



Photo by Tim Forbes

SSC Newsletter

Issue 6, January 2018

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From the Director

By David Lyon

This year, 2018, marks 25 years since the first surveillance studies research workshop at Queen's University. Entitled 'New Technology, Surveillance and Social Control,' it attracted international scholars then central to this field, which was not referred to as surveillance studies until the turn of the twenty-first century. In 1993 a seed was sown of bringing together a multidisciplinary group of researchers with a common concern to understand contemporary surveillance. That seed eventually grew into the first-ever university Surveillance Studies Centre, bringing together the social sciences, law, computing and business studies to form a unit dedicated to analyzing the origins, central developments, and social and political implications of surveillance today.

Today, the SSC has a world-wide reputation, thanks to the calibre of colleagues associated with the SSC and to the stream of MA and PhD students who have discussed these crucially important issues with us, along with many visiting students, postdocs and professors who have also enriched those conversations. We are also known for books, journal articles and videos, and for our connections with privacy commissions, human rights and civil liberties groups. I am often told that we also have a reputation for collective, collaborative work and for a caring and compassionate environment, for which I am also very grateful.

This Newsletter is packed with materials that underscore the need for and the impact of the SSC. Let me draw attention to two visitors among many who are spending time with us this year. The first is sava saheli singh, our BDS (Big Data Surveillance) postdoctoral fellow who started in January, from New York where she completed her PhD at NYU. She has expertise in both surveillance studies and educational technologies and is developing a new educational resource, video and online, to increase critical awareness of surveillance today. Rafael Evangelista, a professor from Communication Studies at Campinas University in Brazil, is also researching at the SSC. His research explores issues of 'surveillance capitalism' as it expands in today's world.



Photo courtesy of David Lyon

David Lyon giving a session at the Federal University of Rio de Janeiro, Brazil, October 2, 2017.

BDS Stream One Workshop: Security Intelligence and Surveillance in the Big Data Age

By Emily Smith

On a couple of beautiful fall sunny days in October, BDS team members gathered together in Ottawa for the Stream One workshop on Security Intelligence and Surveillance in the Big Data Age. Alex Trebek Hall provided an inviting space at the University of Ottawa for co-investigators, collaborators, partners, postdoctoral fellows, students, staff and invited guests to join together to discuss topics including: signals intelligence in Canada, resistance, regulatory challenges, security and policing, government, corporate and technical challenges.

In all, 21 papers were presented in 8 sessions over the two days to about 40 participants. Of these sessions, only a few highlights can be covered here. The workshop opened with a strong focus on the Communications Security Establishment (CSE), with its multi-billion dollar new headquarters only a short distance away in suburban Ottawa, including fascinating evidence of an explicit transition to big data practices and quantitative analytics through new BDS research using ATIP requests presented by Scott Thompson and David Lyon. Examples of resistance by civil society groups to government were carefully outlined by partner Tim McSorley and Anne Degeunais Guertin from the ICLMG, and public response and connective action to Bill C51 were the focus of a study by Valerie Steeves and Jeffrey Monaghan.

Regulatory challenges and Bill C-59 were the focus of the first afternoon, with partner Chris Prince covering the ramifications of secret laws and their precedent setting decisions. William Webster provided an internationally comparative study of big data regulations. Aspects of Bill C-59 were discussed more in depth by Craig Forcese covering the legal regulation of signals intelligence, Tamir Israel on the operation of CSE in a mass surveillance framework and Lex Gill explaining how Bill C-59 entrenches the problems of Bill C-51.



Photo by Emily Smith

Valerie Steeves chairing a panel on regulatory challenges of big data surveillance with Tamir Israel, Craig Forcese and Lex Gill.

Taking advantage of being together, the day was rounded out with a full team meeting. After a spectacular sunset walk from the venue at the end of the session-filled day, in-depth conversations continued over dinner in the byward market, in a private room at the Courtyard Restaurant.

The second day began strong with a session on big data, security and policing in Canada. Partner Michael Vonn provided a passionate exploration of findings from the SIRC report on CSIS bulk data collection, while Stéphane Leman-Langlois added some humour to the day with his take on how big data and “intelligence led policing” is like “fighting terrorism with a toothbrush”. Carrie Sanders challenged the concept of intelligence led policing with an impressive amount of research involving 90 plus interviews with Canadian intelligence services revealing how actual practices differ from the tools available, with values and experiential knowledge being used over analytics. Under the heading of government, corporate and big data surveillance, Kirstie Ball presented findings from an extensive study with colleagues at the SURPRISE project on Institutional Trustworthiness, Surveillance and whether citizens actually make a Security-Privacy Trade-

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4S17: Surveillance and the Big Data Era

By Clíodhna Pierce

The focus of the Surveillance Studies Summer Seminar (4S17) was on the highly contentious issues that surround the Big Data Era. Taking an in-depth look at what this means for future democratic freedoms, privacy and the role of information in contemporary life, topics like “Big Data from the Computer Industry Perspective” and “Big Data, Surveillance and Resistance” were some of the talks that help frame the debate over the course of the week.

As a result of this seminar, we as participants had the opportunity to learn directly from prestigious researchers who are top of their field in Surveillance Studies. With an outstanding calibre on the organising panel from Torin Monahan (University of North Carolina at Chapel Hill), David Murakami Wood (Queen's University) and Scott Thompson (Queen's University), the module speakers were never going to disappoint. Two worth noting, Christopher Parsons, who took us down the cyber security route focusing on some of the recent technological advances that are used in bulk data collection, from PRISM to SIGNET, and the implications this has for civil society. Valerie Steeve's riveting talk on “Big Data and Privacy Regulation” highlighted how big data algorithms have an altering effect how we present ourselves to the world, reinforcing the idea that those under the gaze are made more vulnerable to power. While the modules were the core element to the learning outcomes of the seminar, we also benefited from first-hand experience presenting our own work. With question and answer sessions opened to the floor as well as detailed feedback,

these sessions provided much needed clarity and direction on individual projects. Seeing and listening to our peer group make their presentation also gave us insight into the current research themes being undertaken in the surveillance studies discipline.

Even though big data is not a dominant theme in my research, which is focused on historical use of surveillance techniques and its impact on surveillance societies, many of the issues it brings up such as surveillance theory, risk based policing and the technologic strategies, provided an invaluable resource which I have been able to take forward and use directly in my own project.

The biennial Surveillance Studies Summer Seminar was held in June 2017 at the Isabel Bader Centre, Queen's University with the theme of Big Data Surveillance. Twenty top PhD students from Canada, the USA, Europe and the Middle-East took part in this highly successful intensive doctoral school led by David Murakami Wood (Queen's University), Torin Monahan (University of North Carolina at Chapel Hill) and Scott Thompson (now University of Saskatchewan).

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Photo by Emily Smith

Participants in 4S17 in front of the Isabel Bader Centre at Queen's University, June 2017.

Surveillance Capitalism is not OK

By Midori Ogasawara

Dr. Shoshana Zuboff's interactive lectures on her bold concept of surveillance capitalism attracted many students at Queen's University. Dr. Zuboff, from the Harvard Business School, provided three energetic talks over two days in November on Queen's campus, one each for undergraduates, graduate students, and the public. I attended two of these events, for graduate students and the public.

In the graduate classroom at the Smith School of Business, I was amazed with her natural way of drawing ideas from students of various disciplines, such as computing, city planning, geography, cultural studies, and sociology. She began with a simple question: why do we keep using mobile phones and digital devices, even though we have found creepy tracking and monitoring functions embedded in them? Students' answers varied, because of: constant communication, social participation, and self-determination. Everyone situated the problem in their own surroundings, and she responded and connected well to each answer. She looked as if she had known these students for a long time.

But, in the next stage of her talk,

she challenged our tech-centric view of surveillance, drawing on Durkheim's division of labour and Weber's understanding of technology as a specific adaptation of capitalism. She pointed out that technology is the means of capitalism, not the end, or agency of capitalism, although we often look at technological novelties solely as a driving force of today's surveillance. Because digital surveillance quickly accumulates wealth, it keeps growing. Dr Zuboff demonstrates that the secret of surveillance capitalism is the modification of human behaviour based on predictive analytics of personal data; what she calls behavioral surplus. Behavioral surplus, extracted from Big Data, has brought outstanding fortune to Google, and other business owners are chasing to follow Google model, aggregating more Big Data for behavioral surveillance. Thus, the problem of surveillance is not about technology, but about capitalism, asserts Dr. Zuboff. Surveillance has become the essential means of today's market economy. She was very clear on this point in the public lecture on the next day, too. "Let's discuss the puppet master, not the puppet."

After the one-and-a-half-hour seminar, most of the graduate students remained in the

classroom for the next two-hours of discussion. She provided more historical accounts of the market, neoliberalism and surveillance, in the questions and answers. The more we were convinced, the more we pondered, how can we resist this surveillance capitalism? Many people, including surveillance scholars, showed feelings of powerlessness to change these technologies to be less surveillant, if not at all. Capitalism looms even larger, without alternative economic systems. This may leave us in conformity and tacit agreement with existing dimensions of surveillance. Dr. Zuboff alerted us to this general mindset as

"...the problem of surveillance is not about technology, but about capitalism, asserts Dr. Zuboff. Surveillance has become the essential means of today's market economy. She was very clear on this point in the public lecture on the next day, too. 'Let's discuss the puppet master, not the puppet.'"



Photo by Ozge Girgin

Professor Shoshana Zuboff, giving an interactive talk for graduate students at the Smith School of Business, November 8, 2017.

inevitablism in technology. She called this mentality the “virus of neoliberalism”, that deletes resistance and the possibility of human creation. Surveillance technology has certainly mutated capitalism, but it is not inevitable, because technology does not have agency, but is used as a means invented to serve certain groups of capitalists. “This is not OK”, repeated Dr. Zuboff. She believes in positive changes through collective argument and action, because she found in her long-term research “people are never happy about the surveillance”.

And, perhaps, here is the role for surveillance researchers, from my viewpoint. When a social system looms large and complicated, people tend to fall into anomie, as Durkheim rightly suggested about the division of labour in

rapid industrialization. We tend to feel powerless with the murky complexity of digital technology and its speed of expansion. However, surveillance studies can decompose the murky complexity and show who is doing what to embed surveillance in technology for which purposes, so people can find access points for change. It is not easy to change. But, without our work and efforts to deconstruct, technological inevitablism will be reified. And, if change is not possible, there is no point to our research. This is a historically crucial moment for academic commitment in this area.

I was inspired by Dr. Zuboff’s “This is not OK” approach, and assumed that her ethical critique of surveillance comes from the feeling of responsibility to the next, younger

generations. I instantly shared that feeling and concern as a parent, and she drew on my emotions to relate her work beyond my normal academic work as a researcher. In this sense, her lectures were very different from the conventional image of a “Harvard Business School Professor” for many who attended the lectures. This may be her secret: bold concepts that move other people.

 Midori Ogasawara is a PhD candidate in Sociology at Queen’s University. She can be reached at ogasawara.m@queensu.ca

 Professor Shoshana Zuboff visited Queen’s University on November 8-10, under the Principal’s Development Fund International Visiting Scholars Award. To watch the video of her public talk, ‘Secrets of Surveillance Capitalism’, go to: <https://stream.queensu.ca/Watch/a7ZBk45D>

SSC Seminar Series 2016-2017: A Year in Review

By Özge Girgin

It has been a wonderful year of SSC seminars with eleven speakers from four countries focusing on a broad range of issues demonstrating the implications of surveillance practices in all aspects of everyday life.

Government and intelligence surveillance were among the themes explored. **Adam Molnar** (Deakin University, Australia) explained how Computer Network Operations can undermine democratic freedoms while they are also considered lawful in Canada and Australia. **Tim McSorley** (International Civil Liberties Monitoring Group) discussed the consequences of mass surveillance and intelligence sharing on free expression. Through studying historical document and ATIP releases, **Scott Thompson** (University of Saskatchewan) analyzed the governance of First Nations, Inuit, and Métis peoples in Canada for the last two centuries through targeted surveillance programs. He argued that these categorizations and programs contributed to the criminalization and stereotypical cultural understandings of these populations in Canada.



Photo by Ozge Girgin

Elia Zureik presenting on "Big Data in the Gulf Cooperation Council Countries", September 21, 2016.

Big Data surveillance was the prevailing theme among the majority of speakers. Drawing on her ethnographic study, **Jennifer R. Whitson** (University of Waterloo) illuminated the ways in which big data and its discourse are strategically employed by game designers, and considered how data-driven design impacts the creative autonomy game developers. Looking at online games from a different dimension, **Martin French** (Concordia University) explored the gamification of gambling through digital games as an everyday leisure activity and focused on responsible gaming and digital player tracking within the broader context of responsabilization and risk. Focusing on voter surveillance, **Colin Bennett** (University of Victoria) critically addressed the ways in which contemporary political campaigns have become data-driven, and appraised the use of data analytics, and micro-targeting of voters with reference to past elections. **Denise Anthony** (Dartmouth College, USA) discussed the ways of conceptualizing privacy in the era of big data. In a co-sponsored seminar with Cultural Studies Speaks series, **Susan Cahill** (University of Calgary) examined the 9/11 artworks that focus on surveillance technologies and policies in Canada as part of her project "The Art and Surveillance". Taking us to a different region, **Elia Zureik** (Queen's University) reviewed his research project with Hadi Brada that investigates the big data use in public and the private sector in Gulf Cooperation Council Countries. Examining Data politics, **Evelyn Ruppert** (Gold-

"Big data surveillance was the prevailing theme among the majority of speakers."

smiths, University of London, UK) situated it within the 'fields of power and knowledge' and emphasized citizen subjects who make rights claims with everyday actions as an integral part of data politics. Focusing on Anonymous, **Gabriella Coleman** (McGill University) offered us an analysis of the changing politics of leaking over the years through investigating the history of Anonymous within the broader context of hacking, and discussed the role of Anonymous in the development of a "style of hacking-for-leaking". During the Fall 2017-2018 semester, we had the

Visiting PhD Student: Anouk Mols

By Anouk Mols

In September and October 2017, I joined the Surveillance Studies Centre as a visiting research student. I applied for a research visit to strengthen my knowledge of surveillance theory in order to inform my research about surveillance and privacy practices of users of mobile devices (supervised by SSC alumnus Jason Pridmore). I expected the research visit to be productive and useful, but I am happy to say that it turned out to be so much more.

Not only was I able to expand my theoretical knowledge by catching up on reading, both David Lyon and David Murakami Wood invited me to join their Surveillance Studies classes. This turned out to be really helpful in navigating the basics of surveillance studies. Moreover, I was invited to present a research seminar and received useful feedback on my paper about WhatsApp neighbourhood Watch. Participating in a writing group provided me with even more feedback and many coffee, lunch and hallway talks were inspiring as well! As a bonus, I attended the very interesting Big



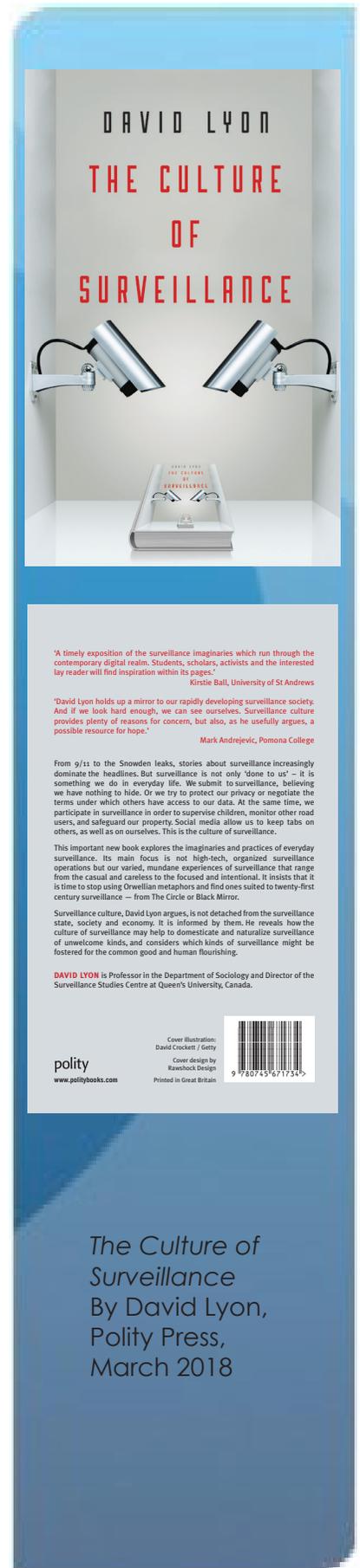
Photo courtesy of Anouk Mols

Anouk Mols

Data workshop in Ottawa. All in all, my research visit was a great learning opportunity.

But that's not all... I already got a hint of the Surveillance Studies Centre's supportive community during other events (the 2016 SSN conference in Barcelona and the 2017 Surveillance Studies Summer Seminar), yet, throughout my stay I've felt included in the community in a way that goes beyond Queens campus and office hours. From a sunny Sunday afternoon picnic to the roller derby, SSC members invited me to many wonderful events in and outside of the lovely city of Kingston and I made great friends. Therefore, I would like to thank everyone at the Centre for welcoming me into their community and making my time in Kingston memorable!

Anouk Mols is a PhD candidate in the Department of Media & Communication at Erasmus University Rotterdam in the Netherlands.



*The Culture of
Surveillance
By David Lyon,
Polity Press,
March 2018*

Visiting PhD Student: Markus Uhlman

By Markus Uhlman

Studying at the SSC as a visiting scholar was one of the most valuable experiences that I have had as a researcher so far. As a German doctoral student, I am dealing with issues of privacy and trust in the context of online social network sites. By considering online social network sites as complex socio-technical infrastructures, I am interested in developing new approaches for privacy regulation and trust constitution from a sociological perspective. Crosschecking my research with a surveillance studies perspective was very useful in order to critically reflect some assumptions and considerations of my work. Especially the daily discussions with other PhD students from the SSC as well as the opportunity to access important information sources helped me a lot to develop my current research and will definitely influence my future work.

During my short stay as visiting researcher I had the opportunity to attend the SSC Seminar and discuss some of the key considerations that I am developing in my dissertation. In my talk I discussed various SSC Newsletter



Photo courtesy of Markus Uhlman

approaches for the regulation of privacy in the context of online social network sites. In this context, I received a lot of helpful suggestions from the SSC researchers. Especially the critical reflections on privacy from a surveillance perspective were really thought provoking for my work.

I am very thankful to all SSC members for their hospitality. I would especially like to thank Professor David Lyon, Professor Norma Möllers, Joan Sharpe and Midori Ogasawara. Thank you for making my stay at SSC such a profound experience.

Markus Uhlmann is a PhD candidate in the Department of Sociological Theory at the University of Kassel, Germany.

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off using the citizen summit method in 9 European countries. The final session included a discussion aimed at distilling the outcomes of the workshop, including the need for greater transparency, accountability and legal regulation and protection. Afterwards, some team members commented that it was the best workshop they had ever been to.

Summarizing all that was discussed over the two days has proven to be a challenging task, with over 54 pages of notes from the workshop, organizers with the involvement of partners and team members, have highlighted 6 main points and related information. These will be available on our BDS website to be accessible for policy-makers, media and the general public. Papers are currently under revision to be included in an open access collection edited by David Lyon and David Murakami Wood.



Photo by Joan Sharpe

Frank Pasquale (University of Maryland) and Evelyn Ruppert (Goldsmith, University of London) discussing "Big Data Futures" at the panel discussion concluding the BDS 175 events on March 23, 2017 at Queen's University. The SSC hosted a series of events under the title "Big Data: The 3 -Ds: Define, Describe, Debate" as part of the Queen's University 175th Anniversary Series 2016-2017.

SSHRC Partnership Grant: Big Data Surveillance Midterm Report

The Midterm Report of the Big Data Surveillance Partnership Grant was submitted to SSHRC on October 31, 2017. The report summarized the collaborative work of BDS for the first half of the grant (2015-2017) in the three integrated research streams: Security, Marketing and Governance.

Some notable achievements:

BDS Events Completed:

- Inaugural Research Workshop: **Key Issues in Big Data Surveillance**, 12-14 May, 2016, Queen's University, with full team involvement in planning
- Integrated Research Team Workshop for Stream One: **Security Intelligence and Surveillance in the Big Data Age**, 19-20 October, 2017, University of Ottawa, edited book and online resources result

Additional Events/Activities:

- BD175 (Big Data Event Series)**, Queen's University 175th anniversary celebrations 2016-2017
- Surveillance Studies Summer Seminar (SSSS)**
Theme: Surveillance in the Big Data Era, 15-21 June 2017, Queen's University
- ATIP/FOI repository**, working with Queen's Library and progressing ahead of schedule
- Online Educational Resources**, being developed by postdoctoral fellow sava saheli singh to be completed by March 2019
- Program Internships**, University of Ottawa student, working with the ICLMG, (fall 2017, successful and extended into winter 2018), the University of Victoria and the OIPC BC are creating an additional student internship

Knowledge Mobilization:

- Launched **Big Data Surveillance website**
- Quarterly newsletters**, 14 issues
- Annual Newsletters**, 3 issues

Publications:

- Exceeding expectations with numerous journal articles, book chapters, books, reports, presentations, op-eds, media and coverage of research resulted from our collaborative work.

See: <http://www.bigdatasurveillance.ca/>

Project Director:

David Lyon, Queen's University

Co-Investigators:

Kirstie Ball, University of St. Andrews, UK
Colin Bennett, University of Victoria
David Murakami Wood, Queen's University
Valerie Steeves, University of Ottawa
Stéphane Leman-Langlois, Université Laval

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Lisa Austin, University of Toronto
Andrew Clement, University of Toronto
Kevin Haggerty, University of Alberta
Alice Marwick, University of North Carolina, USA
Torin Monahan, University of North Carolina, USA
Carrie Sanders, Wilfrid Laurier University
Scott Thompson, University of Saskatchewan
William Webster, University of Stirling, UK

Non Academic

Drew McArthur, Office of the Information and Privacy Commissioner of BC
Tim McSorley, International Civil Liberties Monitoring Group
Christopher Prince, Office of the Privacy Commissioner of Canada
Micheal Vonn, BC Civil Liberties Association

Partners:

Civil Liberties

BC Civil Liberties Association (BCCLA), Vancouver, BC
International Civil Liberties Monitoring Group (ICLMG), Ottawa, ON

Privacy

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Academic

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sava saheli singh, Queen's University
Sachil Singh, University of Ottawa

Staff:

Joan Sharpe, Project Administrator, Queen's University
Emily Smith, Research Associate, Queen's University

Member News

Congratulations on Awards:

David Lyon, who was awarded the 2017 Award for Excellence in Graduate Supervision by the School of Graduate Studies at Queen's University at Fall Convocation 16 November 2017.

Joan Sharpe and Emily Smith on receiving a Special Recognition for Staff Team Award at Queen's University, presented during the Principal's Annual Holiday Reception 6 December 2017.

Congratulations:

Ciara Braken-Roche who successfully defended her PhD dissertation on 18 December 2017 and has begun a Postdoctoral Fellowship (2018-2020) with Valerie Steeves in the Criminology Department at the University of Ottawa and affiliated with the BDS project on "Drones and Big Data".

Scott Thompson on his new position as Assistant Professor at the University of Saskatchewan. Scott completed his Banting postdoctoral fellowship (2016-2017) at the SSC, and will continue his involvement as a collaborator with BDS.

Sachil Singh who successfully defended his PhD thesis at Queen's in December 2016 and is now a postdoctoral fellow at the University of Ottawa (Social Sciences), where he is working on the BDS project with Co-Investigator Valerie Steeves.

Tabasum Akseer on successful completion of her PhD thesis at Queen's, and is now a postdoctoral fellow at the Centre for International and Defence Policy at Queen's University.

Welcome to Postdoctoral Fellows:

sava saheli singh, Postdoctoral Fellow at Queen's University from January 2018, who is developing innovative teaching and learning materials related to Big Data Surveillance, led by David Lyon and David Murakami Wood.

Jeffrey Hughes, Postdoctoral Research Fellow at the University of St. Andrews, UK, working with Kirstie Ball at the Centre for Research into Information, Surveillance and Privacy based at the school of Management.



Photo by Midori Ogasawara

David Lyon with students after receiving his award in November 2017.



Photo by Ken Mizokoshi

Emily Smith and Joan Sharpe with members of the SSC after receiving their team award in December 2017.



Photo courtesy of Ozge Girgin

Scott Thompson and members of the SSC at his fairwell tea party, March 2017.

Events

SSC Seminar Schedule, available at:
<http://www.sscqueens.org/research/seminar>

BDS Stream Two workshop:
Big Data Analytics in Marketing
University of Stirling, UK
4-5 June 2018

For the events calendar, go to:
<http://www.sscqueens.org/events/calendar>



Photo by Emily Smith

Question time during BDS Stream One Workshop on
Security Intelligence & Surveillance in the Big Data Age
in Ottawa, October 19, 2017.

The SSC Newsletter was compiled and edited by Emily Smith

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