

# Challenges in Automated Question Answering for Privacy Policies

- 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.

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How does Fiverr protect freelancers' personal information?

Policy Evidence:

We take great care in maintaining the security of the Site and your information and in preventing unauthorized access, loss, misuse, alteration, destruction or damage to it through industry standard technologies and internal procedures.

We contractually ensure that any third party processing your personal information equally provide for confidentiality and integrity of your data in a secure way.

The transmission of data via the internet is not completely secure, and although we will do our best to protect your personal information, we cannot guarantee the security of your data transmitted to the Site; any transmission is at your own risk

Once we have received your data, we will use strict procedures and security features to try to prevent unauthorized access

Users who have registered to the Site agree to keep their password in strict confidence and not disclose such password to any third party.

Legal Answer:

The policy states that the application takes all steps reasonably necessary to ensure that user's personal information is treated securely. There is nothing explicit as to what the steps are.

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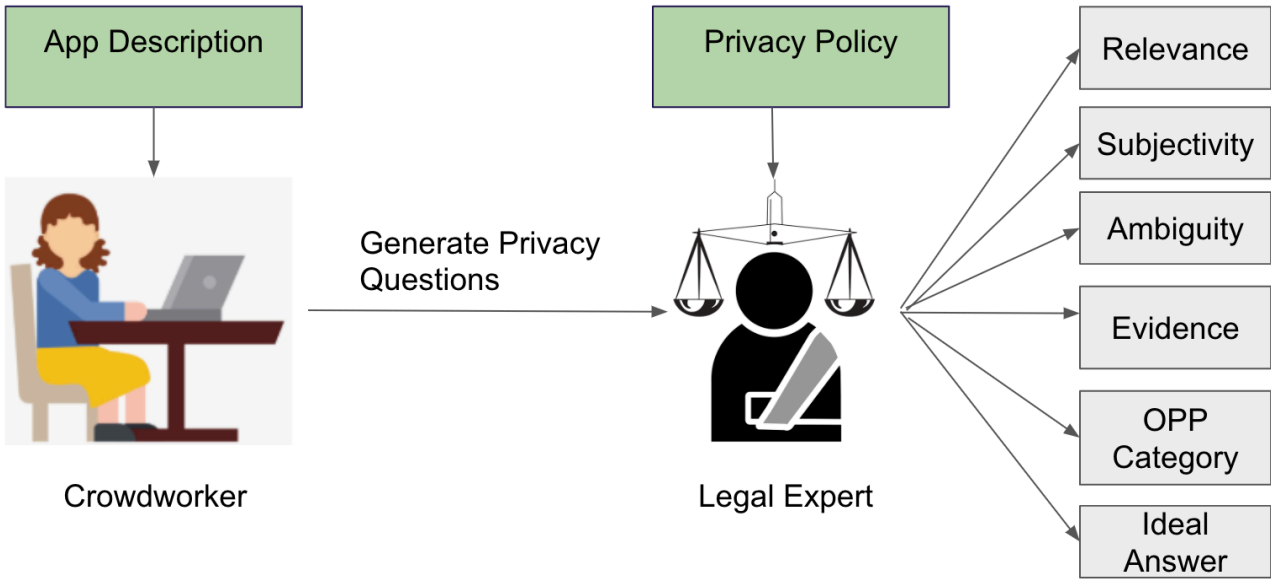
Has Fiverr been hacked before?

Policy Evidence:

There is no evidence for this answer within the privacy policy

Legal Answer:

The answer to this question is typically not present in a privacy policy.



App Description

App Name : Viber Messenger

Viber Free Messenger and Phone Calls: Connecting millions worldwide! Write a text message, call, chat and share with anyone, anywhere!Viber is your go-to free messenger, allowing you to message or call anyone in the world through your Internet connection\*. Send a text message to friends and family with Viber Messenger. Call your loved ones using Viber's live video chat or voice call, all part of Viber's free and high-quality phone calls. Express yourself with cool stickers and emoji icons, share photos, and send your favorite videos. The free messenger also lets you make international phone calls for free

App Screenshots

Imagine that you have installed and used the app, Viber Messenger whose description and screenshots are as given on the left. You have a trusted privacy assistant whom you can ask any privacy-related questions regarding this app and the assistant will answer you honestly, free of any influence from the company or the application developers. What are the privacy questions you would ask the privacy assistant for the app: Viber Messenger ?

Question 1:

Question 2:

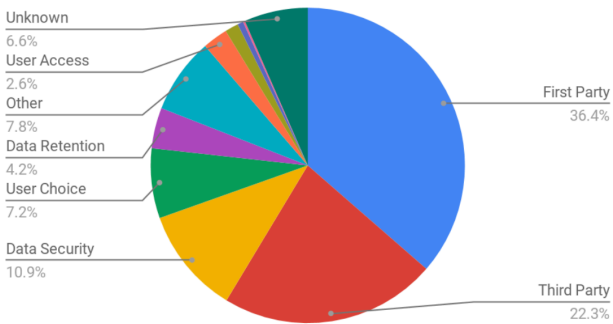
Question 3:

Question 4:

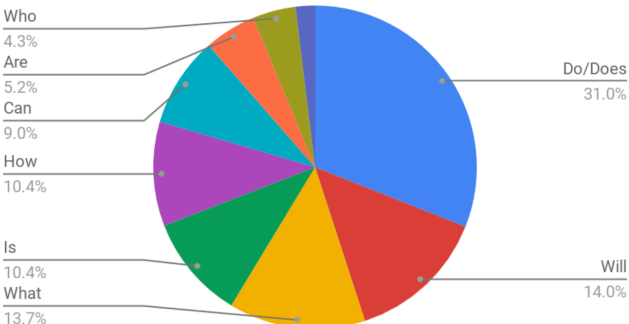
Question 5:

Submit

OPP-115 Categories of Questions



Major Question Types



Privacy Practice	NA Model	Human
First Party Collection/Use	24.65%	67.09 %
Third Party Sharing/Collection	6.93%	60.63 %
Data Security	35.29%	87.2 %
Data Retention	0%	79.87 %
User Access, Edit and Deletion	0%	53.06 %
User Choice/Control	46.3%	64.71 %
Other	89.06%	84.06 %
International and Specific Audiences	0%	100.0 %
No Agreement	76.19%	78.29 %

- 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.