

**Title:** Globalization of Personal Information  
**Group:** G1, Barcelona, Spain – Workers & Travellers  
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**Participants:**

- Albert
- Agusti
- Sandra
- Jaume
- Ester
- Eloi
- Miquel
- Montse
- Pili
- Yolanda

*\*\* This tape is difficult to hear due to white noise in the background. Translator's accent makes some words very difficult to decipher.*

M: Good afternoon ladies and gentlemen, the objectives of this focus groups are market research about personal data, the purpose why we are here, it's not because you are experts, it's because you from you own experience from what you think we can see what's going on with this issue ah, it worries you or not, since we are talking about private data, I am gathering data, this is why we are talking about this issue. This data will be later on used in lectures by the Queen's University in Canada and that's the reason why there is so much bureaucracy because there is a great deal of concern about the protection of your data, it is more of an issue, that is why we are gathered here today. On our table we have two mics, a camera, we also have someone taking notes and if these was not enough, we have a translator speaking into English. It's because we don't want to miss a single thing of what's going on in the room, of what you say of your opinions and ah because we want to understand what's happening with the personal data, the privacy, so first of all I have explained everything that I wanted to explain, I'm here to listen to you, so before we begin, do you have any

questions? It seems we don't have any. Okay, let's begin, I want to focus first in order to get acquainted with our names, with interaction of yourselves, your names and explain what you do in life, just to get to know each other a little better. My name is Aleje, I'm 28 years old and I'm a moderator.

R: I'm Montse, I work in the textile sector and I have many hobbies, reading is one of them.

R: My name is Pili, I'm 51 and ah I'm in an exporting firm in the textile centre, I have two kids and I have many hobbies, sports, etc.

R: My name is Yolanda, 31 years old, I work in a bank and I like reading as everyone does and right now I'm involved in Salsa dancing.

R: My name is Albert, 49, and my hobbies are travelling, reading, cinema

M: Which is the last movie you have seen for example?

R: Well, actually I don't remember the last one

R: My name is Augusti, I have two children, I am an office worker and my favourite hobby is travelling.

R: My name is Sandra; I work at a paper company.

R: My name is Jaume, and my hobby is going to the mountain

R: My name is Ester, I'm a painter and my hobby is painting, everything related to it, and ah this fills my whole life, I am very happy with it.

R: My name is Eloi, I work in a service company, my hobbies are just being with my family, I like from gardening to going to the cinema with my children.

R: My name is Miquel, I work in graphic design.

M: Okay, this is it. I am very interested in everything that has to do with privacy, what is private? But it since it means something different for every one of us, I would like to start by asking what it means for each of you, privacy? I have a little questionnaire, and you just have to put your name on it and it's very simple, you just have to think about the word privacy and write down the first thing that comes to your mind when you think about privacy. After this you will see the second question is just the same this, with the word security. What is the first thing comes to mind when you hear the word security? When you are done, please can you pass the papers to me? Okay how was it? Are these two different things? Privacy and security? What is your point of view?

R: They are two different things to me. For me security is control. If I control my life, I have a sense of security. If I can have control over things in my mind, I have control of it so I feel secure. It has to do with my personal attitude. Privacy is more about respect, it means for me to have respect for other people, for other's opinions and I think if everyone has respect, you have privacy.

M: What are other points of view?

R: Michelangelo is saying he just put two words, one for each concept. Security for him is tranquillity, just mean calm and for him they are related concepts. If it's something that he is has under control, it's something that transmits him some calm.

M: So we are talking about respect, the moderator is asking what's security.

R: Albert is saying that for example if we have our data in a company, respect is important and we give our data for a transaction and we trust that this company, this firm will not give this data to a third party that has nothing to do with this transaction that I have with this company and this doesn't happen very often if that's why I was talking about control.

R: Michelangelo has talked about (inaudible)

R: Albert is saying that he is worried that his data might, if he trusts a company then he's fine with it, but if the company gives his data to a third company, um the thing changes.

R: (inaudible) is saying that it is very hard to have control over the thing, even if they tell you okay this is private.

R: (inaudible) is saying that now you need to know what people think and that's why you need the data that why we should talk about security because if we are talking about security as a concept, I will say as a concept I feel secure when I am in control over something but in our globalized world it is very difficult to have control over everything, every single um over all the data we have around, we are aware that there are many things that we don't have control over. Many times when you sign something they say if you don't want your data to be shared, just tick the box. Okay we know this, but we're never sure.

R: Michelangelo is saying that okay these companies say these data won't be shared with other companies, but this single company already has this data.

R: Albert is saying that it is necessary for the company to have this data but a third company doesn't need to have them and if these other companies have benefits just because they have this data.

M: The moderator is asking, is this something that worries you or that we cannot do anything to change?

R: Pele is saying that it works and she would like to know what data is in the files of a doctor for example, the police, the lawyer, all this data is always in places that we could never think of.

R: Yolanda is saying that I can be sure of some things, but not feel calm about it.

M: The Moderator asks; when we are talking about these different concepts then we'll see what our opinion. Do you have the feeling of being ah of trusting these, of being calm about it?

R: Yolanda says that she is not, one thing is when you give your consent to someone to have your data but ah sometimes its data you may have given to a company or an institution then this one takes it and this data can be spread and it is where the privacy comes in and I'm more worried.

R: (inaudible) is saying that when this data is used for commercial purposes maybe because she works in the sector, worried that much, but she's worried, especially when it comes to health issues, insurance issues. She's saying that okay if I'm told we know that you are a regular buyer of Nescafe products and we are going to send you a promotion, these doesn't worry her.

R: (inaudible) is saying, okay this is all very fine, but what if you are looking for a job? You have to send your CV's, you have to explain all your life and you never know, for example, what your CV will end up, for example ah a time when they found lots of CV's in the rubbish, it was something public, it came on the news, on the street it was. So you are giving this data to someone trustworthy and then you are not treated with the respect you deserve

R: (inaudible) is saying that the data in your CV is something common, we've done this our whole lives, she doesn't have a problem with saying her age or specific data, so with given this data from the 60's, the 70's we were giving data all the time, but we are more relaxed about it and know we have globalization so we feel that we have less control over this.

M: The Moderator is asking, do you feel that is giving your data to certain companies, what worries you the most is what will happen with this data?

R: (inaudible) is saying that for him what, for example, two or three people know it, it's public.

R: Michelangelo is bringing up the laws issue, we are um, we have some habits and we are just let things happen, everyone is doing, so why don't we. And Michelangelo keeps on saying that he's sure that all of our data, in many cases that we are not aware have not and we have not given our permission to be there.

R: (inaudible) is saying now, what's the concept of privacy because it's very broad, there are many things that we cannot control and we don't have the time to control maybe .

M: And now the Moderator is going to define some concepts. On the one hand we have the concept of trust, what other concepts do we have?

R: Monse is saying that respect for her.

R: Albert, intimacy

R: Pele is saying that loyalty to the data you are giving, exclusivity,

R: Confidentiality, for Yolanda

M: The Moderator is asking if we have all this words in mind, is there something that we would specially keep private, I want to know it there are different levels of private things.

R: (inaudible) is saying maybe banking and ah the one related to health issues. The most private for us is financial data.

R: (inaudible) is saying this is something relevant, for example if I ask someone's data about ah their accounts, ah if she is going to buy some real estate from me, this data will be given to me, Okay, so there is some data that can be given but there is data that cannot be given, and for the law it is important to differentiate to different levels of privacy. The one you can say is important for your data life and the other one that we have in the media, especially today, um personal lives of people, data such as banking data, financial data, and commercial data. In this kind of issues we could go farther, but I think that mainly to me, there are two kinds of privacy, my own privacy or the one that could be in my environment and the second one, a professional, that I could have some interest in being in some data bases for example and it seems that everybody is quite okay with this differentiation.

R: Yolanda is saying that maybe another important concept is (inaudible) being honest. Maybe what you are saying is false so when they are given a questionnaire they answer the questionnaire with false answers. In questionnaires of all kinds, in polls, so this is a question to you, the Moderator, how do you know that they are saying the truth on a?

M: The Moderator is saying that he trusts that they are saying their opinion, their true opinion. The Moderator is saying that they mentioned financial data is important, but what does financial data mean?

R: Monse is saying the state of her account for example

R: But Michelangelo is saying that the government is the third one to have our data and it is something that we cannot control, they know everything about us

R: Augusti, also things like your political preferences should also be put in this (inaudible) with privacy, really just as well.

R: And Monse is glad that here in Spain it seems that we have more tolerance about these issues now.

R: Pele is saying that for example a gay couple has a right to preserve this situation in private and the law is asking them if they would relate this for example to the financial situation, if this is more important to her and she is saying that it is more important, this information relating to the situation as individuals. For example Pele is saying that no one has to know that I have been (inaudible) four times, for example. We have to respect private life, it is very important for me.

M: The Moderator is saying okay we have to put what kind of privacy on the top position, maybe your own private issues would be there.

R: Pele is saying that many people have been fired just because of their family situation, for example.

R: But (inaudible) is saying that on the other hand you for example when the least, the last thing you want to do is say something about your self, for example when you meet someone you say that you are the manager of a band, this may awaken some prejudices in some people.

R: Michelangelo says that the privacy starts with yourself. Who has ever told anything about any other people to a third party? For example (inaudible) this is something that you told me and anybody can find out all kinds of things, we have hackers in the internet and they can find out all kinds of issues. Michelangelo is saying that in



privacy is his own family environment, you close the door of your home and it's another world.

M: The Moderator is saying that he doesn't admit that Michelangelo has some systems to protect his privacy, he's saying okay my family and what happens in it is something private and I keep it private. The Moderator is saying do you take some steps to keep what is private, private?

R: Monse is saying that for example with families, we ah we don't tell, I have these much on my account, we do things with out being aware of, but the participants of the group are saying that they really do tell what they have, just to have an image.

M: The Moderator is saying that would he really cares about is therapy and the (inaudible).

R: Monse is saying, now she stopped saying anything, something

R: Albert is saying okay but we all know that in theory, your family environment is something private, it's something obvious.

R: Yolanda is saying for example, you could be talking to a couple and the kids are just playing around and something that was supposed to be kept secret between the couple, the kids hear it and then at the reunion of the family, the kids will mention it, something that was supposed to be private, it's public now, so sometimes you cannot control these things.

R: (Inaudible) is saying that children and slow people say always the truth.

M: The Moderator is asking what steps could we take to protect privacy.

R: Pele is saying, just for example on your tax thing, they know everything

R: And (inaudible) is saying, okay the only way to protect your data and your privacy it to just live at home, don't go out.

End of Tape 1, Side A

R: Monse is saying that many times in the media there's people who are have a public personality and you don't even know about them, you never say everything about you, you keep something maybe this can harm your image because maybe you want to keep it for yourself.

R: And Michelangelo is saying for example I think that if you want to find out about the life of an opera singer you will find out.

R: And Monse is saying that maybe if she looked really well but many things you wouldn't find out because they really keep it private, even if they have a public image.

R: Albert is agreeing with what Monse says, it is he thinks that many times you don't say everything because there are things that are not the interest of other people.

M: The Moderator is asking if now privacy is more important then a few years ago and everybody agrees it is and they say it is because now with globalization our data is just going around the world. The Moderator is asking when we are aware of this.

R: (inaudible) is saying for example, when you go to your post box and your find information or letters that you have given or when they call you at home for an opinion poll and I was saying that you really don't notice, you just notice in what you can see, when they call you or but there are many places where they have your data and they don't use it directly.

M: And the Moderator is asking, how can they use this data

R: And Michelangelo is saying, for example for a study such as is happening in this room, others says for research, even for creating new (inaudible) we are controlled generally by the state, by religions, by associations even, sometimes you just want to be in (inaudible) receiving information about other ones. And you say okay, I'm just in the association, how do these other ones know about me?

M: Monse is saying that maybe there's no Michelangelo is saying that maybe what bothers us the most is the commercial issues, because about the other aspects, we have just to accept it because there is nothing we can do about it.

R: Sandra is saying you have some leisure activities and then for example you receive something about an activity, if it's to your benefit, I think there shouldn't be a problem.

R: Pele is saying that when she opens her email for example she has so many messages she just throws away straight away, and it's something she doesn't really care about, she's saying I've never given my email address to these companies, why am I receiving all of these

M: The Moderator is saying, okay Yolanda, Sandra said maybe we can get some benefits out of this.

R: Sandra is saying that she is always the kind of person who feels that pressures to receive information, if she receives information or advertising, it's fine, she doesn't mind, if it doesn't interfere with her own word. If she receives some clothing, she is fine with it. Up until today she didn't have a problem with it

R: (Inaudible) is saying that she has had a problem with that, she bought some Lingerie through a company in (inaudible) and then she received some um items from another

company and she said she (inaudible) immediately and she's saying that she received a catalogue of lingerie and she felt embarrassed about it because she is saying that she did not ask for it, she told them to immediately erase her data and make sure they did it.

R: (inaudible) is saying that maybe someone that knew you ah gave the data

R: Monse is saying that if this happened, these people really don't know her very well. Monse is saying that everything that you fill out, if you don't use it, you have to tear it up.

R: Yolanda is saying that she actually doesn't tear it up, she destroys it completely.

M: The Moderator is asking, do you think that if we didn't take these measures, something else would happen?

R: Monse is saying yes, for example, some supermarkets with their promotional data, she complained because in every single receipt she got all the data of her credit card information was ah registered and she complained.

R: Michelangelo is saying that one of his hobbies is computers and that computers today, everything is very easy,

M: The Moderator is asking, for example, Monse got this catalogue of lingerie, has someone else had their privacy violated?

R: Pele is saying that by email she gets really strange things and she really wonders about this.

R: Yolanda said that some, that one day, she got a registered letter, she had to go to the post office, she didn't know what could that be and then when she went there she was

really upset because it was just some coffee promotion, she was upset because she had to stop all of her life just to go to the post office.

R: Monse is saying that everything that you get through the internet, you can get through the telephone too, the weather, your horoscope,

R: And Michelangelo is saying from the moment you switch on your mobile phone your sending data about yourself to who knows where too and you sometimes think it's better to stop worrying about it because if we worry about it, we will never do anything.

R: Albert is saying for example, give your pin number or your credit card through the internet is not secure, but

R: Michelangelo is saying that you cannot think like that because otherwise you would not do anything at all, you wouldn't go outside in the morning

M: The Moderator is saying, afterwards we will talk about the internet, but now lets focus because otherwise everyone is talking about something different. Okay, what Michelangelo was say there comes a point when you say okay there's nothing I can do about it, I'm have to stop worrying

R: Sandra is saying but the best thing is just to let things happen because otherwise you will then stop worrying, but she's saying that in her work she has to fill out a lot of papers with her data and she just puts her mobile phone for example, there's many informations that she doesn't give so easily but there is something that you have to give, otherwise you would just close up and just live ah absolutely as a hermit.

R: (inaudible) is saying that every time he has to do some financial um he has to solve some financial aspects, he goes to the bank and that's it, he doesn't do it through the internet and that's how he solves the issue.

R: Monse is saying okay, you go with your I.D. to an airport for example and they have the same information, she thinks that Governments should be more strict with companies that commit frauds with this data, cause law can be good or bad, it depends on the use you make of it.

R: (inaudible) is saying this should cut credit cards which are uh which they have doubts about and

R: (inaudible) is saying it happened to her, she ah got a call from ah her bank saying that she had to go and ah pick up a new credit card because hers had been cancelled because they felt that it had been used in a fraud.

R: Michelangelo is saying that he always when he pays by credit card he always for the people to ask for the I.D. and he wrote down on his credit card to ask for I.D. because if you get your wallet stolen for example, you have your credit card and you I.D., if you have to show your I.D. then they can tell if it's you or not.

R: Monse is saying that she always writes down on every single credit card she has to ask for I.D., that the way I always do it.

M: The Moderator is saying okay maybe we are saying that now we have the feeling of being, of having less privacy, everybody agrees.

R: (inaudible) is saying that nowadays, with a credit card you go everywhere and

R: Michelangelo is saying that many things have something to locate you by GPS, for example, cars, if it's a company and it has, it leases cars to their employees, it has GPS to locate them every time. So we are always under surveillance, controlled. Michelangelo is saying yeah, like in the movie that was yesterday on the T.V., we are always under control.

R: Pele is saying in the book by Orwell, 1984, we thought it would never be possible, it's the situation we have right now.

M: The Moderator is asking how will be the situation in the future. Will it be worse? And everybody is saying that it's going to be worse, there will come a time where you will have to put your finger and they will know every thing about you. We'll all have microchips under our skin and we'll have no privacy at all.

R: Michelangelo is saying for example, to go to the doctor, instead of having a paper, you, or um, a file, you just put your hand somewhere and they will know every thing about you.

R: Pele is saying, well maybe they want to know you are gay for example and everybody in saying yes, they will know you are gay. Pele is saying for example just with ah a blood test, they register everything.

R: Michelangelo is saying, okay I had some blood tests and I got the results by mail, this could have been opened by anyone, this is just sent by regular mail and it's something very important, what do you do, you send them by email, you have the same problem.

R: Pele is saying that at her company for example, just people who have 6 months contract ah she knows about personal, about staff who are just introducing, ah, just information about (inaudible) about these people on a 6 month contract from the other company.

M: The Moderator is asking, do you have the feeling that in the future there will be more risk of bad use of your data? Everybody agrees that yes. The Moderator is asking is you can have control in a secure way.

R: (inaudible) is saying that they'll always be someone who thinks that they do everything right but the society goes one step ahead of ah what individuals are um able of, but this doesn't mean that they're always mean people. But people who are aware of the ah dangers of not following the rules, for example, in the case of information, giving information, it's very important that what kind of information you are giving, it's very important to know what you are getting yourself into, what are the rules of the game. Right now you go down the street and you get, you have your wallet stolen, you were not even on the internet, anything can happen to you.

R: Michelangelo is saying that what really worries us is when it comes to a point where it affects your wallet, your financial situation, if you get for example the register of something that you have not done, for example you have not bought, then you really get worried because we are so used to receiving so many things that you just block it. It always depends (inaudible) of the level to ah which it really bothers you, it causes trouble to you.

M: The Moderator is asking something is more bothering?

R: Pele is asking, okay, the society should tell us the rules of the game so that we can adapt to it. Statistics are useful, it depends on your status and the kind of person you are, some people are more prone to have ah privacy breaches than others, privacy violations.

M: The Moderator is asking, who gets, who takes advantage of this?

R: The Government, companies, multi-nationals

R: Monse is saying, well

M: The Moderator is asking if we trust less the Government or a company for example and everybody is saying that they are just about the same.



R: Because, Monse is saying for example that they are just about the same because for example in a country like the U.S. for example, companies have the power and everybody agrees that for them the Spanish or any company deserve the same trust.

R: (inaudible) is saying that sometimes something affects you more than others, if the Government takes some measures for example, maybe you would think it doesn't affect you but maybe it will affect you in the long term, if you say that (inaudible) for example, while things are, concrete measures a government can take to for example raise special, like raise salaries and other measures it takes for the whole society.

R: (inaudible) is saying that he was talking about the Government of his country for example, of Spain, not about the U.S., he saying that for example, the last government, the person who was there deserved his trust from him, but

R: Michelangelo is saying that all governments are the same. Michelangelo is saying that for example the what a president of a country earns is something known, but for example what the president of a company owns, his bonuses, you never know about this.

M: The Moderator is cutting this; it doesn't really have much to do with the issue of privacy. Going back to the data issue, we have to (inaudible) in the same day we receive a letter from the ministry of education asking us to give our personal information for some purpose and another letter for commercial purposes, asking the same. Is this different? Do we have different letter we trust?

R: Monse is answering that probably the letters will be different already, they will be ah written in a different way and she's saying that for her, different, government letter or company letter.

R: (inaudible) is saying that even if maybe that letter seems to be from the ministry of culture, it doesn't necessarily have to be from there, he says that he remembers a few months ago about (inaudible) information that someone was asking for personal data of a client, ah he's saying that it was for a data base. So people were pretending to be the bank and asking to receive that. And this is something that happened a few months ago.

R: (inaudible) says, so if you receive two letters, how do you know who is sending you these letters, there comes a point where you don't trust anyone, you have to start being suspicious when you receive a letter asking you for something that you didn't ask for.

M: The Moderator is asking if you always respond to the government the same way you do to a company.

R: Monse is saying that she does, she thinks that if everybody thinks that it's not worth it, she gets a letter from the government for example, she'll try to be a good citizen,

R: Pele says that for her it's the same thing, because there is people who can have access to this data uh and have um just use them in a bad way.

R: Michelangelo is saying that he knows these companies have this data because he's being asked for it and Michelangelo is saying the government cannot be asking for my data because it already has to have it, they know it already.

R: But Monse is saying, okay, you get a letter asking for what you do you think about the time they come to collect rubbish for example. This is just information and they need for people to answer these to improve the service.

R: And Michelangelo is saying, Okay, it depends on the kind of data they are asking for

R: Monse is saying, if you are living in a city and you want some services, you have to collaborate, it's not in my nature to not trust people by, just by law always, you have to be more trusting.

M: The Moderator is saying, okay let's talk about technology, internet a little bit, I would like to go a little deeper now because I have the feeling that ah the great evil of ah the problems today are related to the internet.

R: (inaudible) is saying that ah the capacity to manipulate data has multiplied to a great extent. There are so many, many people who have access to a computer, the internet; the amount of data is so huge that things have changed.

M: The Moderator is asking if ah they use computers or the internet on a daily basis. Everybody says yes and you can say that we sometimes have the feeling that we know what can happen with the internet, is there something that we can do to prevent this happening, is there some way ah, we can stop this issues. And they are saying, the problem is not internet.

R: Michelangelo says it's the way you use the internet

R: Monse is saying, but it has pearls as well because just the time you save contacting people via the internet you're saving time and money, so it's not the internet that is bad or good, it's just the use you make of it.

R: But Michelangelo is saying, that I can use, intercept um, for example your email, how can you control the internet?

R: (inaudible) is saying that in his company they have

End of Tape A, Side B

R: So in my workplace I have a kind of filter

M: The Moderator is asking,

R: Michelangelo is saying okay a bank, they have this filter as well, but many times it's not working and I can get in other people's sessions as many times as (inaudible)

R: Pele is saying, for example someone, I was working with my computer and I got an alert saying someone is trying to enter your computer, your database, and they are saying it's so easy nowadays having something like this happen to you.

R: (inaudible) is saying that for him the solution is to put some filters in your connection to the internet; he's saying that in his workplace for example, he cannot visit websites of porn content.

R: Pele is saying that there are always ways to go beyond this because for example if you on the T.V. they were saying okay, this T.V. cannot be borrowed and I have friends of mine who are experts in computers and he (inaudible) so able to be broke, he broke it in 3 minutes.

R: (inaudible) is saying that the problem for him about internet is the lack of knowledge and awareness, you have kids visiting your worksite and giving data on credit cards for example, I'm not an expert on this field but.

R: Pele is saying that any experts on computers can reach your computer and have access to your files.

R: (inaudible) is saying that he is convinced that if you have internet that you have a good filter, he thinks that there is no problem because he's saying that again in his workplace he cannot have access to certain websites,

R: But Pele is saying okay, the person in charge of the computers in your company, he probably has access to this website.

R: Michelangelo is saying that for instance, (inaudible) the leader of internet connections is (inaudible), with high speed connections, for example, Reuters the password is 1,2,3,4 and it's the same password for all the Reuters. If they give you a password, then you can change the password, but they are not helping you to create privacy. You cannot change the password of the Reuter for example

R: (inaudible) say, that 99% of the people who have this (inaudible) everybody has the same password

R: Ester is saying that there comes a point where we should be experts on everything,

R: (Inaudible) is saying that 50% maybe of the society does what they can do, 30% do what people tell them and the rest just think, okay whatever will happen will happen.

M: The Moderator is asking, what is going to happen with the internet? What can happen? How does it affect our privacy?

R: For Albert the only problem is you give your credit card information, if it's not related to a financial issue, something that really doesn't affect you that much, but

R: (inaudible) is saying that they are many ah websites which have (inaudible) from hiding data.

R: (Inaudible) is saying okay you ask in which way can the internet violate our privacy, for example, violating my file at the National Health Services, if you go to the internet and you put your name and then maybe you have your health file, then it would be a bridge of my security

R: Michelangelo is saying that it is not something that you cannot have control over

R: They are saying, okay, this is not happening yet, but it could happen in the future.

R: Monse is saying okay, there are some things which are already invented and not applied yet. Going back to the other issue, in France, you go to ah a supermarket, you go to a restaurant in any place you pass your credit card and then you have to insert your personal number, private number, if you don't have this code, the credit card doesn't work. Why doesn't this simple system work in Spain? If you go to the (inaudible) in Spain, maybe you will give your credit card and they go to the kitchen and they can copy the numbers of your credit card.

R: Yolanda is saying that maybe okay you'll know this code but maybe if you ask a peasant or somebody living in a little village, maybe they don't know this code. She is saying that she has worked in the banking centre and many people many times don't remember these codes and she's saying that ah (inaudible) for example if someone goes to a shop and they want to buy something and they need that code and they don't remember the code, the business is losing a sale

M: The Moderator is trying to conclude the participants. Okay, we've said that have the feeling that we lack information, knowledge, what is your knowledge of the legislation on this issue, your personal knowledge?

R: Albert says that he knows there is a law about it, but he's not very aware of it.

R: Augustine is saying that if you buy through the internet and someone in the U.S. gets your numbers and starts purchasing with your credit card information, how do you do it, because it's an international problem, he's not sure that there is anything you can do to prevent that, actually the law can persecute that.

R: Albert is saying that you can go to your bank and cancel the credit card and that if you can prove that you have not made those purchases, then you are fine.

R: Michelangelo is saying that for example truck drivers usually sell cards for highways

R: Pele is saying, okay maybe you have a (inaudible) purchase, in the end you won't have to pay for it, but in the beginning they will charge for it, afterwards you will have to make a complaint and then the issue will be solved. But it takes time.

R: (inaudible) is saying you have to announce that you have had some problems with your credit cards, if you have your credit card stolen or you lose it, he's saying that from the moment you tell the bank that you have had a problem with it, your credit card, all the purchases you make with that credit card, before that time, you told, are charged to you, you have to pay for those.

R: (inaudible) is complaining about insurance properties,

M: The Moderator is trying to go back to the main issue of the discussion. Just to finish up with the last issue, do you have the feeling that companies are controlled in some way or is this a complete myth?

R: Augustine is saying that the law is trying to, that there is a responsible person for these databases, but ah, how can you prove that there has been a bad (inaudible)

M: The Moderator is asking if ah they have a feeling that these companies are being controlled. They say that no. They are saying that once you know the legislation, you also know the way how to break it. The Moderator is saying, when you were talking about security, do you have the feeling that more security would imply less privacy, the more the laws we have ah to protect our security maybe this will mean the less privacy we have. They all agree that maybe it's true.

R: Michelangelo is saying that if you are going to have security you also have to make some concessions, if you want to have a personal security at home you have to tell your security agent and you have to give some information about yourself.

M: The Moderator is asking where does freedom come in with this issue. If someone says you have more security with this issue, is it an argument?

R: (Inaudible) is saying what's more security, maybe we have to make some concessions for privacy.

M: The Moderator is asking, how do you feel about that?

R: There is more security, but you don't feel free. You feel less free with more security,

R: (inaudible) is saying, security companies, they are not selling you security, they are selling you fear so that you buy security services.

R: Monse is saying that she thinks they are selling your prevention

R: (inaudible) is insisting that they sell fear.

M: The Moderator is asking, okay can we reach a compromise? Maybe the best way not to compromise our privacy is just to ah be at home, can we reach a balance with security and privacy?

R: Yolanda is saying okay, we are back to square one, if everybody reaches this compromise, okay this make a good use of this (inaudible) we are sure there won't be any bad practices, everything will be fine but I can never be sure of that. It is human nature.

R: Michelangelo is saying okay then, we can't do anything about it.



R: (inaudible) is saying okay, I think there is something that we can do about it.

R: Michelangelo is saying, okay you don't have a credit card, you can use cash but will you feel secure having cash with you (inaudible)

R: Monse is saying okay you will have more facilities on the one hand but more competition on the other one. (Inaudible) people are saying okay, I am going back to my village, I am leaving the city and I'm moving back to the country

R: (Inaudible) is saying she knows someone who has done that thing, oh yes, I have friends who have done this.

M: The Moderator is saying, okay let's finish out this chapter, first of all regarding privacy or security in your work place, most of you are working in companies, do you have the feeling that the company is controlling you, that your privacy is being compromised in your work place?

R: Pele is saying that a small company doesn't control as much as a big one, a multi-national, a small company has 50 workers, for example, doesn't control that much, it doesn't control you life that much.

R: They are asking, it is controlling what sense, the job you are doing or your private life?

M: The Moderator is asking about having the feeling of being controlled.

R: Sandra is saying that if there were less than 40 people, there were no control, and it was a mess cause they were not respecting side tables, etc. and what came out is okay, maybe now I control them and they make sure that they are in their workplace

at 8:00 and they leave at 6:00 but how they can make sure that they do that, they  
(inaudible)

R: (inaudible) was saying that that was his point, when you go to a company to work,  
does your privacy disappear? For example your locker, this is something private,  
your employee does not have the rights to go and see what you have inside, this is  
something private (inaudible) something that can be controlled, but

R: Michelangelo is saying that it is something relative as well, with the locker, if the  
employer has some suspicion, something that shouldn't be there, he have the right ah  
he has the rights to go and see what's inside.

R: Albert is saying that it is something that is not common.

R: (inaudible) is saying it is not the same for someone who is working at a car dealer or  
someone who is working for the government with important data, someone who is  
managing data about the high speed of trains that will cause millions to (inaudible) it  
is important to know what this person is doing, because he has a high responsibility.  
So I keep on insisting on the need to differentiate on the privacy at different levels.

M: The Moderator is asking, in your workplace environment, what is private and what is  
not?

R: (inaudible) is saying, most of the personal problems that you have with your company  
is what you tell about yourself to you co-workers, because usually the company  
doesn't get involved with your personal life. If you bring your personal problems to  
your workplace, the feeling that you have in your workplace, about people knowing  
about you, you have created it yourself.

R: Albert is saying he agrees, that there's some times for example when you go for an  
annual health check, then something can, that there is something there (inaudible).

Health issues, okay you have a blood test and then they have some data but there are other people they are not telling you. Maybe you go to your health check for your company and maybe you think that they are taking a blood test but maybe you are going to maybe get some tests that you are not aware of,

M: The Moderator says, okay a worker in your company what is privacy? And they are saying that is something that varies from person to person. The Moderator is asking, okay, what does the company have a right to know?

R: Albert is saying they just have the right to know what affects straight your job, your activity, but there are some things you cannot avoid, for example if I have children, I have that in my CV, and I cannot hide that, but maybe one of them is sick or has some illness, they don't know about it and I don't have to tell them about it. Albert is saying okay, a woman with children has more reason of not devoting as much time as a man would (inaudible) for example.

M: The Moderator is saying, okay we will say that the company is paying you just to do your job, but does it have, what are the company's rights to make sure that you are making a good job?

R: (inaudible) is saying, okay my company has some filters on the internet so that I cannot have access to certain websites, I don't know if for example, a beach in your privacy, for example would be not being able to visit some websites or someone controlling your phone calls, is this a violation of your privacy? Everybody says that no, because if you are at the office, you have to be working, if you are hired by a company and you are getting a salary for it, I mean, you have to compromise to be working, the time you are on the premises of the company, you cannot be surfing the internet, making private phone calls, etc, but someone maybe ah on a certain department may have access to certain websites for their jobs.

M: the Moderator is asking what if there are cameras in your workplace.

R: Augustine is saying that more or less everyone agrees that if you know there is a camera, then there shouldn't be any problems, as long as you are aware of it,

R: Sandra is saying that there should be at least some trust

R: Michelangelo is saying it is all based on trust, you have your direct superiors.

R: Monse is saying okay, I understand the company needs to have some control but there are abuses because some companies you have some right to make a private call, a certain amount of private calls, in Germany, you have a card and you have to use it for everything, for a coffee, to use the phone, but then they know immediately who was using the phone for example, but it's not your money that you are spending.

R: (Inaudible) is saying, in many companies you have to ask the key to use the phone to your boss, that is happening because there are abuses, they say it is not possible that some people here (inaudible) just aren't respectable.

R: Albert is saying there are some people who are just surfing the net and surfing porn websites have been fired and everybody is saying that they agree with that because they are not supposed to be doing that in the workplace.

R: Monse is saying that in some companies, some privacy can be good, for example on a table you have reports and you have some drawers which have private materials, but I don't agree with that because maybe in my office I don't want any drawers to be closed or locked because if maybe I am in a business meeting, I need people in my office to have access to certain information, but sometimes this can be tricky because ah say some workers see an account of the office and (inaudible) and we don't have any money left in that account or at the office, but what this person doesn't know is that there is another account, so there's some documents that should be kept in cabinets (inaudible)

R: Monse is saying, oh its' just always in the movies, it's always there, it's because they are the leaders in technology.

M: The Moderator is asking if they feel that in a few years time will we be like the U.S.

End of Tape 2, Side A

M: The Moderator is bringing up the issue of privacy at the airport. He is asking if they know that to travel to the U.S. they have to have give your data before hand

R: Michelangelo says not just for trips (inaudible) even if it's just a (inaudible) country, just passing by.

M: The Moderator is asking if they were aware of this? They are saying mostly for example, with a new passport you don't need to give your data before, if you have a big picture on your new passport. The Moderator is saying that you need to fill out um some data before you travel to the U.S.. He is asking, where does this leave us?

R: Pele is saying that every time we are more and more controlled on a global scale.

R: (inaudible) is saying that there's some data that you know has to be available for everybody and there's other data that you always have under control and you want to keep for yourself, for example for financial operation you need ah a card and if society has accepted it, I'll accept it as well, but another thing is, if I use this system, I avoid for example getting false notes, I think you have to play by the rules imposed by society, you have to accept them.

R: Monse is saying, okay you brought up false notes for example, okay, maybe if you pay with a false note, they have the right to give it back to you, and that's accepted

but maybe when you are given that note you never check if it's good or not, false or not.

R: Albert is saying okay if you get a false note, you have an obligation to go to the central bank for example, the Spanish bank, because the government obliges you to take these notes out of circulation for example.

M: The Moderator is saying that he is aware that there are many issues around this, but we should close up this chapter about travels. Everybody says you cannot choose, either it is the situation and you choose it or not. They are talking about the new passport, it has a digital photo of yourself and it can take some data about yourself.

R: Pele is saying which data do you have on your passport that you are not aware of and it's all electronic information, and you don't know which data you have in your passport, and which data they are giving, for example to the U.S. when you are entering the country, says Pele.

R: Albert is talking, he is saying that (inaudible)

M: The Moderator is saying that he doesn't know if the new passport is complicated.

R: Monse is saying that to her it is much more comfortable.

R: Michelangelo is saying, yeah, if its electronic information, anyone with the right knowledge can have access to it.

R: Monse, is saying these ah (inaudible ) at the airport are something we should talk about because several of you have been to (inaudible) for example. They are saying okay, you fill out a questionnaire and they tell you okay, now you go to this door where you will be asked some questions, but ah (inaudible).

M: The Moderator is saying, okay, now that we have talked about controls at the airport, do they have right?

R: Pele is saying you feel violated, they are opening up your suitcase

R: Monse is saying, okay they ask you, do you know if someone has had access to your suitcase, ah are you sure every thing packed in your suitcase is yours, you say okay, yes, I think so, but I don't know what happens in my hotel once I closed it or. One time I was asked if someone could see me when I was packing my suitcase and I was completely appalled by it.

R: Albert is saying that all this was started because of fear

R: Monse is saying, okay you have to justify it, you have some control but at the end of the day if you want to ah make something you should have been doing, you'll probably end up doing it.

M: The Moderator is saying, okay this plane has some security measures, how do you feel for example when you have to answer so many questions, how do you feel about that?

R: Sandra is saying that she feels really bad because ah when sometimes for example when the security machine starts beeping then you are searched and they say open your suitcase and it's really something that is not very nice.

R: (inaudible) is saying, for example, when you go to Israel and you buy a ticket at a travel agency, when you buy a ticket you know you are given the questions that you will get at the airport.

M: The Moderator says, okay, if a country informs you beforehand of the questions, is that okay? No, if you know already the questions, if you agree with them you can go to the country, if you don't, you just don't go.

R: (Inaudible) is saying that for most people the thing is knowledge. Lets say that if you want to have access to my country, you have to get naked and I will scan your body, you have to tell me about your family situation, what your hobbies, is that okay?

R: Michelangelo say the problem is other people's ignorance (inaudible)

R: (inaudible) say, if you hire a commercial agent, you are not hiring him, you are hiring his portfolio clients

R: Michelangelo is saying that he is referring to knowledge, someone with less knowledge can be manipulated better for example.

R: (Inaudible) Okay, if I decide I am not going to this country because I am not ready to go through all of these, that's fine, I think everyone should decide for themselves, I'm not going.

R: (inaudible) is saying, but this is ah (inaudible) that there is a new environment because if someone comes to your home you can say okay, please don't smoke but if you go to his home, well then you don't have the right to say please don't smoke because it's his home. Now they are talking about smoking and respect, they are saying it is just a question of respect.

M: The Moderator is asking is it a question of I go or I won't go, is it black or white or is there something we can do about it to reach a solution?



R: The police can stop you and just bring you to police office just because you are suspicious, you look suspicious. If I happen to be with my family and I was stopped by the police and then they say that I was with them and let us go.

R: What you were saying about Israel, they have fear and someone will just get to the airport and just throw a bomb.

R: At the airport they humiliate you

M: The Moderator is asking do you feel that there is some chance of changing this, that there is something we can do or can we say okay I give up?

R: We have to go with the flow and there is nothing we can do about it.

R: When I go to give blood they ask me questions, but my parents died in a car accident, so I want to be a blood donor so it's something I put up with. They ask me for my personal data every time I go to donate blood.

R: (Inaudible) says, you need some space, some private space, where you have your own rules but then there is another one where you have to accept society's rules. And everybody thinks that these private areas are reducing increasingly.

R: Pele is saying that when you go to the doctor, they have all your data in a file, now every thing is computerized and ah they have more easy access to it.

R: Monse is saying that with the little card you can go everywhere, you don't have to carry all of those papers around and they have all your information which can be useful.

R: (Inaudible) says maybe you go to a hospital where they don't have your data, maybe they can make mistake that they wouldn't have it they had more information about yourself.

R: Albert is saying, okay we are back to what we were saying, it's a matter of how you use this data.

R: But Yolanda is saying, what do you put, what do you include in this personal private area?

R: (Inaudible) is saying, okay, for example your family life, the thing is your private life, you family life and then you have your professional life.

R: Monse is saying okay, but maybe you keep this um private but maybe your husband does not, so it's not private anymore.

R: Albert is saying that he is trusting that technology will advance and we'll know at some point what kind of information is relevant or not.

R: (inaudible) is insisting on these two different kinds of privacy, your family life and you professional life.

R: Yolanda is saying okay, maybe if you eat at 9:00 its not of interest, but maybe the kind of relationship you have with your wife could be of interest to someone.

R: Sandra is saying, but if I don't know something for example, even if I really look for it I will never find out what kind of relationship he has with his wife.

M: The Moderator know is handing out a few questions, he's explaining that we differentiate different levels of privacy and we have to organize, the different levels in order of importance, which one do we consider more intimate and the other point is to

see what kind of (inaudible) do we have in each of these aspects that we will lose our privacy.

R: (inaudible) is asking ah (inaudible) been caught by cameras in your private or professional life.

M: The Moderator is answering both of them. Please put your names and we'll have everything now. I would like to thank you.

End