

**EKOS Test Group I – May 4, 2004 5:30 – 7:30 p.m.  
Toronto**

**Moderator:** ... I work for a company called EKOS Research Associates and we have been hired by Queen's University down in Kingston basically to help them work on a study that they're about to undertake in terms of looking at how Canadians may differ from other individuals around the world on some of the issues we're going to talk about today. So that's generally sort of helping them to see how individuals see some of these issues and how they sort of conceptualize it and we're going to talk about them. For those of you who have never done ... [new person enters]... Hi, all I've said so far is my name is Malcolm and I work for EKOS Research and we've been hired by Queen's University. For those of you who have never done a focus group before, this is a special room. There are microphones in the ceiling, I'm audiotaping the discussion tonight. As I go along and do this, I cannot take very good notes. I go back to my tapes and listen to what was said. I did this for four hours last night, I'm doing this for four hours tonight, by the end of this, it's just like, who said what when? So I go back to my tapes. That is also a one-way mirror, there are individuals behind there who belong to the research team. It's very different actually seeing things first-hand and how people react, comment, rather than, at the end of this I write a report to sort of say people saw it this way, saw it that way, seeing it first-hand is quite a bit different. In terms of what we're going to say tonight, everything's kept confidential. I actually go and write a report at the end of this, but we do not identify any individuals. We'll say men versus women, young versus old, with this type of experience, that type of experience, Toronto or Montreal – we're doing this in Toronto and Montreal. But that's the extent to which we report anything. In terms of tonight, very easy going. There are no right answers and wrong answers. And often as I go through this I'll sort of reiterate that point because sometimes I'll say, "well, what does it mean to you?" And sort of struggling, but there are no wrong answers here, say whatever comes to. It's also okay to disagree, if there are certain things where you have one opinion, and somebody on the other side of the table has a different opinion, that's perfectly acceptable, and I actually want to hear if you say, "I disagree with that," I need you to speak up. And it's also okay to change your mind, if you hear something and you say, well, you know I kind of thought this, but now I know more and I'm going to change my mind.

I basically have three roles as a moderator. I raise issues for discussion, sort of guide where it's going. I may not always answer your questions, if you sort of put back to me, and say, well what do you mean, I might say well, Marilyn, what does it mean to you? And just sort of see how you interpret this, because often how things are interpreted without any guidance. The second role is to make sure that everyone has a chance to speak, sort of play that traffic cop role. And as I always say, my third and my most important role is to keep track of time. I've asked you hear from 5:30 to 7:30 and we will be done by 7:30. Any questions so far?

Okay. Can we begin by going around the table introducing yourselves by your first name only and saying a little bit about your background, what you do, those kind of things. Okay.

**Keith:** My name is Keith, I work at a bank as a currency trading. I came from Hong Kong about 15 years ago, so far so good. And that's it.

**Lisa:** My name is Lisa and I'm 38 and most of the time I spend at home with my three boys, they're 15, 14, and 11. And we have a construction company and I do most of the, I guess, administrative assistant there.

**Rona:** My name is Rona, and I do part time work, I do as a word processing operator and customer service, and I've done a bit of, worked in different areas too.

**Tamaya:** My name is Tamaya and I'm still a student. I'm a visual arts student, I'm just finishing up this week actually. That's about it.

**Robert:** My name is Robert. I'm an architect, I do housing design and construction in the Toronto area.

**Marilyn:** My name is Marilyn. I'm an administrator at the University of Toronto. I am divorced and I have a teenaged daughter just about to start university.

**Angie:** My name is Angie. I came to Canada when I was about three years old from Egypt. I'm married, I have a three year old. And I work in a modeling agency.

**Moderator:** Okay. Good. You all have a pen and paper, and I want you to write down. When you hear the word privacy, what's the first thing that comes to mind. No right answers, no wrong answers. When you hear the word privacy, what's the first thing that pops into your mind. Just write it down.

[Pause]

And can you all write "Toronto 5:30" just at the top right hand corner, please? And just put down "privacy" beside what you just wrote. Okay. Same thing. When you hear the word security, what's the first thing that comes to mind? So write down "security". Like I said, no right answer here, no wrong answer.

[Pause]

Everybody have something? Keith, what did you write for privacy?

**Keith:** Like, secrets?

**Moderator:** Secret.

**Keith:** Not open.

**Moderator:** Not open.

**Keith:** Like unpublished.

**Moderator:** Okay. Lisa.

**Lisa:** Privacy, I was just thinking a person left along, unprotected.

**Moderator:** Okay, Rona.

**Rona:** I just wrote apartment. Do you want to know my reason why?

**Moderator:** Yes.

**Rona:** Okay. Apartment. I would say that's about the only place where I think I would have privacy.

**Moderator:** In your apartment. Okay. Tamaya?

**Tamaya:** Actually, I wrote bathroom, but it's pretty much for the same reason. It's the only place where I feel I can be alone.

**Moderator:** Okay. Robert?

**Robert:** I put increasing lack of it in today's society.

**Moderator:** Okay, Marilyn?

**Marilyn:** I put selective, sexuality. Personal.

**Moderator:** Why selective? What do you mean by that?

**Marilyn:** Some things that people hold dear to them are private, I think you select what you want to keep private.

**Moderator:** Okay. And Angie.

**Angie:** I was thinking automatically of new issues online, like on the Internet, how privacy is kind of being contested, like you don't know what is private or not, and this kind of new forum. And that there are new challenges to keeping privacy nowadays.

**Moderator:** Okay. Keith – security?

**Keith:** I think of safe, like security, or I'm thinking – I work for a bank, so is security in trading stocks or whatever?

**Moderator:** Okay, Lisa?

**Lisa:** Safe, protected.

**Moderator:** Safe, protected. Rona?

**Rona:** Money.

**Moderator:** Money. Why money?

**Rona:** Because if you have money you can do a lot.

**Moderator:** Tamaya?

**Tamaya:** Something non-existent. An illusion.

**Moderator:** Non-existent, an illusion. Robert?

**Robert:** Something each individual has to be responsible for himself.

**Moderator:** Okay. Marilyn?

**Marilyn:** I put stability, comfort level, personal rights. And then I got into terrorism.

**Moderator:** Okay, so a whole host of things.

**Angie:** I thought of physical security in a way. Crime, like a security guard's role versus a police officer's role.

**Moderator:** Okay. So a whole host of things. Well, when we talk about privacy, people often talk about privacy as a value. What is a value? Marilyn?

**Marilyn:** I guess it's linked to one's well-being?

**Moderator:** Okay. Robert? What is a value. People talk about privacy as a value. What is a value?

**Robert:** A value, I think is something that you hold as being worthy or valuable. Whether, different values, whether they become a physical thing, or just a quality.

**Moderator:** Okay. What about in the context of Canada. What is a value? Canadian values?

**Keith:** The recognition of a person?

**Moderator:** Okay. Canadian values. Rona.

**Rona:** I'd say recognize everybody that lives here, no matter what nationality, as a human being first.

**Moderator:** Okay. So equality.

**Rona:** Is to have good morals.

**Moderator:** Okay. Tamaya.

**Tamaya:** I was going to say things like morals, those are all values as well. I kind of – values. The first thing that popped into my head was the health care. Something that's very specific to us Canadian. Well, not really, but here in North America.

**Moderator:** Okay. And so some examples – freedom, equality.

**FP:** Things that we take for granted, that we have certain freedoms and we can go where we want when we want, we can go freely without any barriers, really.

**Moderator:** And so, equality, you're treated the same way whether or not you're old, young, white, background doesn't matter. So what about the concept of, those are often cited as values. What do you think about the concept of when people talk about privacy as a value? How do you react to that?

**FP:** It's something that should be upheld?

**Moderator:** Something that should be upheld. Does that make sense?

**Marilyn:** We're entitled to our privacy. We expect our privacy, whether we're entitled, we expect our privacy.

**Moderator:** Okay. Lisa?

**Lisa:** I think a lot of people are tired, they're very conservative, they're very tired, I guess they need to be left alone, respectful-like. Time alone, time to think, you want to have that privacy throughout the day.

**Moderator:** Okay. Anybody else.

**FP:** I was going to say, maybe nowadays we don't look at privacy the same way we did 50, 60 years ago just because there are so many other issues, so many other concerns right now about privacy that it's become a value.

**Moderator:** Could you elaborate? What do you mean? You say maybe 60 years ago ...

**FP:** Well, I don't know. It's very general.

**Moderator:** That's okay.

**FP:** Say 60 years ago, privacy was maybe also a value, but it wasn't something that most people thought about in the same way that we think about it today. Now it's become even more important, it's become even more valuable, privacy.

**Moderator:** My company, we do focus groups across the country, we also do a lot of surveys. We randomly call Canadians and ask them questions about various things. One of the things we often ask people is about their privacy, and whether or not they feel they have less personal privacy in their day-to-

day life than they did five years ago. Usually they can agree, they can disagree, they can say neither. Let's go around the table, agree, disagree, neither. Less personal privacy in your daily lives than you did five years ago.

**General Responses:** Less. I definitely agree. Yes, there's less. Agree. Agree. Agree. Agree. Agree.

**Moderator:** Why? The whole room agreed. Why?

**Marilyn:** Because more people have access to everything about us, and you know, your bank, they plug you in they know where you work, how much money you owe, your ... who you are, I mean, I work in a university environment and I always even joke to our students, I know everything about you. I mean, I don't, but I know where they live, birthdays, I know their marks.

**Moderator:** Did the banks know that information ten years ago?

**MP:** Yes.

**Rona:** Maybe they did, but it just seems more readily available. Maybe they did.

**Moderator:** It's more readily available.

**Marilyn:** What it is maybe one person used to know, your bank manager, or whoever kept your account, but now you go into any damn bank, any clerk will punch you in, they'll know who you are. Anybody. So the access, it's more available.

**Moderator:** Robert, why do you say you agree?

**Robert:** I think there are more demands made on us everywhere – questionnaires. I think we even expect to be asked certain things and are expected to answer them, where five or ten years ago, that's none of your business. Now that has, I think, disappeared.

**Moderator:** Can you give an example?

**Robert:** I think any place you go, I want three pieces of ID, I want this, this, this, and this – fine, here it is.

**Moderator:** Okay. Angie.

**Angie:** I think a lot of services or companies are becoming more intrusive. They'll go beyond and ask you certain things, like I know an employment agency now that's checking your credit score to see if you are a good candidate, and I don't see how that really affects your ability to do your job. But things like that, it's becoming more intrusive.

**Moderator:** Okay. Tamaya.

**Tamaya:** I agreed because I just got married, so I'm never alone. So it's different for me right now. It's very different from five years ago. But I was going to say something else .. it's gone though.

**Moderator:** We'll come back later if you ... Rona.

**Rona:** I just find as soon as I walk out the door anywhere, it's gone, my privacy. Somebody talks to me, somebody wants to know something, I go into a coffee shop, I fill out something.

**FP:** Does that bother you though?

**Rona:** Yes, it does. It does, because sometimes I'm going and I just want to relax and I have somebody ask me fifty questions.

**Moderator:** But how is that different from five years ago?

**Rona:** It wasn't as bad. Because, I'll give you an instance. Recently I had some appliance and I had to call about it on the phone and I had to ask for customer service. And I felt like I had to give her information to get the help I needed on the phone. And I wouldn't have felt that way five years ago.

**Moderator:** Okay. Lisa.

**Lisa:** Recently I went to Canadian Tire and they were asking me ID, driver's license, phone number, the driver's license wasn't even enough. And this was just because I used a credit card, because there's so much fraud. But for sure, I think there's more competition, so people are out there, they're more advertising, they want more information. I just think they're asking more because there's so much competitiveness everywhere. They want a lot of information, everybody is asking more.

**Moderator:** More competition does what, though?

**Lisa:** There's better sales, more marketing, everything's improving, that's why they're asking so much, they're trying to improve their business. But sometimes it's too much. I mean, myself, in the last two years I got a private number, I'm literally on a dead-end street. Where I live it seems like I live in the country, but I'm right downtown, just to avoid all that. It's nice to have, talking to people and stuff, but there's a time that you want to have a time out.

**Moderator:** Okay. Keith.

**Keith:** The reason I don't have as much is that I moved to a new apartment for like two years and I don't know how these people get my telephone number and keep calling every night for marketing. If you work as a branch manager you knew some of your clients, but once you leave this bank, of course, the information will go with him. So.

**Moderator:** Okay. In what areas do you think you have less privacy?

**Robert:** Telephone, for one.

**Moderator:** Telephone, okay.

**Robert:** Every time you pick up the phone, somebody wants to sell you something, or well, it's come to the point where if I want to do any work at home, I keep the answering machine on. And instead of constant interruptions from people I don't want to hear from, I can listen, and if it's someone I want to talk to, I'll pick up the phone. And say, ten years ago, I didn't have an answering machine because the phone didn't ring that much, so I'd pick it up.

**Moderator:** Okay, so telephone. What others?

**FP:** Shopping.

**Moderator:** What do you mean?

**FP:** You walk into a department store, five, six people come up, how are you? They're asking me, how's the day out there, meanwhile I'm trying to concentrate on what I want, and you just have these people asking you things, can I help you, can I do this, and I just sometimes don't need it.

**Moderator:** Okay, Tamaya?

**Tamaya:** But I'm not sure that these are privacy issues. This is, I mean, this is everyday life. It's been this way all the time. Maybe we just feel it more, maybe we're just more concerned with privacy, or bombardment. But it's not really a privacy issue, it's interacting with other people.

**Moderator:** Okay. Marilyn?

**Marilyn:** Email. I get tons. I come in to work and I have 100 emails in the morning. And 50 percent are spam. So that's an invasion of privacy right there.

**Moderator:** Okay, what else? What other areas?

**FP:** Some stores when you make a purchase and come to the cash they'll take your address, your phone number, your email, your information and then they'll ring it up. I don't know about other stores, but a lot of women's stores do that.

**Moderator:** Okay. Can you think of anything else?

**FP:** Actually, a lot of stores are doing to, they just want you on their mailing list, then they ask you all these personal questions. And you're thinking, why do you want my phone number when you're in the shop for a battery? It's just too much.

**Moderator:** Tamaya?

**Tamaya:** I just have a question. I mean, is it mandatory to give out this information?

**Keith:** No.

**Tamaya:** Because I never do, I just tell them I don't want to.

**Keith:** When you fill out those warranty cards ...

[General murmuring]

**Moderator:** You've all sort of said less privacy. But how concerned are you actually about your privacy today?

**Rona:** Very.

**Moderator:** Rona's saying very, Tamaya's saying no. Lisa?

**Lisa:** For sure, because it's dangerous not to have some privacy.

**Moderator:** Okay. Keith?

**Keith:** Very concerned, yes.

**Angie:** I am concerned because I really don't know if there could be eventually like a central database or something, and they know all your information and they can hook it up. There's a way to get to know everything about you.

**Moderator:** Okay. Marilyn?

**Marilyn:** I agree, but I don't think I'm naïve, but it doesn't bother me too much. I think we're just moving that much forward quickly, and we just, we all have access to technology, and it's just, there are ways to not be part of that, but the reality is that we are.

**Moderator:** So you're not really concerned?

**Marilyn:** No.

**Moderator:** Robert?

**Robert:** Well, I think that I'm concerned primarily because, you tend to back away, or at least I tend to back away when somebody approaches – oh, what do they want to know now? Whereas, it should be easy to talk to someone, but now it's like, wait a minute, what are they going to ask me? And I tend to back away rather than go gung-ho into the conversation.

**Moderator:** So, that puts you out. So a few of you are concerned, a couple are not. But you are concerned, then?

**Robert:** To a point.

**Moderator:** To a point. Well, what kinds of things do you do to protect your privacy?

**Rona:** Don't give out email, don't give out phone numbers.

**Moderator:** Okay.

**FP:** I give out the wrong one.

**Moderator:** You give out the wrong one.

[Laughter]

**Moderator:** Tamaya?

**Tamaya:** I just ignore it. I mean, there's – it's technology and lots of years ago we didn't have all these issues with privacy because yes, it's – how do I say this? For instance, now we have to join, or most of us have to have a credit in order to be able to purchase a house or things like that, right? A hundred years ago, nobody had that, so nobody knew your address except for your friends and family, but this is progress, and this comes with progress, right? So what I do is I just, I don't give it out to anyone. I use, I filter my emails, whenever somebody calls and I don't know who they are I just hang up, I don't even say thank you or goodbye. That's it.

**Moderator:** Rona, what do you do to protect your privacy?

**Rona:** Well, I don't usually, if I'm out shopping and sometimes they give you these fill out forms or something, if you fill this out you can win something or they'll send you some free loot, you know, I don't usually fill anything out. Absolutely nothing. And that's how I'm not bothered. I find if you give your address and you pass it around to different little advertisements like that, people will bother you.

**Moderator:** Okay. Lisa?

**Lisa:** I, too, I think if I trust the company or it's someone I know, like a bank manager, it's someone I know, like I said, that I trust, that I have some sort of a relationship with, I feel a bit more trustworthy to give out information, otherwise I don't give any information out. I really don't.

**Moderator:** Tamaya?

**Tamaya:** I just have a question. I mean, for us to come here tonight to a focus group, we had to give a lot of information. How come you guys decided to give it out, for this?



**Lisa:** I trust this organization for some reason. I knew, the lady who called me, I know where she's from. It's a big company, a respectable company.

**Moderator:** So you knew the context, just like you did the bank. You'll give some things, but then you won't give others, so it's a selective thing.

**Lisa:** It wasn't that that personal.

**Moderator:** What other things? What other things does anybody do to protect their privacy?

**Keith:** Lie.

**Moderator:** Lie.

**FP:** That's not good.

[Laughter]

**Keith:** Selectively I give information.

**Moderator:** Okay, anything else? How have your views changed? So, I asked the question about the past five years, and you all say yes. How have your views changed in the past five years? What's different?

**Lisa:** I think everybody's more selfish, more greedy, more pushy, just more aggressive, and where the privacy's concerned, that's where I've become even more pickier where at home, I don't give out my home number, it's private, and my cell number for business or something I'll give it out, I'm just more aware, I protect myself a bit more.

**Moderator:** Okay. How are things different in the past five years for you? Robert?

**Robert:** I think we accept more things now than we did five years ago. That, if it's presented to you and presented to you again and again and again, you tend to, alright, fine, we'll go with the flow, or accept it, and I think in that way it erodes your expectations of privacy. You accept these questions, you accept the things that are presented to you more, until, as Lisa said, you just back away and you just don't give the home phone number anymore.

**Moderator:** Marilyn? How have things changed in the past five years?

**Marilyn:** I don't know if they've changed, because we dealt with these issues five years ago. The same issues, maybe not to the same extent, I mean, people have gotten accustomed to it, I think.

**Moderator:** Okay. Anybody else?

**Rona:** I think marketing's gotten stronger. Smarter. They don't waste time, If we want something we go for it, like through the Internet, whatever information you give them, they know who they want, which consumer they want.

**Moderator:** Okay, so better targeting. Anything different since September 11<sup>th</sup>? Tamaya you say no?

**Tamaya:** Nothing. Absolutely nothing's different. It's just more in the general population. Everyone's worried about, you know, if they're going to strike here next, if they're going to strike there. Just general society's fear.

**Moderator:** And how does that play into privacy?

**Tamaya:** Into privacy, well, how – not giving out your information as much, not putting yourself in those situations where people can know things about you or.

**FP:** I just really thought of something else. I'm not sure, but when we travel, for instance, we want to make sure that we have our papers to show who we are, what we are, and that we're not some terrorist, you know, that we're Canadian, this is who I am, it says on my passport, I'm respectable, I'm a citizen. So it's almost, we want to show who we are really, too, because there's so many issues out there.

**Robert:** That's kind of the reverse thing.

**FP:** It's kind of the reverse – no, no, no, but I think because people still want to maintain, be able to travel, go for business and because there are security issues, privacy issues, and yet we want to have our documents to prove who we are. I mean, people can call us up on the computer and see if we stole a car or something, but basically, I think it works both ways.

**Rona:** I think privacy issues should be treated differently in different situations, like for government. I think it is their right to know exactly who we are and everything about us for safety reasons, because of 9/11. But when it comes down to outside dealing with the business world, I think there we could set some limits.

**Moderator:** Okay.

**Tamaya:** I have to sort of disagree. Actually, I'm more afraid of the government than corporations. The thing is that I don't want them to know everything about me. It's none of their business. They know as much as they need to know. I don't want to give them any more, and I don't think things have changed since 9/11. Not for us. I don't think so, no. I think the security thing, as I said, it's pretty much an illusion. It's not –

**Moderator:** If not for us, for whom is it different?

**Tamaya:** People that are closer to the problem. People that are more involved. We're not that involved.

**Moderator:** Okay.

**Lisa:** I think it's changed, with security at the airports, where everything's definitely tighter, bigtime, since that happened.

**Moderator:** Okay.

**Robert:** And yet, I've crossed the American border twice since January and I was not asked for documentation either time.

**Lisa:** It depends on the time, I guess.

**Robert:** I drove down one time and flew back, I flew down one time and drove back. None of the four times I crossed the border was I asked for documentation.

**Tamaya:** I've gone to Europe, too, and my bags weren't opened once.

**FP:** It depends who you are. Like, I'm Arabic, so, my husband's Iraqi. He won't even attempt to go down there. And that's a good mix of Canadians. I'm sure they wouldn't really have asked me a few years ago, like five years ago. They would because my last name looks Arabic, they'd ask me now, definitely. And I don't really want to go shopping in New York anymore because of that.

**Tamaya:** But it's alien to Canada, that's something outside of Canada. Those are the issues that – yes, they do affect us when we go traveling and things like that, they do affect us. But in here I think it's pretty stable, it's pretty much the same as it was.

**FP:** But you know, you don't always know how people think outside there. And usually people do think like you think since 9/11. And it's hard not to. And that's just being human.

**FP:** I'm thinking also in the general world, who would've known that in Spain that that train would have gotten bombed? And they're involved. But also, who would've known that in Iraq now there are a few prisoners, Canadian prisoners. There are like three right now. There are things happening to Canadians. And it wasn't bad before. But I think *in Canada* it's safer than a lot of other places.

**Keith:** I guess they are concerned they have to prove something, they knew something, they care, so to show the world that we are a safe country.

**Moderator:** Let me see a show of hands. Who has ever experienced a serious invasion of privacy?

**FP:** Not that I know of ...

**FP:** I have.

**Moderator:** You have.

**FP:** Yes, my mom read my diary.

[Laughter]

**Moderator:** Okay.

**FP:** Well, I had one of those, it was my grandfather. It's not fun!

**Moderator:** Can you give me some examples of privacy invasion? Things that could happen in your day-to-day lives.

**FP:** Burglary?

**Moderator:** Burglary.

**FP:** Having a boss or a colleague read one's personal emails.

**Moderator:** Okay.

**Robert:** You've given the wrong information. In other words you're investigated for something and they can mix up the information, or get information somewhere else and that can be the wrong information.

**Moderator:** Okay.

**FP:** Being followed and watched by someone. Well, that did happen to me once. And you just sort of freak out.

**Moderator:** Okay. Any other examples in daily lives?

**FP:** I wonder when they check your credit. Are they allowed to do that? That could be a little ... when you check something too much, something that was put down that was wrong, that wasn't clear. I remember one time, I think we tried for a mortgage and my husband had paid off a car loan, but they said there was a lien on it and I still haven't cleared it up, but there was no lien on it. So for me, that was really difficult. We should clear it up. We had no problem getting the loan, but still, to have something there that's really something wrong against you, that doesn't look good.

**Moderator:** What about possible invasions by government? Can you think of some examples.

**Keith:** Revenue Canada checking on you.

**Moderator:** How's that an invasion?

**Keith:** The tax returns, how much deductions you're claiming.

**FP:** When you're audited.

**Moderator:** But are they invading your privacy?

**Keith:** Yes, they do. How much you are claiming, how much you are not supposed to make.

**Moderator:** Okay.

**Lisa:** They actually are allowed to go right into your business right then and there and do a search if they want. They have the – something that protects them, like the police say yes, it's okay to do that. They can go right in there and do a search.

**Moderator:** Okay.

**Robert:** And they can close your bank accounts, too. If they feel you haven't paid them, they can close your bank accounts.

**FP:** That's got to be extreme.

**Lisa:** They can garnish your wages, too.

**Moderator:** What about other invasions of privacy with governments?

**Tamaya:** I have, or had a friend in university from '90 to '94 who was being investigated by CSIS. And they're actually – he felt that there were people in his lectures and things like that, because –

**FP:** Why? Watching him?

**Tamaya:** Yes, they were watching him.

**Moderator:** Okay, other examples?

**FP:** For me, too, for four years of my life when I was a kid I was being watched. The same man followed to school, from school, at home, because my father had fled Romania, and so the security on us was stepped up. My uncle had fled too, and so until we left we were constantly watched. And we knew it, because they don't hide it.

**Robert:** Who was watching.

**FP:** The [Romanian word].

**Robert:** So in Romania?

**FP:** Yes, in Romania, not here.

**Moderator:** Okay. Any other examples? By government? [Pause] What about by companies?

**Keith:** Like in my company, my colleagues are talking about who's making this, like your salary, talk about how much you make.

**Moderator:** Okay, that's more in the workplace, but invasions by companies.

**Keith:** Oh, by companies.

**Moderator:** When you say you're concerned about your privacy, what are some possible things, invasions?

**FP:** Sometimes if you have your banking information, you know, with them, you can get all kinds of people phoning, from customer service, trying to sell you all kinds of, they know everything about you and they phone, and then they have an idea of how to help you out with your money sort of thing. So there's some pressure there.

**Moderator:** Okay. Other examples? [Pause] Robert, can you think of anything.

**Robert:** No, because I've never had any trouble with companies. Well, that I know of. Again, I don't know what kind of information they can get, or what kind of information they have, but when I respond to one of these phone calls, I just say no thank you. And that's the end of it.

**FP:** Maybe we confuse invasion with marketing. Marketing seems to be intrusive, but you don't have to take it. You don't have to listen to their sales pitch, or give them more information. So I think maybe we feel bombarded by that, so there's confusion between marketing and getting things from us.

**Moderator:** What about in the workplace. Some examples, how your privacy can be invaded.

**FP:** Well, your computer could be monitored.

**Moderator:** Okay.

**Keith:** Your mail.

**Moderator:** Your mail. What else?

**FP:** Cameras.

**Moderator:** Cameras. Robert?

**Robert:** I think that was a good point – cameras. Now more and more as you're going into buildings, you're watched on security or you have a security pass. You cannot be anonymous going into places.

**FP:** We just discussed this at work about putting cameras in. We didn't have anything before.

Lisa; There's security everywhere now. You know, I was laughing, sorry, we have a vent in our washroom and my own son, he's 14 years old, put a towel over it because of security – in my own house!

[Laughter]

Even the smallest consumer right now, they have cameras, a recent burglary something in the news, I don't know, was it a shooting? They were using the neighbour's video to see outside for information, so that's where it is helpful sometimes.

**Moderator:** Tamaya?

**Tamaya:** I was going to say, this is something we're so accustomed to we don't think of. But what about public bathrooms? I can never go to them. It's so uncomfortable. Nobody can see you, but people can hear you, they're there. That's a major invasion of privacy.

**Robert:** There are even security people or cameras in these washrooms, some of them.

**Tamaya:** Some of them might have them, I don't know, but it's just the fact that there are three or four of us in that bathroom, all doing what we have to do together.

**Moderator:** Okay. What are some other ways that your privacy could be compromised? I've heard financial.

**Robert:** Just the close proximity.

**Moderator:** Close proximity?

**Robert:** I mean, crammed together in small apartments, you can hear through, you know who's going and coming.

**Lisa:** The city's getting more populated too, it just keeps growing very fast.

**Robert:** Yes, but in some ways that creates more anonymity, doesn't it. That in a small town, you know your neighbours and where they're going and what they're doing and in the city, you really don't even care about your neighbours, most of them.

**Moderator:** Okay. What other ways? I heard cameras, surveillance cameras. Security cards.

**FP:** Audiotaped.

**Moderator:** Audiotaped.

**Marilyn:** Cameras are everywhere, especially with the cellphones.

**Moderator:** Okay.

**Marilyn:** You don't even know they're taking a picture of you, and they're just taking one.

**Moderator:** Have you heard of identity theft?

**FP:** That's a big one.

**Moderator:** Tracking purchases?

**FP:** I'm very cautious with that stuff.

**Moderator:** Let me ask you. Do you think that some groups in society are more susceptible to invasions of privacy than others? So let's say, within Canada.

**Lisa:** Maybe immigrants, because they might not know as much about some information.

**Moderator:** How would that make them more susceptible though?

**Lisa:** Because they won't catch on. Like, they can get mail asking them something or saying to authorize them something, and they might not understand. They might get fooled by the language barrier or something.

**Moderator:** Okay. Marilyn?

**Marilyn:** I don't know. I was going to say, for marketing purposes, sort of a mid-range comfortable income level, maybe those groups?

**FP:** I agree.

**Moderator:** So more affluent groups?

**Marilyn:** Yes.

**Angie:** I was going to say that maybe immigrants, this is just another side of it, but maybe they're fleeing that type of thing in their country. I know that a lot of immigrants where they don't like the government's imposition on them or they're coming to Canada to be free. They're ...

**Moderator:** But are they more susceptible in Canada than other groups? Because the issue I'm trying to – are some groups in Canadian society more susceptible to invasions of privacy than others? So Lisa said perhaps immigrants because of language and now knowing.

**Lisa:** Maybe the old, because they have more time, people go there, they're more relaxed, more willing.

**Moderator:** Okay.

**Robert:** I would think anybody that goes to an organization or the government or anything for assistance of some sort.

[Agreement]

**Moderator:** Okay. Why?

**Robert:** Because of the information that they have to give. And the controls that are put on them or what they're given is allotted to, this is what you should have, this is what you shouldn't have. You're relying on someone else for everything. And I think there you lose your responsibility for yourself, you lose your privacy.

**Moderator:** Okay.

**Keith:** Like in stock markets, if you're an insider you have to report every trade to the security for society.

**Robert:** There are obviously a few who haven't that are now facing charges because they didn't do it.

**Moderator:** Any other groups? [Pause]

**Tamaya:** Well, I would say people that live in cities.

**Moderator:** Why?

**Tamaya:** It's metropolitan. I mean, that's where most of the companies are, larger companies, corporations, government offices, and all these other things, and – I don't know. You live very close to them, we live together.

**Moderator:** Okay. Robert?

**Robert:** A group of people, friends of mine belong to International Relations and Protocol, and any time any important visitor comes, they're totally checked through the RCMP, provincial police, everything

about them goes through a security check before they're allowed to go anywhere near these important people.

**Moderator:** Okay. Anything else? Nobody has said visible minorities or ethnic groups.

**Robert:** How do they lose their privacy?

**Moderator:** No, I was just asking, are they more susceptible?

**FP:** I don't think so.

**Moderator:** Don't think so. Anybody? No right or wrong answer, I'm just gauging.

**Lisa:** Maybe with what you said earlier, like with 9/11, maybe there's some things on the news, maybe they're interrogated more.

**Moderator:** But if I asked you – I'll go around the room, you say yes or no. Do you think visible minorities, ethnic groups are susceptible to invasions of privacy than other groups in Canada? Yes or no.

**Keith:** No.

**Lisa:** Maybe, yes.

**Moderator:** Maybe.

**Rona:** Legally, no. No.

**Moderator:** Tamaya?

**Tamaya:** I would have to say no.

**Robert:** I would say yes, just from the comment that was brought here before. Arabic name, when you go anywhere that requires security, you'd be checked.

**Moderator:** Okay. Marilyn?

**Marilyn:** I would say yes, maybe, too. This notion of profiling that has become sort of more popular in the last few years.

**Angie:** I agree too.

**Moderator:** Okay. What about, so nobody in the room said that they – well, I would characterize that as invasion of privacy, being followed, so two of you in the room had reported they've experienced that serious invasion of privacy. What about looking forward, next five years. How likely do you think it is that you personally will actually experience a serious invasion of privacy? Next five years – likely? Yes, no?

**Keith:** Yes.

**Lisa:** I hope not.

**Moderator:** But what do you think? Yes, no.

**Lisa:** Maybe, how serious? I'll just say no for now.

**Moderator:** Okay no.



**Rona:** Yes.

**Tamaya:** No.

**Robert:** Possible – fifty-fifty.

**Moderator:** Fifty-fifty.

**Marilyn:** I'd say no.

**Moderator:** No.

**Angie:** I'd say based on the way things are headed, probably yes.

**Moderator:** Okay, what could you see happening? Those of you who said yes, fifty-fifty, what could you see happening?

**Keith:** More information being given on the Internet and being almost open more of the marketing people, the governments, like using it like a strategy to promote something.

**Tamaya:** But this is already existing now.

**Keith:** True, but it will be much more common.

**Moderator:** You said no, you said yes. What could you see happening?

**Rona:** Well, the more complicated things get, and there's more pushy people out there now, a lot more, and I feel there's more problems that seem to be coming out now. And I think people are really going to ask more questions and screen out, it's just a lot more difficult.

**Moderator:** Okay. Robert?

**Robert:** I think that's part of it. That people are going to rely more and more on a databank, and the information that's in there could be right, wrong – doesn't matter, they're going to rely on screening the individual, they're going to rely on the information in that databank, regardless of whether it's right or wrong.

**Moderator:** Marilyn? What could you see happening?

**Marilyn:** More of the same, really.

**Moderator:** More of the same?

**Marilyn:** Yes.

**Moderator:** Angie?

**Angie:** Same as Robert. I can see that things being centralized, like this security card will be linked up to your credit, to your information online, to your other things, like something concise that you can find on anything.

**Moderator:** Okay. Tamaya, why did you say no?

**Tamaya:** Because I'm very skeptical. I just – honestly, I don't know. I don't really buy into this whole security issue problem, or even privacy. I believe that we are made to think that it's a problem more than it

actually is, and so I just don't think so. So far I've been doing all right, no problems here, I don't think I'll have any in the future.

**Moderator:** Okay. And Lisa, you said no.

**Lisa:** Well, I'll take measures to protect myself, like alarms and I will give information to respectable companies that I've been dealing with in the past and I've been happy with, I will continue. And I will ask for the email, which is where we get most of our, at least for us, our junkmail, I will not give any information out. If the security comes, this card that I think that might come out, I will be happy if it comes out. Because I try to have good ratings and that's important for me to benefit. So that won't be an invasion.

**Moderator:** Okay.

**Tamaya:** I actually thought of something about privacy. Do you – I don't know if you've heard, but they've come out with this new tracking device for people that you can implant in yourself, your kids, your pets – anything and anyone, and they'll be able to track them globally.

**FP:** No kidding.

**Tamaya:** Yes, wherever they are.

**FP:** I heard about trucks and cellphones.

**Tamaya:** But this would be in you. Internal. And in Brazil it's pretty popular.

**FP:** In Brazil?

**Moderator:** Can you see that happening here?

**FP:** It sounds pretty futuristic.

**Tamaya:** Well, in the United States they've started doing it. So why not here?

**FP:** For criminals.

**Robert:** Who gets this tracking device and under what conditions?

**Tamaya:** Who gets this tracking device? Normal people, not actually – I don't know if they started with the criminals, but normal people. If you want one you can go get one. And so ...

[General murmurs]

**Tamaya:** Well, I mean, it's supposed to be a security measure in case you get kidnapped or who knows, you disappear so they can track you down.

**FP:** It's interesting because is it a security measure or an invasion of privacy?

**Tamaya:** It's supposed to be, yes, but that's the cool question.

**FP:** It depends on how you look at it sometimes.

**Lisa:** If it's a forced thing ...

**Robert:** Yes, Big Brother is watching.

**Lisa:** Yes.

**Moderator:** If it's a forced thing, you're making the distinction. Grab your pen again. If I asked you to pick one thing, what would you say is the biggest threat to your privacy in the future? Biggest threat to your privacy in the future. If I asked you to pick one. We've been talking so far, there's a lot of things that we've been covering. If you had to pick one thing, what would you say the biggest threat to your privacy in the future?

[Pause]

**Moderator:** Keith, what did you write?

**Keith:** Financial situation.

**Moderator:** Financial institution?

**Keith:** My financial situation.

**Moderator:** Oh, your financial situation. How would that be your biggest threat to your privacy?

**Keith:** If somebody knew, like, how much money you owed the banks, how much money you owed somebody.

**Moderator:** So the threat of someone knowing too much about your financial situation. Okay. Lisa?

**Lisa:** I think a lot of things, because I'm a really private person. Except for what I want to give out. But you know, it kind of scares me to be home invaded, that scares me. With children, because you just hear, like, it takes a long time for especially children, to come out of it, mentally.

**Moderator:** Okay. Rona.

**Rona:** Well, I'm not too sure if this is right or whatever, but I just right now have a fear of this Internet.

**Moderator:** Okay. And there's no right answers here – or no wrong answers! Tamaya.

**Tamaya:** Honestly, satellites. They scare me.

**Moderator:** Why?

**Tamaya:** Honestly, because for one, it does give the government a lot of power. You can be tracked, even without a tracking device. You can be watched constantly. Things like that, things that are happening for instance in London, England. Every street has a video camera, so nothing you do goes unnoticed.

**Moderator:** Okay. Robert.

**Robert:** Mine was more like thieves with the information bank, that anybody that wants it has access to all your records.

**Moderator:** Okay. Marilyn.

**Marilyn:** I said basically the same thing too.

**Moderator:** Angie?

**Angie:** I said when you said that I just thought of computer, and then I thought of government, as opposed to companies because I think companies are not as – I can tell a company no, I'm not going to give you information, but a government has more rights on you.

**Moderator:** Okay. How does anybody see technology affecting their privacy in the future? I've heard a couple things already, but what else? [Pause]

**Lisa:** It can make it easier for you, you know?

**Moderator:** Meaning what?

**Lisa:** Well, when you give out some information to someone you want to give the information, it's actually easier because it gets straight to the point, you don't have to waste all this time. You can find a price on the Internet, you know, you can find some things by giving them your information. There's some places that it's comfortable, where you use it when you need it.

**Moderator:** Okay. Rona?

**Rona:** I like to find out information, but I don't like to give my information.

[Laughter]

**Moderator:** How do you see technology affecting your privacy in the future?

**FP:** Well, the more information you give about yourself, the more access you have to certain things. Like, online I'm not that worried because I really don't give out anything. But I see it affecting because I want the convenience, I have to give them more information, so I can use that service, or whatever.

**Moderator:** Okay.

**FP:** They seem to be developing because before, you know, secure ID card, whatever, people were hesitant to give a credit card and I think people are becoming more relaxed because of the convenience and because they say it's secure. So we're believing that, whether it's true or not – maybe there are glitches in the system and it goes out to 5000 people, your bank card number. But I think they're putting controls in place.

**FP:** To answer your questions – sorry, just rephrase that question again.

**Moderator:** How do you see, thinking forward, how do you see technology affecting your privacy in the future?

**Marilyn:** Getting right in there – I do see it. I do see it, because I already see it. They want to know a lot about you, in order to get information, they want a lot. They want to know your income, they want to know your credit, everything. So I can see a real invasion.

**Moderator:** Okay. Who uses technology in their daily lives?

**Keith:** Everybody.

**Moderator:** What do you use?

**Keith:** Internet.

**Moderator:** Internet.

**FP:** Cell phone.

**Moderator:** Cell phone. What else?

**FP:** Bank machines.

**Moderator:** Bank machines. How much do you rely on them?

**FP:** A lot.

**FP:** Our lives depend on it.

**Moderator:** I've heard the Internet, I've heard other things. How confident are you personally that you have enough information to know how technology might affect your privacy? You use the Internet, you use cell phones, bank machines.

**FP:** I don't think I know enough.

**Moderator:** Rona?

**Rona:** Not enough, no. The same thing, no enough.

**Tamaya:** You never know enough.

**Moderator:** Robert?

**Robert:** You don't know, but you find out each day that something happens and you learn that way. So I tend to say, fine, I will do what I have to do, but nothing beyond that.

**FP:** But the problem is that we can't really keep up with all these advancements in technology. There's just too many. There's too much information out there for us to keep track of.

**FP:** Until something happens to you you go along with it.

**FP:** When you mentioned earlier this identity ...

**Moderator:** Theft.

**Marilyn:** Theft. Something happened to a colleague of mine where they took her bank card where they saw her plug in her numbers and she dropped it and they took it. So until something happens to you, I don't think we're really aware. It's just convenience. We use our cards, we use our computers, we use our cell phones. Until something happens.

**FP:** I disagree with that. When it comes down to banking information and numbers I'm very careful. And I will not put it on, you know, I don't pay anything by Internet. I'm old-fashioned that way. I'll go into the bank or something. I know now I'm used to the machines, but I know there's a person behind there. And I have to have that comfort level.

**Keith:** I do a lot of Internet banking now, like paying the bills. But that's just – I have to check often, like the next day, to see something like that. I'm not comfortable.

**Moderator:** Tamaya.

**Tamaya:** I was going to say about this, like about banking for instance. Many of us don't know, for instance, how identity theft goes. I mean, for instance, banking. You just go, you put in your card, and you say withdraw whatever amount of money, you take your card and you leave. But there's different types of equipment that they use. For instance, one is in the – where you put your little card in, where you swipe it

in the slot. There's this thing that they can put in the slot that can – it's like a carbon print. And so they have your information already with you not even knowing. So it doesn't matter how careful you are.

**Moderator:** But it's not the banks, these are people that do that.

**Tamaya:** It's not the banks.

**Moderator:** Do you use bank machines?

**Tamaya:** Yes, I do. I do. Very very rarely. I usually go to the bank itself and withdraw like that.

**Moderator:** Okay, come back to the Internet. Who uses the Internet? Do you know how the Internet could affect your privacy?

**Marilyn:** Well, it leaves records of what sites you've been to. I wouldn't know how to get rid of the cookies or whatever they're called. Do you?

**Lisa:** Yes, I found that out.

**Moderator:** Let me see a show of hands. Who's confident that they know how the Internet could affect their privacy. Yes?

**FP:** Confident? Eighty percent.

**Moderator:** Eighty percent.

[Pause]

**FP:** I don't know if I quite understand your question, how could it affect our privacy.

**Moderator:** What's at risk?

**FP:** Our jobs. If we're looking at sites during the day, we should be doing our work.

**Moderator:** Okay. Are you aware of things you could do to protect your privacy on the Internet?

**General Responses:** No. No. Some things.

**Rona:** I am, but I don't think it's ever enough. I think everything you do can be backtracked, or retraced, or something. Every site can find your IP address. Unless you go to the library or something.

**Moderator:** Okay.

**Lisa:** I think if you delete the cookies ...

**Tamaya:** It actually remains in your computer.

**FP:** How do you delete them?

**Moderator:** Who's actually done things to protect their privacy while online? No? What have you done.

**Rona:** Just not given out my information, but do you mean deeper than that?

**Moderator:** Well, deeper possibly. So one thing you've done is not given information. What else have you done?

**Rona:** I just don't seek things that I can get in trouble for. I use it for really mundane purposes. Like finding out information and products and things like that.

**Moderator:** Okay, anybody else? What have you done to protect your privacy while online? Are you just give up your hands and just ...

**FP:** Spam blocker.

**Keith:** There's no choice, it's tracked. But like I said, I go to the banking and the next day I check at the banking machine. To check where it is.

**Moderator:** Okay. Show of hands: who's ever heard of the word "biometrics"?

**FP:** I have, but I don't know what it is.

**Moderator:** Yes, yes. Okay, two of you.

**FP:** Actually, I've heard of it, but ...

**Moderator:** What has anybody heard? As fuzzy as it may be, what have you heard?

[End of tape]

**FP:** All I know is that the word sounds like it's some kind of statistical information. I don't know.

**Moderator:** Okay, anybody else?

**Lisa:** I have no idea, but I'm just guessing. Would it be something that protects you, like it protects your information? Only allows a certain, respectable people to get into those files?

**Moderator:** How about things like iris scans.

**General Reponses:** Oh yes. Okay.

**FP:** Something to do with your body, your physiology.

**FP:** Scanning your eye to see if you're that person.

**Moderator:** What else have you heard? Can you think of anything else?

**FP:** Fingerprinting. Or scanning.

**Moderator:** This is something where proving who you are. I mean, you can copy ID or steal someone's bank card and pretend you're a person. But biometrics is one of the things they're trying to do is iris scan – no two people have the same iris. Fingerprinting, so building in a way to identify people.

**FP:** DNA?

**Moderator:** It would be more real-time. So you come in, you put your fingerprint down, it scans. Yes, it's Malcolm.

**Lisa:** There is also something I, it was some kind of software that scans your face, and it can track a face in a crowd, like they'd use it in an airport. And so it would get your, if your face is visible to the camera it could find you in a crowd, in an airport.

**Moderator:** Okay, so facial recognition software.

**FP:** This is probably more precise though, right?

**Moderator:** These are all sort of examples, using technology to sort of identify.

**Lisa:** It would make me definitely feel more secure, to use it. Because it ...

**Robert:** Or is it now more of an invasion of privacy?

**Lisa:** It depends on what information you want, or how desperate you are to ...

**Robert:** But if you can be tracked wherever you're going. If I go through that door, I touch the door handle, they know I've gone through the door. Whether I should have or shouldn't have doesn't matter, it's the fact that they can follow you anywhere.

**Moderator:** But do you mean if you're in a company and they have certain security, you might have to give a fingerprint, or government's using it. More and more companies and governments, it's becoming more common as a way to sort of make sure that they're dealing with the individual they're saying, either in the context of they're crossing the border, they're employee, or whatever the context. What do you think?

**Robert:** I object to that. Now this was 10 years ago, we put a security system in my company, and I came in on Monday morning, I'd been in the office on the weekend. They said you clocked in at 2 o'clock on Sunday afternoon, you left at 5 o'clock. Just pushing in the security code to disconnect the alarm as I walked in, to connect the alarm as I walked out, and because the code ended in a zero they called and said don't enter the zero for my particular personal number, but on Monday I was a bit upset that, number one, they had known that I had gone in on Sunday. Not that I shouldn't have gone in, that they knew I'd gone in on Sunday and the time I'd gone in, they knew the time I'd gone out. And it had nothing to do with whether I should've been there or whether I shouldn't have been there. Nobody cared. It's just they *knew* what I was doing at that hour.

**Moderator:** But biometrics. Tamaya?

**Tamaya:** What seems very ridiculous to me is for instance, why do we need biometrics? Eye scans and all these things. Can we re-duplicate ourselves yet at this time, or can we change identities completely, facial reconstruction? Yeah, it can be done, but it's not that precise, it's not that good for us to actually need iris scans to identify that person.

**FP:** The person traveling with false documentation, how are they going to know otherwise? I mean, during Christmas they were starting this. I went to Mexico and they were doing every other person someday. I don't think they were doing the iris, they were fingerprinting I don't think they were doing eye scans yet. And there were a lot of people who objected. I said do it.

**Tamaya:** I was talking about things like if you're working at a company, for instance, when you are working for the government, you come in contact with people all the time, they know who you are, they know what you look like. Is it absolutely necessary to have all these.

**FP:** If you have no choice about it and to get into my company I have to scan my eye and I have no choice, I have to do that, that's invasive. But if you have the choice to do it or not, to accept it or not, then I guess it's fine.

**FP:** People you see, I mean, I don't, but a lot of the people walking down the street with ID tags, you know. That's almost.

**FP:** You don't because you don't want anyone to know?



**FP:** No, I don't have to, but a lot of employees, they have to scan in, or they have their picture on it for security.

**Lisa:** I think there's more benefits than there is disadvantages. It's not like what you were saying, once in a blue moon they don't care, but if it's mostly consistent, that's how they catch thieves and criminals, even through the Internet. They'll say, okay, this person's come here his card's rung in three times, and that's when Visa calls and they say, okay, something's wrong here and they put a hold on that card. What if it actually was a thief putting it through at a car place. Just in the paper today I read this girl was raped, a young girl, and after ten years captured him in the criminal system, through his DNA they caught him. It was rape, after ten years. So actually there's more benefits for a person who's doing things by the law than disadvantages. At least I think so, I don't know.

**Moderator:** Okay. What things exist today to protect your privacy?

**Tamaya:** Well, with all the things that we're talking about actually, probably very little or nothing. Because these two really are contradictory to each other. We have security, we have all these security measures, and then we have issues of privacy.

**Moderator:** What things, is there anything that exists today to protect your privacy?

**Rona:** Well we all use passwords, but I don't know if that's a protective measure.

**Moderator:** Okay.

**Angie:** The same things that we think are invading our privacy are kind of also protecting us, so it's a paradox. That's why it's difficult, that's why you have so many people think well, sometimes it's okay, sometimes it's not. Like the same thing that's protecting me, like the scanning my fingerprint or something to get in somewhere, that can be used against me or for me.

**Moderator:** Okay. Do laws exist?

**FP:** I was just thinking that.

**Marilyn:** Yes, they do.

**Moderator:** What kind of laws?

**Marilyn:** There's privacy laws.

**FP:** I don't think they've caught up with what's happening in society.

**Moderator:** Let me see a show of hands. Who knows –

**Marilyn:** Isn't there a Privacy Information Act or something. I don't quite know what that is.

**Moderator:** Let me see a show of hands. Who knows anything about any of our privacy laws? Okay. Well, are you aware that there are federal privacy laws that place restrictions on how federal government departments use personal information, including restrictions on the sharing of that information. So there's laws in place that say if you collect information this is what you can do, and what you can't do. Anybody knew that before?

**FP:** Well, it's the sharing of information, yes. Because, you know, a lot of times when you do get a credit card as well, they have to ask you can they share this information with other companies, and you have a box to check yes or no.

**Moderator:** But these are laws dealing with how the federal government, what it does. Because obviously you mentioned Revenue Canada and sort of what they do. There's laws in place that say certain departments can do these types of things with the information, and they cannot do these things.

**FP:** Yes, I had heard that.

**Moderator:** How effective – so there's guidelines and laws here, acceptable, cannot do. How confident are you that the federal government would follow its own privacy laws? Confident? Yes, no.

**Rona:** The majority, yes. But there are always ....

**Lisa:** I don't know enough about it.

**Moderator:** But if you had to lean one way, yes or no? Confident that they would follow their own privacy laws?

**FP:** Yes.

**Moderator:** Robert?

**Robert:** Not really.

**Tamaya:** I would have to say no.

**FP:** It's a hard one, you know, it's really a hard one for me.

**Moderator:** Okay, I'll force you to go one way or the other.

**FP:** Oh, one way or the other – I would say yes.

**Angie:** They're not too trustworthy, no.

**Keith:** No.

**Moderator:** Why do you say that? These are federal laws that say you can do this and you can't do that, and I have half the group saying you don't believe them. Why?

**Tamaya:** Well, there's one example in the States right now, where, I don't know too much about it, so if some of you know more information, help me out. Where a CIA agent's identity was leaked, and they have, the government has somewhat of an idea of who leaked the information, but they're not sure yet if they want to prosecute.

**Moderator:** That's the US. We're talking about Canada.

**Tamaya:** But the same thing could happen here.

**Moderator:** Okay. Robert, why do you say no?

**Robert:** I think, like Tamaya said. That if they can't get the information they want legally, somebody's bound to give it out.

**Moderator:** Okay.

**Lisa:** I think it's happening everywhere, in every department. People, even with the police now there's this huge investigation right? Everyone, people don't – they're not that private, even Revenue Canada, the poor people at Revenue Canada.

**Moderator:** Okay. There's federal laws, there are laws that deal with provincial governments. There's also privacy laws on how companies can use personal information, including restrictions on what they do and how they share information that they may have on me, or on you. Same question vis a vis privacy laws governing companies. Do you have confidence?

[General murmurs]

**Moderator:** Would you be confident?

**FP:** Companies, no.

**Robert:** No.

**Tamaya:** Actually, yes.

**General Responses:** No. No. No.

**Moderator:** Why do you say yes?

**Tamaya:** Why do I say yes? Well, I say yes because, for instance, like the government, there's not much higher that you can go. They create the laws, they enforce the laws, but with companies, you know, you can – they're not above the law.

**Moderator:** Okay. Surveillance cameras. How are surveillance cameras being used in your community today?

**FP:** Two way mirrors.

**Moderator:** Two way mirrors.

**FP:** Traffic tickets.

**Moderator:** Traffic tickets.

**FP:** Deterrents.

**Lisa:** Watching employees over cash registers.

**Moderator:** Okay.

**FP:** Bank machines.

**Moderator:** Bank machines.

**FP:** In schools.

**Moderator:** In schools. Okay. Who owns, who operates them?

**FP:** Companies.

**Moderator:** Companies.

**FP:** Government agencies.

**Moderator:** Government agencies. Why are they there?

**FP:** To ensure our safety.

[General murmurs]

**Moderator:** To ensure your safety. Fraud, theft.

**Rona:** To ensure the company's inventory, or whatever. I think it's more to ensure the person who's putting them there.

[General murmurs]

**Moderator:** Okay. Vandalism, safety. Well, as Tamaya actually mentioned, in London, England and, in fact, in some Canadian communities, Kelowna, BC is an example, police are actually using surveillance cameras to monitor public places in order to deter crime, assist in the prosecution of offenders and, in fact, even in London. London's a relatively small city, it's got a large population. There are roughly 150,000 surveillance cameras in the city of London that operate on a daily basis that track cars coming in, people, all across the city. What do you think of the idea of surveillance cameras in public places?

**FP:** I don't like it.

**Lisa:** It's a pain in the rear.

**Moderator:** Pain in the rear.

**Lisa:** Yes, but in a way I see the other part too, if something happens and they may go through the tapes, they can tell if there's a robbery, they can, you can pick up somebody that way. So, I sort of agree with it, you know, too.

**Moderator:** Angie.

**Angie:** I think the benefits outweigh the negatives. Because, depending on who has it in place, like not some private guy in his apartment with a camera, but if it's for generally large security company or something I think the benefits are great, you know, for the population. It's a hassle, yes, you're going to be watched everywhere you go, but as long as you're not doing anything wrong, don't worry about it.

**Moderator:** Robert?

**Robert:** Well, personally, I look at it as an affront, really. Because I figure I'm not going to be doing something I shouldn't be doing, but then it comes back to a security issue.

**Moderator:** What are the pros? What are the pros to surveillance cameras in public places?

**Lisa:** Then they can tell, if it's a certain pattern, like a thief or someone who looks a bit conniving. So it's not just a small thing, it's usually more of a benefit for a big thing, like a robbery, or something kind of shady. At the new airport, actually, they've got tons of security, the new one they just built. Tons, that's what the paper said.

**Moderator:** So what are the pros?

**Lisa:** Safety.

**Moderator:** Safety.

**Robert:** I think with proper security cameras you can control the flow of traffic. I mean, that would be a benefit, really, rather than just tracking somebody who's doing something they shouldn't be doing, you could use it profitably.

**Moderator:** Okay. Angie?

**Angie:** It could be a deterrent, it could make someone who's thinking of doing something think twice.

**Moderator:** Okay.

**FP:** Petty crime, or whatever.

**Moderator:** What about the cons?

**Tamaya:** The simplest little thing – you're in public, nobody's around, but you have to pick your nose.

[Laughter]

**Tamaya:** That sort of thing. That's very bad, okay, so there's nobody with you right there, you can pick your nose, but you know somebody's watching over there, who knows, maybe in front of you, I don't know, it's just ...

**Lisa:** That's true, it's everywhere.

**Marilyn:** It's a feeling of Big Brother watching you, I guess.

**Robert:** How much of a deterrent is it when you see these Macs Milk stores being knocked off even with security cameras.

**FP:** That's true.

**Moderator:** Let me ask that question. So, there's, I'm not an expert in this, there are experts who have studied the issue, I mean I pick on London as an example because there are 150,000 all across the centre of the city. Do you think that, some say that they deter crime, and some say they don't deter crime. Let me see, who thinks that –

**FP:** That they deter, or that their purpose is to deter?

**Moderator:** The purpose is one thing. Do they actually work is the question. Let me see a show of hands. Who actually thinks that the fact that there are 150,000 cameras in London, it deters crime. Show of hands, who says yes?

**FP:** Generally, I would think so.

**Tamaya:** Can I say something? I say no, but crime is very very low in London, but I still say no.

**Rona:** I would say it helps.

**FP:** I would say it helps, too.

**Moderator:** So who says that they believe they would deter crime?

**FP:** Not 100 percent, but yes.

**General Responses:** No. No.

**Moderator:** Okay, so three of you say yes.

**Lisa:** Only if they become a lot smarter.

**Moderator:** And why do the others say no?

**Angie:** Because if somebody wants to do a crime, they usually cover themselves up so they ...

**FP:** It's not going to cut crime completely, but it may avoid, I don't know, maybe 10 percent crime, maybe it will cut back on.

**Robert:** It may help to solve the crime.

**Lisa:** I think it's true, they say the harder it is for something, the less they're going to do it.

**Moderator:** Okay.

**Tamaya:** I was going to say, for instance, I said that in London the crime rate is generally very low. But it's not just because of those security cameras, it could be because of their gun laws. Things like that, so it's not just about.

**FP:** We're talking about London, Ontario here?

**Tamaya:** England.

**Moderator:** What do you think of the idea if there was a push in Toronto to do the same thing. London's the first city where it's done in a wide scale. Kelowna, BC is an example where there is a video camera surveillance, I think the RCMP put up in one of the main parts of town. Somebody says hey, it's a good idea, we should put cameras all across Toronto. Good idea, bad idea?

**Rona:** I think it's inevitable, but do you want just a yes or no?

**Moderator:** Good idea or bad idea? So they could sort of monitor ... basically in London they can see anywhere in the city except for private places of course, but any public places. Good idea, bad idea?

**FP:** I'd say yes.

**Moderator:** Good idea.

**Lisa:** Yes.

**Robert:** Bad idea.

**FP:** Horrible idea.

**FP:** Good idea.

**FP:** Good.

**Keith:** Bad.

[Laughter]

**Moderator:** Why do you say bad, Keith?

**Keith:** Because I think that, North Americans here, they enjoy freedom, like it or not, but I think the objection would be very strong against it.

**Lisa:** You know, if you want that kind of freedom, in your bedroom in your car, or in your office, you have it because you control that. But on the streets, where it is unsafe for you today, if a person is less likely to do something on security because if they get caught, there's more proof, and then you can't get out of that in the law, like in a courtroom, you can't get out of that because there's so much proof against you, you know. They're not going to do that robbery. They would think twice because there's so much proof of it.

**Moderator:** So it doesn't matter that you have no sort of ...

**Lisa:** I think again it's the same issue where if you want a private phone number you'll say, okay, where do I cut the line? Public places, I think it's okay, where I don't want it at home there'll be no cameras, so it's fine.

**Moderator:** Robert.

**Robert:** I think it's a bad idea because, it may stop sort of casual, something like shoplifting, that sort of thing, but I think serious crime, you can't cover everything. And anybody who's been on a serious crime is going to be able to avoid the cameras.

**Moderator:** Okay.

**Tamaya:** I was going to say that that's exactly true. Whoever wants to, if somebody wants to do something, there's always a means to do what they want to do. I think these security cameras just give us a sense of false security. It's not, I don't know, I was going to say something.

**Robert:** I think that's a good point. The sense of false security that you can get having these cameras, and then all of a sudden something happens.

**Tamaya:** What are we trying to do, protect ourselves from every every possible battle in the world? That's insane, that's not likely, no matter how many cameras you have, how many, whatever, security measures you take.

**FP:** But having cameras for different things, like cameras in traffic. Obviously someone in traffic's not going to be doing a robbery, so it would be nice to know who's going through the red lights, you know, and stop that. So it depends on certain situations, and cameras I think, I don't think we should know where some of the cameras are.

**Lisa:** People aren't even talking today. All these crimes, there's no witnesses because people are afraid to talk. So if you had security camera showing, like, it's a blue Honda, people, someone's going to see something and they're going to report it, that's why all the crimes are caught, because there's snitch lines, and if these bandits where, like a hood over their head, police actually take that very serious, that's probably an extra ten years because they've done that, so if they do catch this person, that's more time because they've disguised it so well. That really goes against them.

**Tamaya:** But how's a camera going to do that, though?

**Lisa:** Because the camera will catch something, anything, which is better than nothing. Right now, people are getting nothing, with all the shooting going on. There's five shootings, the last couple of days. People dead.

**Moderator:** Show of hands. How comfortable are you personally with the idea of being monitored by a police surveillance camera as you walk down the street or go to the park? Show of hands, who's comfortable? Personally.

**FP:** Monitored by police cameras?

**Moderator:** So, I mean, you're in a public place, we're talking about surveillance cameras, so there's a camera, and there's screens all over, and people are watching them...

**FP:** I think the average person is nervous when we just see a cop around.

[Laughter]

**Moderator:** So how comfortable are you personally [murmurs]. How comfortable are you personally with the idea of being monitored by a police surveillance camera as you walk down the street, or go to a park?

**Keith:** Not comfortable.

**Lisa:** It doesn't bother me.

**Rona:** Personally, no. I'm not comfortable.

**Moderator:** You're not comfortable. So you said it's a good idea.

**Rona:** I know, I know. On the one hand, and then personally...

**Moderator:** Robert?

**Robert:** I can't say I'm uncomfortable. I don't *like* the idea, but ...

**Moderator:** Okay. Marilyn?

**Marilyn:** I'm not comfortable, even though I said that there should be cameras, because it's just general cameras, but when it's focused on you, like on every person, that is a Big Brother.

**Moderator:** In terms of London, there's 150,000 cameras, so everywhere you go there'll be, you'll be caught by a camera.

**Robert:** But then won't, after a while, won't you just sort of, it will – it will go into the background and you won't think about it anymore.

**FP:** That's exactly what's happening.

**Moderator:** So, Marilyn, good idea, bad idea in Toronto.

**Marilyn:** To have a police camera monitor you? I don't like it.

**Moderator:** So are you changing your answer to the initial question? Is it a good idea or a bad idea. So in London, England, 150,000 cameras? Similar concept in Toronto, you initially said good idea.

**Marilyn:** I know, but I think that's just getting the overall picture.

**Moderator:** You walk down that street ...

**Marilyn:** So there's three million people in Toronto, and there's going to be cameras following everybody?

**Moderator:** Well, there all sort of placed, I mean, the cameras in London ...



**Marilyn:** In the intersections and stuff.

**Moderator:** So it's still a good idea.

**Marilyn:** Yeah, I guess.

[Laughter]

**Moderator:** There's no right answers here, or no wrong answers.

**Robert:** That's interesting, because you can say, oh, I'm a visitor to London, therefore I have to put up with the cameras if I'm going to London. Toronto is *my* city; I don't want this.

**Lisa:** But it's everywhere already. Like coming into this building, we came through security, in the elevator, in the halls, security guard is there. We're all comfortable. It does, you'd be surprised.

**Moderator:** Let me see a show of hands. Who participates in a customer loyalty program? Air Miles, Club Z. Yes, yes, yes, no, some, yes. What are the purposes of these programs?

**Tamaya:** To make you spend money.

**Moderator:** Make you spend money.

**Keith:** To make you spend money wisely.

**Tamaya:** Wisely?

**Lisa:** To make you loyal to the company.

**Moderator:** Why do all of you, all but Tamaya, have one?

**FP:** Because we get benefits.

**Moderator:** You get benefits.

**FP:** We *think* we get benefits.

**Moderator:** You think you get benefits.

[Laughter]

**Marilyn:** Well, you do get something, I mean, the more air miles, you use them.

**Moderator:** What type of personal information do they collect? And what do they do with it?

**Angie:** Household information, income information, purchasing power.

**Marilyn:** They know a lot.

**Lisa:** Credit.

M; And what do they do with it?

**Keith:** They keep sending you credit cards, and they keep on using your information as a benefit.

**Moderator:** Okay. Can they sell this information to other companies?

**Robert:** Yes.

**FP:** Some of them can, I don't know if all of them.

**Moderator:** Okay. Why are you the only one that says no?

**Tamaya:** Because I think it's ridiculous. I don't even know how many points you get for spending one dollar, but I don't think, I mean, the more money you spend – let's say five dollars is one point. So if I want to go somewhere, for instance, I want to travel to Cuba or wherever, I'll spend my \$800, I don't need points for that, I don't need ten points so when I come home I can buy an ice cream. It's ridiculous.

**Rona:** Well, I don't think of it in that way. I think of it, you know, all the times I do my shopping at Dominion so it doesn't matter either way. So, I don't think...

**Robert:** But that's an Air Miles card you don't pay for, that's maybe a difference here, that you have a credit card that you pay for that's an Air Miles card and these other cards... You don't pay for it.

**Moderator:** Well, some of you sort of spoke up. When individuals take part in a loyalty program, something like the Air Miles, each time they use their credit card to collect points, the Air Miles company keeps track of the items you buy. These companies can sell essentially your purchasing behaviour, and they also know who you are, to other companies participating in the program. So they start to develop profiles, they have this is who you are, this is your background, this is what you buy.

**Rona:** That may be true but I'm personally, I'm not, don't feel affected by that. If I shopped at Dominion, The Bay, Esso, I don't have all of the sudden flyers coming from Bay, from the Bay Company. I mean, is that the purpose of it?

**Moderator:** Well, what do you think? Basically they do tracking of what you buy, where you buy it, how you spend your money.

**Roberta:** Well, if you go back to Rona's comment about Dominion. Would they not then stock their store according to what is bought most in that area? Could they use it that way?

**Moderator:** What do you think of the concept, though? Does it bother you? That they're keeping track of what you buy?

**Tamaya:** It should. It should.

**Moderator:** I'm not asking you, because you don't participate.

[Laughter]

**Moderator:** Does it bother you? Or is this just a non-issue?

**Robert:** I'll tell you one thing that bothers me. One magazine subscription, and I'll get ten or twelve others related some way that will then, you know, keep sending me this stuff. And I consider that junk mail.

**FP:** I've been lucky that way, I don't find that.

**Robert:** That's the one that I object to.

**FP:** Because they own each other, I think, a lot of them.

**Robert:** And you know where they got your name.

**FP:** I think that's true, I think that a lot of these companies own each other and this is how they, you know, for business, they're doing it to help each other out, because it's all one company, right? That's a little annoying. If you don't, you have to want it. I don't want a Shoppers Drug Mart points card, but then they have to ask you in order to promote it.

**Moderator:** So who's read the fine print on any of these loyalty programs? Show of hands. Honestly. The fine print.

**FP:** Some of it.

**Moderator:** Some of it?

**Robert:** When it's in English and French it's so small, I can't make it out.

[Laughter]

**Moderator:** Okay. So generally speaking the concept of, they're giving you stuff, but in return they track what you buy, where you buy, how you spend it, and can use that information.

**FP:** They don't say that in their little fine print, do they? I doubt that they would actually say that.

**Moderator:** What do you think of that concept, though? Does it bother anybody?

**Marilyn:** It doesn't bother me, I don't care.

**Robert:** Doesn't bother me.

**Lisa:** It bothers me because I like privacy. I don't have too many cards, except the, I guess the Air Miles with the gas, you know, that's the only one, none of the others – Zellers, Shoppers, no.

**Moderator:** And the Air Miles one, who do you think they share with? How many companies do you guess.

**Lisa:** Maybe a lot. Their own, probably a lot. I don't know. I don't like that.

**Angie:** I have an Air Miles and I have an Optimum. I think that's about it. But it does bother me.

**Moderator:** It does or it doesn't?

**Angie:** It does. I kind of, I have the Optimum thing so, because maybe you can get a benefit once a month or something, you can get a few dollars off, but I think ultimately it's not really the best thing for me.

Tamaya; You're not obliged to take it.

**Angie:** No, I'm not, but I just have one. I guess my husband did it or something.

**Robert:** Do you use it then?

**Angie:** Yes. I use it. But the theory bothers me. It's hard to explain. The idea of it bothers me because I know that I'm never going to get more than you're supposed to, or ... I'm not really getting a big benefit out of it, but it's just kind of like it's an incentive.

**Moderator:** But you keep using it though. Why don't you stop? Are you going to walk out of this room and tear up your Air Miles card?

**FP:** I don't think ever that I'll use that Air Miles card, but now that I have it, it's just a habit.

**Moderator:** But essentially what they're doing with it is they track it, what you buy, where you buy, and they send it. They use it to research what they should be selling, but also target you, send you stuff.

**Angie:** Probably before this conversation I only thought of it as maybe I will get a benefit somehow, but you're making us kind of think. So maybe kind of when I think twice about it, no I don't, if I'm not going to get anything more than I should or I'm not going to get free stuff or something, like a free trip, I really don't think I'm going to go anywhere with my Air Miles card.

**Lisa:** There was an article in the paper yesterday or two days ago about Air Miles how, again, you can go for \$800 somewhere, and if you use all your points, and I'm making something up, it would be the equivalent of \$2000. But it's just to get something free.

[General murmurs]

**FP:** My husband makes fun of me about the Air Miles and there was a movie, I forget what movie it was. And he was an Air Miles junkie.

**FP:** I think it depends on the card. Two of my friends have tons of Air Miles points because they're using it. My brother-in-law uses his card, he used it for his down payment, so it depends which one you use, what helps you, I guess.

**FP:** But I don't get hooked into buying the cards where it's a hundred dollars a year and you double your Air Miles.

**FP:** It wasn't worth it.

**Moderator:** So it does bother you, Tamaya? Or is it just because you're not really getting anything in the end?

**Tamaya:** I just think they're ridiculous. I don't know, I just never bought it. I never thought it was something that could benefit me in any way.

**Moderator:** Robert? Are you ... Okay. Well often privacy experts, they talk about different types of privacy. And some talk about four types, and as you read on you'll probably see that some of these have actually come up today. Bodily privacy, communication privacy, informational privacy, and territorial privacy. There's two questions here, and basically I'm going to get you to fill it out. The first one is, how would you rank these different types of privacy in terms of how important it is for you to ensure your privacy in these four areas. And I want you to rank bodily, communication, information, or territorial – one, two, three or four, where one is the most important for my privacy to be maintained, and four is the least important. So out of those, and you can see that there's definitions there, so rank.

**FP:** So we have to rank one, two, three, four?

**Moderator:** Or you can rank four, three, one, two; one, three, two, four.

**FP:** But you can't rank three as being number one, they have to be one, two, three, four?

**Moderator:** I want you to rank the one that's most important to you protect, so may say territorial privacy is the most important to protect or to maintain, others may say bodily. I need to assign a one, a two, a three, a four beside those. The second question has you rank the same four types in terms of the degree that these areas of privacy are under threat for you personally. And where one is the most under threat, and four is the least under threat today. So one is, how important is it to maintain your privacy in these areas, rank them in order of importance one to four. And the second part is the extent to which they are under threat today, one is most under threat and four is least under threat.

[Pause]

**FP:** It's interesting how they're different.

[Pause]

**Moderator:** Okay. I'm going to go around the table and I want you to read them in order of how you ranked them for the first question. So if, for example, you wrote one two three four, you'd say bodily, communication, informational, and territorial. So read them in the order that you ...

**Keith:** Bodily, communication, territory, and information.

**Lisa:** I put them down by number, can I tell you the number? Okay. Bodily, communication, information, and territorial.

**Moderator:** Rona.

**Rona:** Communication, informational, territorial, and bodily.

**Tamaya:** For me it's bodily, informational, then communication and territorial.

**Moderator:** Robert?

**Robert:** Information, communication, bodily, territorial.

**Moderator:** Marilyn?

**Marilyn:** Communication, bodily, informational, and territorial.

**Moderator:** Angie?

**Angie:** I put bodily, communication, territorial, and informational.

**Moderator:** Okay, second part of the question, going backwards.

**Angie:** Number one I put information, two bodily, three territorial, and four communication.

**Moderator:** Marilyn?

**Marilyn:** Informational, communication, bodily, and territorial.

**Moderator:** Robert?

**Robert:** Informational, communication, bodily, territorial.

**Moderator:** Tamaya?

**Tamaya:** Bodily, informational, territorial, and communication.

**Rona:** Bodily, communication, informational, and territorial.

**Lisa:** Bodily, communication, information, and territorial.

**Keith:** Informational, bodily, communication, territorial.

**Moderator:** Okay.

**FP:** Were we supposed to rating backwards from four to one?

**Moderator:** No, one to four. Okay. The first part of the question, I'm going to ask you to repeat your number one, and why you made it number one. Because there were different answers around the table. And so Angie, for the first question, how did you rank in terms of the importance of maintaining? Which one did you put as number one?

**Angie:** Bodily.

**Moderator:** Why?

**Angie:** Because it would hurt. I think it's more important to protect yourself than your information.

**Moderator:** Okay. Marilyn, what did you put as number one?

**Marilyn:** Communication. I mean, that's really the central point. Your business, your home life, your community, you deal with them by phone, by email, your banking, your mortgage, your personal arrangements, and I think if that's invaded, that that's very serious.

**Moderator:** Robert.

**Robert:** I had informational because that's the one, one of all four that you have absolutely no control about. You don't know what's collected, you don't know who's collected it, and you don't know what the information is, whether it's right or wrong.

**Moderator:** Tamaya.

**Tamaya:** I put bodily. Mainly because I do talk on chat with my relatives back home, and we use a camcorder, and sometimes you do have people watching you that you don't know who they are. You can take a look to see who's watching you. A lot of the times it says "unknown" and you just, you turn your camera, and you turn it on again. But people can do it, they hack into it.

**FP:** Wow.

**Moderator:** Okay.

**Rona:** Communication because I think that's very, the most important thing for me. Whoever I talk to, it's me, so they can find out anything about me from what I say.

**Moderator:** Lisa.

**Lisa:** Territorial, just because at home I feel like I have the most control of what's going on inside my house, that no one's listening or watching. As for the rest, for me, I feel like a lot of it's already out there. So it's up to me to control as to who I want to respect.

**Moderator:** Okay. Keith.

**Keith:** Bodily, because I find it's a way that can make me a little bit nervous, like sometimes under stress.

**Moderator:** Okay, going backwards again, second part of the question. Which one did you put as number one, and why.

**Keith:** Informational, because like right now it's the marketing using a lot of this information to make promotional business.

**Moderator:** Okay, and Lisa?

**Lisa:** Again the same thing, I don't want to be bothered at home.

**Moderator:** Okay.

**Rona:** I said territorial, because I don't want to be bothered. And sometimes I find that some people have offered me at home could be very pushy.

**Moderator:** But why is that the most under threat?

**Rona:** I feel threatened because sometimes you can get someone overly pushy or aggressive, and to be quite honest, some of them sound a little dangerous sometimes over the phone.

**Moderator:** Okay. Tamaya.

**Tamaya:** I put bodily. Just because it is a major concern, they are starting to consider putting more cameras around the city, and the thing is, the truth is you have absolutely no control over it. Whether or not this building has cameras installed, they're not going to make announcement so you know, well, *this* building now has cameras installed. So you really don't know, so you're walking around, who knows who sees you, who knows who doesn't, and it's just disturbing

**Moderator:** Okay. Robert.

**Robert:** I put informational again because, number one, you don't know what's out there, you don't know what conclusions are being drawn. If you apply for anything, it's based on this information that you know nothing about.

**Moderator:** Okay.

**Marilyn:** I said the same, informational, for the same reasons. You don't know what's being collected about you.

**Moderator:** Angie?

**Angie:** I triple that, I say the same.

**Moderator:** Okay. We have been talking for almost two hours about privacy. I'm assuming you don't do this on a typical day, talk about these issues. You probably didn't know a lot about what we were going to talk about today. We've obviously gone back and forth on various issues, a lot of big things. How have things changed in your mind between prior to coming in here, and now going out and after having talked about these issues?

**Angie:** I'm probably going to get rid of my Air Miles card.

[Laughter]

**Moderator:** Why?

**Angie:** Because, it's just a tracking device of my purchases. And I'm not really getting a huge benefit out of it. I'm not advocating anything, because I have my own cards, but I know exactly what's going on. Okay. Anybody else, what's different?

**Marilyn:** I may be on the lookout for more security cameras. Just out of curiosity. If I think of my small world, you know, go to work, come out, I think, and I drive, so I don't use the TTC, but there's probably a lot more out there than I'm aware of.

**Tamaya:** A lot more.

**Marilyn:** Even in the malls and stuff.

**Moderator:** Robert?

**Robert:** I think as well as what Marilyn said, it's interesting the comments from two of the non-Canadian born. The concerns, what they experienced in their own countries are different from what we've experience, so there are different ideas on privacy are coming from a different source.

**Moderator:** Okay. Tamaya?

**Tamaya:** I don't really know. I guess just, maybe it just shows that it's, that it's a really confusing issue, and not many people know exactly what stands to take on them. I think that's the only thing that I'm, I think that's what I learned here today. There's, it's a lot of confusion. You don't know enough, no matter how hard you try to know everything.

**Moderator:** Rona?

**Rona:** Well, I assumed that it would be okay, no big deal, you know, to have cameras here, cameras there, but now if you ask me how it affects me personally, I have to think about that a little bit more. So it makes me think that, yeah, I have to be a little bit more aware of it, because they may enforce that. And do I really want to really think it out? So, a bit more.

**Moderator:** Lisa?

**Lisa:** I think you've got to be aware of the fine print, like you said, because a lot of people are paying for things that they don't even know they have. And you've really got to, I guess, it's got to be a reputable company you're dealing with. And I think I put I'm going to put a towel in the vent in the washroom. [Laughter] It's funny, my best friend, she just became a private investigator and, this is what they do, they can hear you outside the house, what did they say, from about 100 metres, 100 feet away, I don't know. They just leave something at your doorstep and they can hear you far away. But you'd be surprised.

**FP:** Reputable companies, though.

[General murmur]

**Lisa:** But still, be careful. I mean, I've cancelled my American Express. I only want to deal with just one, so dealing with Visa, so I'm very careful. I try to – that's a full time job, looking after your bills! It's too much, sometimes. It's actually quite a job, to that, to keep up.

**Moderator:** Keith?

**Keith:** I think I'll look for some program to monitor my Internet banking. I do think about it a lot. I'm still not comfortable how my banking information could be shared with some other banks.

**Moderator:** The one thing I didn't ask any of you about was, what do you think about the notion of companies keeping track of their employees, what they're doing at work. I mean, Robert had mentioned about the security coding in, but, do you think companies out there are tracking how much time you spend online at work? What websites you visit?

**FP:** I get the impression that some companies are, whether we know we are or not, we don't know.

**Robert:** And they're also controlling, some of the government offices are controlling what you can do on the Internet.



**FP:** Yes, they are.

**Tamaya:** And I was going to say with the, I guess there was this explosion with, well, the scare and the explosion of child pornography, Internet child pornography. And the police have found some, in some companies, that some of these employees were using their time to trade, or do things like that. Companies said that actually, I don't know if they're going to implement this right away or when, but that they are going to monitor all websites that their employees go on.

**FP:** They do, some companies do that.

**Moderator:** Should – who uses the Internet at work? A little bit? Should your company be allowed to monitor your Internet, what you visit, where you write your emails? Yes, no?

**Lisa:** My husband and I own the company, so ...

[Laughter]

**Robert:** You can do whatever you want.

**Lisa:** I should monitor his Internet.

**Moderator:** Okay, Marilyn?

**Marilyn:** I don't know, they probably should. I would hope that they don't, but maybe they should.

**Moderator:** They should be able to look?

**Marilyn:** Yes.

**Moderator:** Robert?

**Robert:** Mines the same situation.

**Moderator:** Okay. Tamaya?

**Tamaya:** No, they shouldn't. They shouldn't.

**Moderator:** Rona?

**Rona:** No. I don't think so.

**FP:** I think so-so. A lot of people I think do waste a lot of time, a lot of them who have been caught have been fired, so I mean it's valuable time, it's expensive to have employees. You want them to work, you don't want them ...

**Moderator:** Why do you say no?

**Tamaya:** It makes it sound like a sweat shop.

**FP:** I think if you do your work. I mean, we're adults. What's sensible. If you work.

**Tamaya:** That's right – you're adults. What you do with your time, you're an adult. You know what you're allowed to do, what you're not allowed to do. Nobody should be telling you, or nobody should be monitoring your movements, you're not five years old anymore.

**Marilyn:** And who says what is better? Some people go down and have a coffee break and smoke cigarettes, and that's 20 minutes, right?

**Lisa:** But that's a break.

**Marilyn:** But a break can be sitting on the Internet reading up on the news, that's entertaining, that's a break.

**Moderator:** Okay, it is 7:28. I promised to have you out by 7:30.

**Keith:** Yes, there's a hockey game on.

**Moderator:** Thank you very much for taking the time tonight, and I'm just going to collect all your papers and just ask you to sign out on the way out. And have yourselves a great night.