04 - Introduction to Privacy

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05-436 / 05-836 / 08-534 / 08-734 Usable Privacy and Security Carnegie Mellon University CyLab



Engineering & Public Policy



Today!

- What does privacy mean to you?
- Privacy goals
- Why is privacy hard to measure?
- How privacy is protected
- Privacy notice and choice (intro)
- Homework presentations

What does privacy mean to you?

http://cups.cs.cmu.edu/privacyillus trated/

Hard to define

"Privacy is a value so complex, so entangled in competing and contradictory dimensions, so engorged with various and distinct meanings, that I sometimes despair whether it can be usefully addressed at all."

Robert C. Post, Three Concepts of Privacy, 89 Geo. L.J. 2087 (2001).

Limited access to self



"Being alone."
- Shane (age 4)

"the right to be let alone"

- Samuel D. Warren and Louis D. Brandeis, *The Right to Privacy,* 4 Harv. L. Rev. 193 (1890)

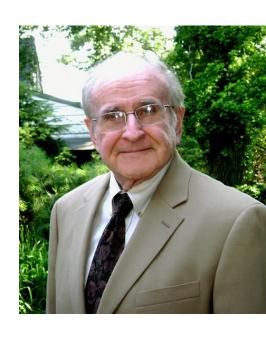
"our concern over our accessibility to others: the extent to which we are known to others, the extent to which others have physical access to us, and the extent to which we are the subject of others attention.

- Ruth Gavison, "Privacy and the Limits of the Law," Yale Law Journal 89 (1980)

Control over information

"Privacy is the claim of individuals, groups or institutions to determine for themselves when, how, and to what extent information about them is communicated to others."

"...each individual is continually engaged in a personal adjustment process in which he balances the desire for privacy with the desire for disclosure and communication...."



How does each goal relate to privacy?

I want to have ... I want to be

- Solitude, uninterrupted
- Unseen, unheard, unread
- Not talked about
- Not judged
- Not profiled, not targeted, not treated differently than others
- Not misjudged
- Free to try, practice, make mistakes, self-reflect
- Not surprised (contextual integrity)
- Not accountable

- Not required to reveal
- Unknown
- Forgotten
- Intimacy
- Control
- Boundaries
- Identity
- Security
- Safety
- Others?

Measuring privacy

- Why is privacy hard to measure?
- Why are attitudes about privacy hard to measure?
- Why is the cost of privacy invasion hard to measure?

How privacy is protected

- Laws, self regulation, technology
 - Notice and access
 - Control over collection, use, deletion, sharing
 - Collection limitation
 - Use limitation
 - Security and accountability

Privacy laws around the world

- Privacy laws and regulations vary widely
- US has mostly sector-specific laws, minimal protections, often referred to as "patchwork quilt"
 - No explicit constitutional right to privacy or general privacy law
 - But some privacy rights inferred from constitution
 - Narrow regulations for health, financial, education, videos, children, etc.
 - Federal Trade Commission jurisdiction over fraud and deceptive practices
 - Federal Communications Commission regulates telecommunications
 - Some state and local laws
- European Data Protection Directive EU countries must adopt similar comprehensive laws, recognize privacy as fundamental human right
 - Privacy commissions in each country

OECD fair information principles

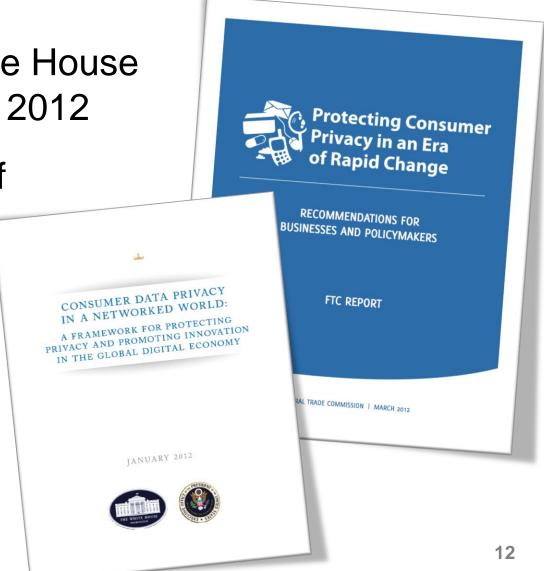
- Collection limitation
- Data quality
- Purpose specification
- Use limitation
- Security safeguards
- Openness
- Individual participation
- Accountability
- http://www.privacyrights.org/ar/fairinfo.htm

US government privacy reports

 U.S. FTC and White House reports released in 2012

U.S. Department of

Commerce
multi-stakeholder
process to develop
enforceable
codes of conduct



Privacy self regulation



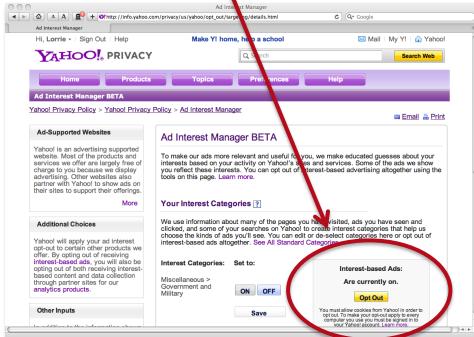
Notice and choice

Protect privacy by giving people control over their information

Notice about data collection and use

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Choices about allowing their data to be collected and used in that way



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4%

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his product is sold by weight not volume. Some setting of contents may have occurred during handling TRADER JOE'S

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Opper	10%	90%		

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Product of Carada COXX8 Barbaran Rakers

TRADER JOE'S Organic HIGH FIBER O'S

Nutrition Facts

Serving Size 1.114 cup (55g) Servings per Container 8

nount per Serving Calories 190 Calories from Far 17 Total Fat 10 Saturated Fat 0g 0% Trans Fat 0g Cholesterol Ong 0% Sodium 115mg 5% Total Carbohydrate 44g 15%

Dietary Fiber 9g 36% Soluble Fiber less than 1g Insoluble Fiber 8g Sugars 9g Protein 60 12%

Vitamin A 0% . Vitamin C 1301 Calcium 4% . Iron 30% Thiamin 25% • Ribotlavin 25% Nacin 25% • Vitamin 86 25% Folate 25% • Vitames B12 25%

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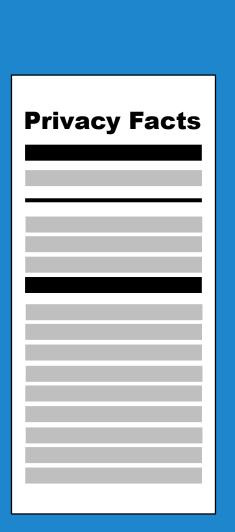
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Privacy Facts

Why don't we have a market for privacy?

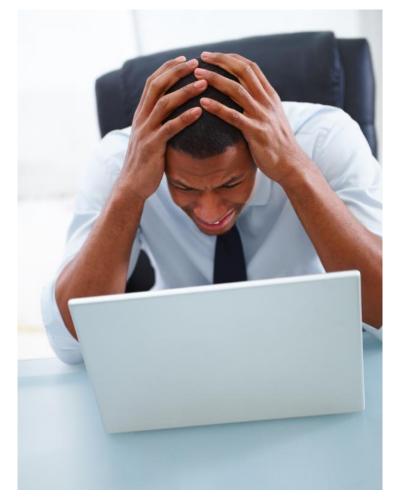
Privacy concerns seem inconsistent with behavior

- People say they want privacy, but don't always take steps to protect it
- Many possible explanations
 - They don't really care that much about privacy
 - They prefer immediate gratification to privacy protections that they won't benefit from until later
 - They don't understand the privacy implications of their behavior
 - The cost of privacy protection (including figuring out how to protect their privacy) is too high

Nobody wants to read privacy policies

"the notice-and-choice model, as implemented, has led to long, incomprehensible privacy policies that consumers typically do not read, let alone understand"

 Protecting Consumer Privacy in an Era of Rapid Change. Preliminary FTC Staff Report. December 2010.



Cost of reading privacy policies

- What would happen if everyone read the privacy policy for each site they visited once each month?
- Time = 244/hours year
- Cost = \$3,534/year
- National opportunity cost for time to read policies: \$781 billion







Your Data is Used Only for the Intended Use

Your data is never

bartered or sold.



Your Data May be Used for Purposes You Do Not



Your data may be bartered or sold.



Your data is never given to advertisers.



Site gives your data to advertisers.



Data is given to law enforcement only when legal process is followed.



Data may be given to law enforcement even when legal process is not followed.



Your data is kept for less than 1 month.









Your data may be kept indefinitely.

Towards a privacy "nutrition label"

- Standardized format
 - People learn where to find answers
 - Facilitates policy comparisons
- Standardized language
 - People learn terminology
- Brief
 - People find info quickly
- Linked to extended view
 - Get more details if needed



Nutrition Facts

Servings Per Container About 1 Calories Total Fat 2.5g* Saturated Fat 0.5g Cholesterol Omg Sodium 250mg 10% 12% Potassium 180mg Carbohydrate 42g 14% 169 Dietary Fiber 5g Soluble Fiber 2g Insoluble Fiber 3q Sugars 11g Protein 6a 0% 35% Calcium 2% 10% Vitamin E 8% Thiamin 10% Riboflavin 4% 10% 6% Phosphorus 30% 15% 10% * Amount in cereal. One half cup skim milk contributes an additional 40 calories, 65mg sodium, 200mg potassium, 6g carbohydrate (6g sugars), and 4g protein. Percent daily values are based on a 2,000 calorie diet. Your daily values may be higher or lower depending on your calorie needs:

Calories per gram:
Fat 9 - Carbohydrate 4 - Protein 4
Ingredients: Whole Oat Flour, Whole Wheat
Flour, Unsulphured Molasses, Malted Barley
Extract, Baking Soda, Salt, Natural Vitamin E
(Mixed Tocopherols (Soy)), Vitamin C.

3.500mi

Contains wheat and soy. Made on equipment that also processes milk, almonds and hazelnuts.

Distributed by: Barbara's Bakery, Inc.®, a Weetabix North America Company 20 Cameron Street, Clinton, MA 01510 www.BarbarasBakery.com

Product of Canada

Total Carbohydrate

TRADER JOE'S ® Organic HIGH FIBER O'S

Nutrition Facts Serving Size 1 1/4 cup (55g) Servings per Container 8 Amount per Serving Calories 190 Calories from Fat 10 % Daily Value Total Fat 1g Saturated Fat 0g Trans Fat 0g Cholesterol Omg Sodium 115mg 5% Total Carbohydrate 44g 15% Dietary Fiber 9g Soluble Fiber less than 1g Sugars 9a Protein 6a

Vitamin A 0% • Vitamin C 130%
Calcium 4% • Iron 30%
Thiamin 25% • Riboflavin 25%
Niacin 25% • Vitamin B6 25%
Folate 25% • Vitamin B12 25%

Zinc 15%

* Percent Daily Values are based on a 2,000 calorie diet. Your daily values may be higher

INGREDIENTS: Organic Whole Grain Wheat Flour, Organic Wheat Bran, Organic Evaporated Cane Juice, Organic Oat Fiber, Sea Sait, Organic Caramel Color, Natural Vitamin E, NUTRITION BLEND: Niacinamide, Vitamin C, Niacinamide, Vitamin BG, Ribollavin, Thiamin, Folate, Vitamin B12.

Our vendors follow Good Manufacturing Practices to segregate ingredients to avoid cross contact with allergens. Made on shared equipment with milk, tree nuts & soy. Facility processes eggs & peanuts.

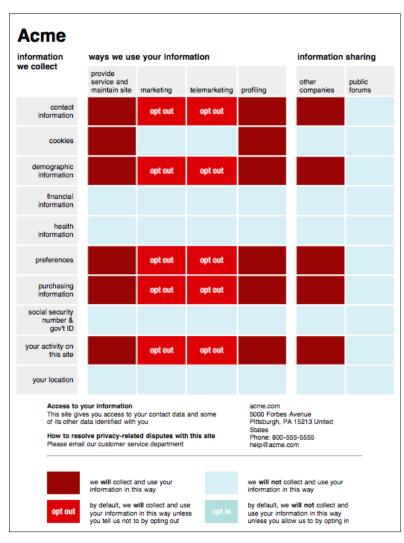
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Iterative design process

- Series of studies
 - Focus groups
 - Lab studies
 - Online studies
- Metrics
 - Reading-comprehension (accuracy)
 - Time to find information
 - Ease of policy comparison
 - Subjective opinions, ease, fun, trust
- P.G. Kelley, J. Bresee, L.F. Cranor, and R.W. Reeder. A "Nutrition Label" for Privacy. SOUPS 2009.
- P.G. Kelley, L.J. Cesca, J. Bresee, and L.F. Cranor. Standardizing Privacy Notices: An Online Study of the Nutrition Label Approach. CHI2010.



Privacy label for Android



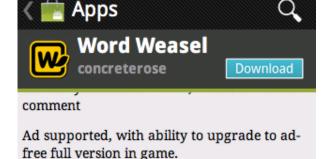


Privacy score
10,000+ downloads
1.9MB

DESCRIPTION

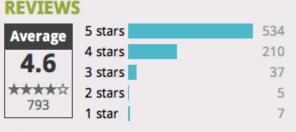
Like word games? Like weasels? This is the game for you. Word Weasel is a fast word game where you find as many words as you can from 9 letters in 50 seconds. Compete with everyone else playing at the same time, a new game starts every minute!

"The most fun you can have on your own with 9 random letters. Brilliantly simple, devilishly addictive." –Kim, Android Market comment



Uses the SOWPODS word list containing 100,000+ words. They may be obscure, but yes those are words!





Role play studies

- Task for participants in lab or online
 - Select apps for friend with new Android phone
 - Choose from 2 similar apps w/ different permission requests in each of 6 categories
 - Click on app name to visit download screens
- Post-task questionnaire
- Participants who saw Privacy Facts more likely to select apps that requested fewer permissions
 - Other factors such as brand and rating reduce effect

P.G. Kelley, L.F. Cranor, and N. Sadeh. Privacy as part of the app decision-making process. CHI 2013.

Requirements for meaningful control

- Individuals must understand what options they have
- Individuals must understand implications of their options
- Individuals must have the means to exercise options
- Costs must be reasonable
 - Money, time, convenience, benefits

More on privacy coming March 17