

# surprise

“Surveillance, Privacy and Security: A large scale participatory assessment of criteria and factors determining acceptability and acceptance of security technologies in Europe”

## Brief overview of project results

Sara Degli Esposti

**Centre for Research into Information Surveillance and Privacy (CRISP)**  
**Information Security Advancement Society (Spain)**



*This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement no 285492.*



The Open  
University

# Citizen summits method



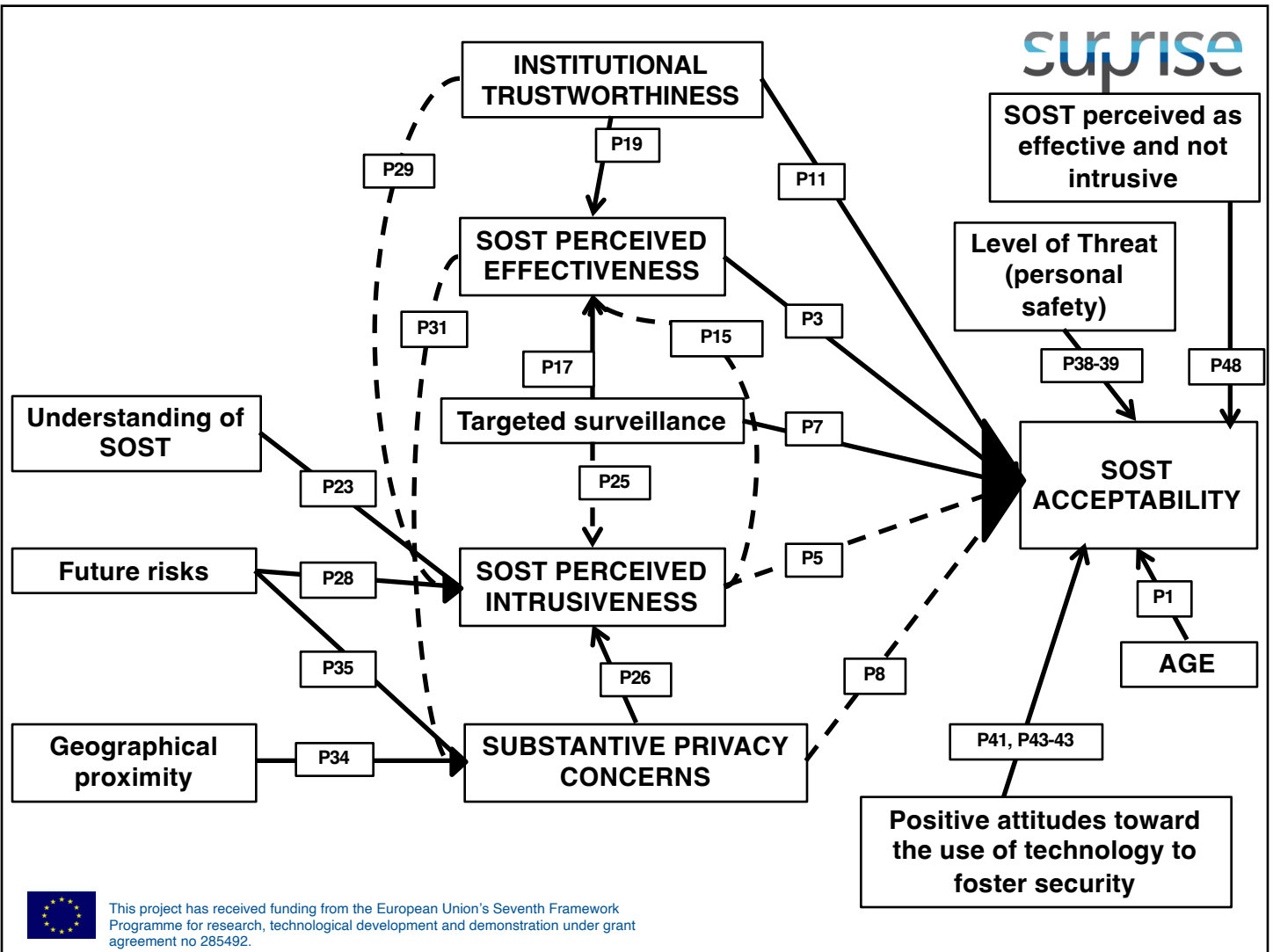
	sCCTV	DPI	SLT
1	Denmark	Norway	Denmark
2	Hungary	Italy	Hungary
3	Spain	Spain	Norway
4	Austria	Austria	Italy
5	UK	UK	Switzerland
6	Germany	Switzerland	Germany
	1.198	1.202	1.144

About 1.000 citizens were asked questions about each SOST

12 Participatory technology assessment exercises



This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement no 285492.



## ACCEPTABLE SOSTs

### MUST BE..

- ..ACCURATE & EFFECTIVE
- ..MANAGED BY CAPABLE & HONEST SECURITY AGENTS
- ..CLEARLY TARGETED TOWARD CRIMINALS.

### SHOULD AVOID TO..

- ..BE INTRUSIVE AND EXPOSE PEOPLE TO THE RISK OF FEELING EMBARRASSED.
- ..EXPOSE PEOPLE TO FUTURE RISKS.
- ..RAISE SUBSTANTIAL PRIVACY CONCERNS.



# Risk-Benefit Balance

## Smart CCTV

	Useful	Useless
Highly Intrusive	39,16%	19,95%
Not very intrusive	39,98%	1,92%

## Deep Packet Inspection (DPI)

	Useful	Useless
Highly Intrusive	67,91%	22,55%
Not very intrusive	7,45%	2,02%

## Smartphone Location Tracking (SLT)

	Useful	Useless
Highly Intrusive	57,46%	9,2%
Not very intrusive	32,02%	1,31%



This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement no 285492.

## Conclusions

- ✓ Acceptable Security Measures—which embed surveillance functionalities—must demonstrate to be able to **foster public safety both in objective terms**, by reducing crime, **and in subjective terms**, by helping people feeling secure and protected.
- ✓ SOSTs should be targeted and should not be part of blanket surveillance strategies. They should be managed by **trustworthy agents** and should **not** make people feel exposed and embarrassed and they should not raise substantial privacy concerns.



THANKS!

surprise

[Sara.degliesposti@ismsforum.es](mailto:Sara.degliesposti@ismsforum.es)



This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement no 285492.

**CRISP**  
CENTRE FOR RESEARCH INTO INFORMATION,  
SURVEILLANCE & PRIVACY

