to having problems with privacy?

R: Everybody agrees. That's the way it is.

R: Famous people in Spain for example, they always complaining that they are having, their paradise invaded. But to what extent is that true? Because most of the time they are the ones calling the press.

R: Someone with a firmer, normal family structure, normal job, he doesn't have, this person doesn't have much problems, because she thinks that it wouldn't create much interest.

R: Some people kind of deserve it. They look for it. For having problem with their privacy.

M: Maybe the chip issue is a little bit exaggerated. Do you think maybe that this is just the beginning? Or it will stop?

- R: Everybody's saying, no, it's just the beginning.
- R: Maybe as Jama said, when he was stopped by the police, in the future he will have a chip and the police will see that maybe he is not paid for, a pair of pants in a shop.
- R: He doesn't think it's going to be so busy, people will fight back, will defend themselves. Maybe he won't even see this dramatic change that's happening. There will be many arrears for this huge changes. He thinks maybe part of the society for just out of ignorance doesn't do anything, but another huge percentage is worried about it. And it worried about the control that they can have over you.
- R: Some people say okay, you're absolutely free. But are you? Would you like more, for example, Coke or Pepsi? Do you think it's a completely free decision? Maybe you like more the advertising for Coca Cola, or for Pepsi. Everything is a little bit relative.
- R: Okay, I think in the future we'll just have one card for everything. And they will have all the information there.
- R: He's fine with having just a smaller, and just one card. Because it's more comfortable with him. For him. As long as it is comfortable, he's fine with that. If all the information can be put in just one card, it would be, he would actually prefer it.
- R: But what happens this only does at one particular bank?
- R: If it's something more comfortable and I think it's worth it, so I would use it.
- R: Okay, you're maybe losing some convenience. It's very convenient to pay with just one credit card, but 20 years ago we didn't need any more phones, at least I didn't need one. And could be probably my environment, around me. But now a days, in my family, there are people ready to go, who would go back home, no matter where they are, must because they forgot their mobile phone.
- R: Yes, maybe but 100 years ago they didn't have even fixed, like home phones. It's clear that we created our own necessities. Our own needs.

R: She just wants that this machine doesn't create the fear. Just the fact that you left your mobile at home, this creates anxiety for you. It's worrying.

R: Anxiety is something that you create yourself.

M: (Trying to refocus the conversation.) Okay, let's go back to, how do you imagine the world to be in 10, 15 years old? Do you think that we'll have less privacy?

R: Everybody says yes.

M: What sense for example?

R: For example the only one card, only that I was talking about.

R: Asking, if this will imply less privacy?

R: And he's saying yes, and it's hard for example, if the police stops you for example, they'll have all the information there, in just one card.

R: What does he care? Maybe I went to a restaurant and I used my credit card there for example.

M: Imagine things are prone to be less private.

R: He feels that people in power will know everything about you. If some terrorists go frequently to a bank, and you also go to that bank, frequently, you will start being under surveillance.

R: For example the terrorist thing, it gives us security as well.

R: He doesn't believe that, because if you want to do something you will do it.

R: That's maybe they know that there are 10 terrorists, they know they're not 11. So maybe they won't be so interested in you.

R: But it's clear that mobile phones are really under control. Each time you pick up your

phone, you have a conversation, it appears in some computer. Everything you say, you write, is registered somewhere.

M: The more security the less privacy? That is a saying. That maybe there comes a day where we all have achieved, and maybe we have more security , but we'll have sold our privacy completely.

R: I'm a family, father, and I have children. And all I can say is that, if I had to sell my privacy for having the certainty of being absolutely safe, I would.

R: Right now for example, we are starting to count cameras in the centre of Barcelona. But maybe okay, someone assaults you. And they hurt you. Okay, maybe afterwards they would know who it was, but you are dead, or hurt. It's like if you're at home, and you want to feel safer, you will feel closer [accent] you have so many security measures. And after all if a thief wants to comes in, he can go there with a tank and just get inside.

M: Is there a need for balance?

R: Yes.

R: Maybe the trick is to sell security. Because it will be easier. Or is there a limit?

R: The trick really is to sell fear.

R: This is what Bush is doing. He's selling fear. And then he says I will protect you. But everyone is saying, yes Bush, but everywhere in Europe it's the same thing.

R: Maybe here we are more objective. We can be more objective because all these fears and phobias come from the US. Here for example, we didn't expect Bush, after all he had done, to win the elections. And we thought that he was selling fear. But we saw that the fact that government is selling security or fear, in this case, has promoted he got to be elected.

M: Maybe if I say, maybe the trick is to make everybody feel fearful, do you think they will all follow, or do you think that there comes a point when someone says, okay, let's stop and think what's going on?

- R: They're all saying that, maybe someone would stop, but then he will fall and it's something that's just broader and broader.
- R: It's like when you go to demonstrations. I mean against the war. The war is the same, it's going on there, Adnir [sounds like] is happy, Bush is happy, and I feel like stupid, like an idiot there.
- R: Okay, I don't even go to a demonstration, I won't bother.
- R: Okay, we went to a demonstration and what happened? Nothing.
- R: She thinks afterwards, there will be another reaction. But the first time, it will be survival instinct of human beings. They will be afraid of losing their privacy. Each person has it's own individuality, and it's right.
- R: Other people are more aware of these changes, but some young people are into questioning themselves about what's going on. They give them a credit card, they receive information and they don't even question themselves about this. They don't notice all these changes.
- R: Young people rebel themselves against some things. Depending on the kind of things. If you give Coke to your son since the moment he's born, he will drink Coke all his life.
- R: But wait until something serious happens to your life. Here you have your job, you have your daily life. We are poor because you are poor, but you have your car, but the day that something really serious happens, that we starve, then we'll start worrying. Right now no one is really bothered worrying.
- R: He thinks it depends on the situation. For example the generation before mine, I think they care less. Maybe they will, at a point then when something serious happens, they will change, maybe yes. But in their daily life they will be fine.
- R: What is normal? Because if you are born under a camera and with pictures of your intimacy, individuality, every day, you will think it's normal.



M: Let's change our point of view. Let's talk about technology. Let's gather all the things we've said here. You've said that technology is one of the main guilt factors of what's happening today. I don't know if at home you have a computer or technology? Is there some way we can protect ourselves?

R: There is one, not use them.

R: Maybe it's not so easy, because it has so many benefits.

R: Through technology Monica is saying that her life is so much easier. Microwaves. TV, computers. Before, she didn't have any of these at home. And it's something convenient. It makes your life easier. Or even to look for information. It's easier. But it has its pros and its cons.

M: I don't know if the ones before you make more use of the Internet. Do you have the feeling that you have enough resources or information to stop something from happening?

R: Now technology is...END OF SIDE B - END OF TAPE ONE.. And now we have high speed connection.

M: Can we protect ourselves?

R: To live without mobile phones, without, phones without computers. And Jama has said that it's a luxury.

R: But you need to have it, because for example kids in school they need, they tell them as homework, look for tomorrow, this on the Internet. And you need to have it at home. I think that just to look for information, automatically, people who are in high school, for example, they need the computer.

R: You're saying, we need a computer and we need the Internet. Do you buy a newspaper everyday? In Spain we are so stupid, because in Spain we make, we use a lot the Internet. And you're saying your child needs the Internet. But I think we're not...

R: In order to have a professional life, you need to have a fax and have a computer. A

mobile phone. And all of this technology. Otherwise you are not able to cope in your professional daily life.

R: Okay, I was driving today and they called me from Mosia (sounds like) because something I did there is not working, and I have to send something straight away. If I didn't, I went back home and I did it. If I didn't have a mobile I wouldn't have done it. I wouldn't have been able to do it. It would have taken much more time.

R: Insisting that he needs his for work. And they got the same, yeah, even with mobiles. I mean, now if you switch off your mobile, someone can tell the government, why did you have your mobile switched off. It's a kind of responsibility, it seems, to have it switched on all the time.

R: Now we find someone without a mobile phone, we think there is something wrong with them, or it's a strange person.

M: Which ways does it, Internet or technology, effect privacy?

R: Probably when you have a web cam for example.

R: Victor is saying that a web cam is not really necessary.

M: Asking if they ever make some purchases over the Internet? The first time you bought something over the Internet...

R: He was really scared, waiting for the bill.

R: It happened to her, when she bought an air ticket over the Internet, and it was really strange for her to pay for it, via the Internet, and not to have her ticket for example, because there was only a number, reservation number. Just with the ID, you went to the airport, and it was very easy. And she didn't have any problem. It was strange, but didn't have any problem.

M: What about the first time they had to give their credit card numbers on the Internet?

R: She didn't trust much. She says it's convenient, but she has fear. And they're all saying

the fear. They always have fear. But they always, if they do it, they do it for convenience reasons.

R: Yes, but before you could do the same, but without the Internet. You could pick up the phone.

R: For example Victor is saying, yes, but for example if you want to buy some theatre tickets, in London, I don't feel able to pick up the phone and start ordering for them, in English for example. And through the Internet it's much easier.

R: There are things, that where you're willing, can only do it through the Internet.

M: Did you have the feeling that you had lost something?

R: And a few of them are saying, that yes.

R: Jama in the beginning, says that he was very happy because it's cheaper, you don't have to call. Emails are free. He says that he thought it was very positive. And he says that it was the first time he used it was in the US, before he came here, because here in Spain was not used yet. And he's saying that when he brought his air tickets, he did it for 400 dollars for example, while we went, when he went to the travel agent's, he had to buy it for 5 or 600 dollars.

R: But Anna is saying that she has a feeling that we've come to a point where you cannot stop it.

R: Monica, it's so convenient for example. You want to go with your family and rent a house in another country, it's so easy. Through the Internet. You just write some words down, in the searcher, and you get so many offers.

R: Now they're talking about computers.

R: Yeah, in the beginning, I remember I looked for Grenada, [accent]. In a search engine. And I was shocked, for all the advertising.

M: Now we're talking about the Internet. Those of you who have bought something. Via

Internet. Have you heard of anything strange happening?

R: No. (Everybody agrees, no.)

R: With data, to send to the welfare system, and the town hall. She has had some problems. She has an autistic son. And from the moment she started telling the institutions about it, she's started getting lots of offers and information about the illness.

M: She thought it was positive or not?

R: No. And what really hurt her in the beginning, were for example, to receive courses with the scholarships abroad. They were sending me information for my son, who has, who is autistic, but also sending me courses, or things my son couldn't do.

R: It also depends, maybe they got the information from some data base, but they did not have all the information. They didn't know that her son had this problem. Because it's just a computer.

M: Introducing the email.

R: It's the same thing. You never know if what you are sending goes to places that you don't want the information to go.

R: Everything thing gets recorded somewhere.

R: Well I really don't care, because I know I'm not doing anything, I'm not sending anything specially interesting. So I really don't care.

R: It's so convenient, email.

R: You really have to be very vigilant with your children for example. About emails. But otherwise if you make good use of it, she's thinks it's a positive thing.

M: Asking about legislation. Do you have any idea of the legislation about this?

R: She has no information at all, about legislation. She's saying that she switches on her computer, she works, but she never knows if it's something legal or not what she

receives, what she does. The kind of advertising she receives, she doesn't know if it's legal or not.

M: There are some laws regulating some privacy issues, or data. And he's asking if they knew about it.

R: They're saying that, yes.

R: Okay, but maybe someone can just get you on a camera, on the street, and you don't have to sign anywhere. So ...

R: I know for example, in some lists I have, their policy, privacy policy, on privacy. And sometimes it's good, because for example, if my bank for example, wishes me happy birthday, and I don't want them to, I can just go to the court. If I don't like it. But it's something that, banks for example, are more and more aware of. They know exactly what they can do, and what they can't do. So you won't sue them.

R: Talking about some department stores, regarding lists. The client card. He called, and the customer service, because he was getting some advertising, and he was asked if he had filled in any document, and he said no. And then he's, he took legal steps, and they got the thing, that he thing the legislation is appropriate. Just that you have to make use of it.

R: Before I never really noticed, or I was never really interested, but lately I have been really been curious about it. And it's really that we have to, something that we have to be interested in, I think.

R: Asking the other participants if they got a happy Christmas card from the mayor.

R: Asking if it's the same thing with public data?

R: In Madrid it exists, you can send a fax or by phone, and they tell you what data they have.

M: If they have a feeling that the law is controlling privacy? In the workplace for example.

R: Not always. They punish more the small companies, they control more the small

companies, but medium size company or big one, is in her opinion, less controlled. If they bridge privacy.

R: It depends on the company. Some companies have the right of veto for example. He thinks that regardless of the President of, in the government, it's very hard to example. If a communist was to win the election, he'll never win for example. He feels that at the end of the day, you have to tolerate the bosses, because they, after all the people in power, they're the ones deciding, and you'll only feel like you're looking. And just you cannot do anything about it.

M: If they know about something called the Travel Club?

R: They all know about it. It's the air miles for example.

R: He was really surprised with this company, with this scheme. Because he had a card, and he lost it. And after a month or so, he lost his travel club card, he didn't even notice that he had lost it. And he didn't use it of course for a month. And after a month he got a letter with a new card, saying, you didn't tell us that you lost it, but here you have another one.

R: But how does this work? Do you get points for something? For some services you use?

R: Jama is explaining that it works for example like air miles. You fly with Iberia, but you can fly with other companies.

R: So how does it work? Travel club, and then you buy something and you get points for it? And just for having this card, you don't have any charges?

M: How does really work for those who have used it?

R: Well you're asked if you have this card when you're paying. And then you get points and if you sign in for movie star, for example, the noel [sounds like] phone number, then you get points as well, for the club. So it's this kind of scheme.

R: But it is all for research, what the kind of spending you have. Your patterns as a buyer.

- M: For those who have used it, did you ever have the feeling that it was over..what happens? What's your feeling?
- R: David is explaining his experience with the travel club card. David was trying to think about what, how would they have, how could they know for example, the travel club, that he had lost credit card. Sorry the travel club card.
- R: She thinks that it's a good thing, because if she gets at least count for all those services, you don't have anything to lose.
- R: Okay, maybe in the first nuance you're saying, okay how can this be possible? How would they know? But after a while you just say okay, I mean come on. It's obvious they know. So you just start thinking about it. And go on with your life.
- M: He brought up the travel club, but if this is very common scheme? Because many companies have a card and when you make a purchase, it's registered, and then you get points which sum up. And there is some company that gathers up all this data, and uses it. Okay, as I see we're all okay with it, we accept it.
- R: Well no, I don't have this, any kind of, any card of this kind. And knowing now how it works, I will never have it.
- R: Well in the beginning I asked for it. But if I knew how it worked, I don't know if I would do it now.
- R: Many supermarkets have the same scheme. You have the card at the supermarket and then you, at that point. And that is saying that yes, but I'm sure that, the problem is that always it's, the small letter, it's written down so, in such small letters that you really never read it.
- R: Yes, but I'm sure for example, if you used the supermarket then they will know that I buy their products, or the products of another branch for example.
- R: For example Kopriva Super Market [sounds like] can sell the information it has about its clients to a dairy company that maybe will sell their, it's products cheaper to the supermarket if it has access to their data base.

- R: Yes, but sometimes you go to a supermarket and have certain products. Maybe it's because they don't sell the other ones. Because they know the patterns, the preferences of their clients.
- R: Companies play the role, because everybody knows what's going on. They tell you the nice part, the one that's interest for you. And they don't give you the not so nice information. Such as this data will be used for this and this. They maybe think that everybody knows we will use it. Why just say it?
- R: They should, it should be compulsory to say this, how they use the data. Because when you start saying okay, everybody knows this, everybody's saying okay, let's, it's fine. So if we follow this rule, there will come a point when everything is so normal, and so we're just fine with it. That it's very dangerous.
- R: Yes, but sometimes if you have to read the whole contract, you would never sign anything, because it takes so much time.
- R: Yes, but when you sign a contract, even if they say, this data will be kept confidential, who will read it? I mean I know that it probably won't.
- R: Maybe the biggest companies are the ones that are, says this about privacy, but after all it's just something false.
- M: Going back to the website. When you visit some website, there is some sentences about privacy. Do you think it's true, or..?
- R: No, it's not true. And then if you want to complain, the company, you can never find anyone, or they don't answer. Behind a website, who knows what there is, or who is there.
- R: He thinks that people, I'm not aware of it, or excuse me, sometimes, people are aware of it for example. They know where the privacy laws are less strict. In Brazil, okay. So then they will put their web site from Brazil.
- M: Okay in fact there can be a little bit. It's not absurd.



R: I'm sure that, this law, it's not the adequate for every consumer. It's always a matter of how it is presented. Because it's like in TV, sometimes it passes by so quickly that you can't even read it.

R: Okay, but you have to be aware of it, and you have to think. Maybe if you have a contract with 10 pages, if you think that you won't read it, okay then, just don't complain.

R: Talking about this website for casinos, on line for example. The head quarters are in Brazil, but the company's here. There's someone here. Yeah, maybe the player is the one who has to be careful not to go. To the website. But sometimes people think in Ukraine I can bet half a million. Then let's go to Ukraine. Where are the limits? Depending on the country you are, it's really dangerous.

R: For example, the US, you cannot bet. Yes, but on the Internet you can go, and go to a casino, but you can see that the headquarters are in Canada. But I know of a case of a website, that got in trouble and got closed because they didn't specify the country of origin.

R: Now police is getting used to working with the Internet. Maybe sometimes in Spain we think that we're the best, but we're really far behind.

M: Talking about surveillance cameras. The fact that in Barcelona are popping up. I don't know if you ever had the feeling that, you saw the cameras, or you've had the feeling that you were being observed?

R: Well in New York you find signs saying, if you leave the yellow line, then you won't be under surveillance of the camera. When you go to an ATM, you have a camera for your protection. And then for example, you go to the ATM and then you have a sign saying, now don't put your helmet on, but it's a sign for thieves. I mean they're telling them to put the, if they have a helmet on their head, they won't be able to recognize them. END OF SIDE A - TAPE TWO...

M: Usually people call this security cameras. Or surveillance cameras. Rather, not security cameras. Can this all be applied to all the cameras? I mean they're all the same? Or they are different kind of cameras?

- R: She was robbed in an ATM which had no camera.
- R: They got the saying that if he was a thief, he was steal to people who are in ATM. Because it's safer. If it's a closed, they are closed premises, if I have cover my face, they wouldn't recognize me. And I have my victim there with me, it's in a closed area. Etc.
- R: We are lucky because most of the people are not very intelligent. And they don't think about these things. But ...
- M: Surveillance cameras in highways for example. Cameras which have a purpose? Or not?
- R: They're saying that all cameras have a purpose.
- R: In the metro, at night she feels safer.
- R: But okay you're in the metro , it's late at night. Even if there is a camera have the time to do anything I want to you, before someone comes. Maybe eventually they'll find me, but I mean maybe.
- R: Your physical integrity, then it's something a little different. The cameras are used for something different. Maybe afterwards they're useful. But not at the, on the same, on the spot.
- R: When you see that there are cameras, you imagine already a control centre with lots of monitors, and screens, watching for you.
- R: No, this is just an image. There are hundreds of cameras just for one guy watching them.
- R: At home they had, in the parking, they had problems, with thieves, every night. But and they went to the police and they asked them if it was useful to have a camera. And the police, they told them that it was not even necessary. The only thing they needed to put, was a sign saying that there was a camera. If someone was to steal, they would do it with or without camera.
- R: They're all agreeing, it at least deters crime. It helps to deter some crimes. The presence of a camera.

- R: The camera is questioning, but how does it, sometimes it's also about the person. How does a worker feel, would you work watching people life for 8 hours a day?
- M: There is a camera recording, do you ask yourself what's going on behind this?
- R: Most of the time they don't use the footage. It's only used in case something happens. For example if there is someone gets killed or there's a some thief committing a crime, maybe if there's a camera recording it, it will be useful. But otherwise the footage won't be used.
- R: How much time, for how long does a bank for example, keep the information, the footage? There's no physical space. But with the more advanced technology, we won't need to..but if you put all the information in a little disc, then you don't have that problem anymore.
- R: Does it upset me? That they know where I'm going during my daily life.
- R: Well I think that these cameras are watching to see if someone just passes the limit. Someone getting, being stolen, then the camera will be fine.
- R: Okay, but sometimes if you have to pee in the street, you won't like that camera so much.
- M: What would an embarrassing situation be? Or a place, an embarrassing situation, a place where there shouldn't be a camera?
- R: At home. At home, that would be unthinkable.
- M: If you go walking on the street, the centre, if you see a camera it will bother you?
- R: And they're saying, well no.
- R: No, it doesn't effect me. But you really think, is it necessary, that there are so many cameras, not to have any problem.
- R: It shouldn't be that way.

- R: But if it's the same thing, walking through the streets of Barcelona. A few years ago then now?
- R: Well in my area, I can assure you that it's in the Releve [sounds like] for example, everything that gets stolen or any crime, it happens before any camera, or if the police even.
- R: There is more crime now with immigration, especially. But some of them don't agree with that.
- R: I think 30 years ago, for example, if you want to Madrid, on the 24<sup>th</sup> of June, where there's a party of St. John's Night, you have fun, you could go there, you could walk back home. Now, don't even dare go there.
- R: He's sure that it's just the fear you have that this celebrate. It's not really that dangerous.
- R: When I moved to the Vale [sounds like] area, the people told me, you're crazy. You know what's going on there. And I can assure you that it's one of the safest districts.
- M: I don't know if in London you know that there are more than 50 thousand cameras. In part due to the September 11<sup>th</sup>, in order to prevent crime. And terrorist attacks. 50 thousand cameras throughout the city. What do you think? Or 150 thousand.
- R: They're all saying that it doesn't really help much. Cars for example come with all kinds of features to prevent robberies. Do they get stolen less? No.
- R: No to the moderator. Now that you've said this, I have less, I don't really want to go to London, because I think it's so nice to walk with privacy. And I think that what they are doing is to manipulate the fear of citizens for some power purposes.
- R: The fact of having so many cameras in London won't prevent any attack happening. It's a manipulation of the fear of citizens.
- R: For instance, if you were saying that immigrants steal, what will happen if they steal, I don't know, ten thousand pesetas. They won't throw him out of the country.

- R: They're saying that it's so easy, and they've told them so many times that people pass through security at the airports, with arms.
- R: One time he had a cutter, a small cutter in his pocket. And he didn't even notice, a really small, and they did know that he had it.
- R: Once his wife had a hair dryer, and they had to open the suitcase.
- M: If they think the situation will get worse? There will be more or there will be more or less?
- R: They all agree that there will....
- M: If there will be more cameras in the future?
- R: Maybe it won't be so evidence, as in other countries, but there will be the same amount.
- R: There are already so many cameras. If they want to put even more cameras, they will, but there are already so many.
- R: There are cameras everywhere.
- R: For instance even if you go to a museum there are cameras or to the cinema. Now that I'm thinking about it, there are cameras in so many places.
- M: Sometimes we say we accept it, but is it the solution, if we know that things are a certain way, are we less bothered about it?
- R: People are less unhappy if they are informed about it. What really bothers us is when they do it without telling us.
- R: If the town hall wanted to install 3000 new cameras, they would send a nice brochure saying that the city wants to improve security. They would do anything to sell it to you. And you say, oh how nice it is. We still are saying that they all, always try to sell us fear.
- M: Hand out some questions, very quick questions. Please right your name, and number

two. Distinction of different ways of privacy. 4 different types. We would like to know which one is the one that we care about the most. And you can rate it from one to four. Four for most important, and I would like to know which one of these kind of privacy do you feel, it's less or more important. Please fill in the questionnaire. Just a ranking, one is most important and four is least. Once we have this, we will have finished. Thank you. Please don't forget your name and group number.