Challenges in Automated Question Answering for Privacy Policies

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Privacy policies are long and complex documents that are difficult for users to understand.

- We would like to empower users to inform themselves about the issues that matter to them, and enable them to selectively explore these issues.
- We explore the kinds of questions users might pose to a privacy question-answering system. This analysis is informed by a crowdsourced study, the first of its kind, that elicits questions from crowdworkers about the contents of privacy policies.
- We analyze 1350 questions posed by crowdworkers for the privacy policies of 27 mobile applications, and identify several considerations to inform the design of future systems.

- Policies are underspecified
- Users are incognizant of what questions are "good".
- Determining a users intent may be a process of discovery for both the user and the assistant.
- Privacy assistant answers need to be both helpful and legally accurate.