Chapter 7

Appendixes

Appendix 1: Interview - Background Questionnaire

All values are in percentages, \( N = 20 \)

1. Gender
   - Male : 45
   - Female : 55

2. Age (In years)
   - \(<20 : 0\)
   - 20-24 : 10
   - 25-29 : 10
   - 30-39 : 35
   - 40-49 : 25
   - 50+ : 20

3. Marital Status
   - Married : 40
   - Single : 60

4. Which state/city do you originally belong to?
   - UP : 25
   - Rajasthan : 10
   - Orissa : 5
   - Maharashtra : 5
   - Delhi : 35
   - Bihar : 5
• Kerela : 5
• West Bengal : 5
• Punjab : 5

5. Which state/city do you currently live?
• UP : 55
• Maharashtra: 5
• Delhi : 40

6. Educational Qualifications:
• Less than Graduate : 5
• Graduate : 20
• Post - Graduate : 40
• Professional (Doctor/Engineer) : 25
• Ph.D. : 10
• Other : 0

7. Do you have any technical qualification? Have you studied the subject of computer science as an academic course?
• Yes : 50
• No : 50

8. Occupation
• Student : 10
• Job in public sector : 15
• Job in private sector : 30
• Operate from home : 10
• Housewife : 5
• Other : 30

9. Personal Income (approx)
• Upto Rs. 50,000/month : 40
• Above Rs. 50,000/month : 15
• None : 45

10. Do you own a credit card?
• Yes : 80
• No : 20
11. Do you buy things/do transactions online?
   • Yes : 55
   • No : 45

12. Do you save your credit card information on websites where you buy things/do transactions online (Amazon, Skype, online banking)?
   • Yes : 15
   • No : 85

13. Do you leave your laptop, mobile phone or wallet in the car?
   • Yes : 45
   • No : 55

14. Have you ever changed the privacy settings in your browser?
   • Yes : 45
   • No : 55
   • Don’t Know : 0

15. Have you ever created a web page?
   • Yes : 25
   • No : 75
   • Don’t Know : 0

16. Whom of the following do you trust more? Sort by giving numbers where 1 is the most trusted is the least trusted.

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17. Have you fixed someone’s computer for them when they were having problems?
   • Yes : 25
   • No : 75
   • Don’t Know : 0
How much do you agree/disagree with each of the following statements?

18. I accept that my information might not remain private if I store it on an online website.
   - Strongly agree : 75
   - Somewhat agree : 25
   - Neither / Not sure : 0
   - Somewhat disagree : 0
   - Strongly disagree : 0

19. I expect to have the same legal ownership rights over my data if stored online as when stored on my computer.
   - Strongly agree : 85
   - Somewhat agree : 10
   - Neither / Not sure : 0
   - Somewhat disagree : 5
   - Strongly disagree : 0

20. It concerns me that my medical information is being seen today by many organizations beyond those that I go to for health care services.
   - Strongly agree : 40
   - Somewhat agree : 40
   - Neither / Not sure : 20
   - Somewhat disagree : 0
   - Strongly disagree : 0

21. If privacy is to be preserved, the use of computers and Internet must be sharply restricted in the future.
   - Strongly agree : 5
   - Somewhat agree : 15
   - Neither / Not sure : 20
   - Somewhat disagree : 5
   - Strongly disagree : 55

22. Government can generally be trusted to look after our interests.
   - Strongly agree : 10
   - Somewhat agree : 25
   - Neither / Not sure : 35
   - Somewhat disagree : 10
   - Strongly disagree : 20
23. I have personally been the victim of what I felt was an improper invasion of privacy.

- Strongly agree : 10
- Somewhat agree : 20
- Neither / Not sure : 15
- Somewhat disagree : 20
- Strongly disagree : 35

24. I am very concerned about the threats to personal privacy today.

- Strongly agree : 45
- Somewhat agree : 35
- Neither / Not sure : 20
- Somewhat disagree : 0
- Strongly disagree : 0
Appendix 2: Interview-Questionnaire

1. When you hear the word privacy, what comes to your mind?

2. By the word privacy, if you mean keeping your personal information to yourself, then what all would constitute ‘personal information’ according to you.

3. How important is privacy for you and why?

4. Do you think it is your basic right to have privacy?

5. If yes, whom do you think you need to have privacy from?
   Family / Friends / Relatives / Colleagues / Formal institutions / Government / any other
   If Family, who is family for you?

6. Where do you think privacy is required? List the areas where you think privacy must be exercised?

7. In Indian culture, we tend to ask/probe our friends and relatives on personal life/issues, do you think it is correct for others to ask such questions?

8. In the context of above question, how do you handle such situations?

9. Do you have a personal phone, mobile?

10. Where did you buy your mobile from?

11. Did your service provider ask you for personal information? Did you divulge any?

12. Do you ever fear that the basic information given to the service provider may be shared by him with others?

13. There are inbuilt cameras in mobiles these days. Does your mobile have a camera? What do you use it for?

14. If somebody takes your picture with his/her mobile, how do you react?
   • With your knowledge:
     Do you mind / ask him the purpose / have it taken merrily / donot react
   • Without your knowledge:
     Do you mind / ask him the purpose / have it taken merrily / donot react

15. Do you think they will share your pictures? If yes, would you like it?

16. Has it ever occurred to you that the picture taken by other’s mobile may be misused?

17. Do you find phone banking risky in nature?

18. Do you think these marketing/promotional/unsolicited calls breach your privacy?
   • If yes, how?

19. Do you answer/respond to these marketing/promotional/unsolicited calls?
22. What do you think one can do to reduce these marketing/promotional/unsolicited calls?

23. If Do Not Call Registry was not mentioned in the previous answer – Are you aware of Do Not Call Registry? If Do Not Call Registry was mentioned in the previous answer – Is it protecting your privacy?

24. How many SMS spams do you get everyday?

25. What can one do to reduce these SMS spams?

26. Are you aware that mobiles provide location-based services. Your movement/position can be tracked and informed by the service provider. Do you approve of this facility?

27. Do you think that the location based facility makes you vulnerable for misuse?

28. There are many polls/surveys being conducted via SMS service on mobiles. Do you participate in them?

29. Do you think your participation in these competitions such as the ones organized via radio or T.V. would expose your identity to those whom you are not concerned with?

30. Do you have a credit card? If yes, what do you use it for?

31. Do you ever disclose your credit card details to anybody over phone?

32. Are you afraid that the person at other end of the phone will convey/share your information with others?

33. Do you think your ATM card is fool proof?

34. Do you think the ATM centers provide enough privacy for making money transactions?

35. Do you think credit cards must display your name, phone No., date of birth and address etc.?

36. Do you give/lend your credit card for usage out of your sight? When you pay in a restaurant, do you mind having it swept in your absence?

37. Have you read the Privacy Policies of your credit card provider?

38. How often do you use / surf Internet and for what purpose?

39. Do you surf unknown websites?
   Do you divulge your personal information if sought at any website? If yes, which ones?

41. Have you ever used Internet to file your Income Tax return?
42. At the end of each website, there is a mention about their privacy policy. Do you ever read it? Do you think that the service providers abide by the text written as their privacy policy?

43. Do you read the privacy policy or verify authenticity of a website before giving your personal information?

44. Has it ever happened that you divulged the information sought on a website and you saw it in another form on another or same website? For example your name and the comments given by you for a certain event / happening.

45. Which kind of information must be kept secret by the service provider? Is it the name, age, gender, address, phone no., occupation etc.

46. Are you aware of the following security provisions at websites / Internet?
   • Cookies
   • Auto passwords save
   • Privacy settings

47. Which social network sites do you use / have account?

48. What do you do on these sites?

49. What are your privacy settings? Have you ever changed from the default privacy settings?

50. Did you ever change your privacy settings?
   Self / Friends / Friend of Friend / All / Any other

51. Do you know that when you upload your personal data and pictures on social websites, it gets stored therein?

52. Have you ever wondered what happens to this data when you close your account on that website?
   • Do you think you are at risk due to your friends (because they could share information about you) on social networks?
   • Anything else that you would like to add about social networks?

53. Do you think that this strategy impeaches your privacy by letting strangers know your interests? Is there any redressal system whereby you can lodge a complaint in case of such scenarios?

54. These days, the strategy of Behavioral marketing is in vogue. The service provider studies your surfing behavior and bombards you with advertisements/websites, which may be related to your query. Do you agree with this kind of Behavioral targeting by service providers like Google?

55. Does our Indian Constitution have a provision for privacy?
56. As a citizen, are you aware what are the privacy laws in India that protect your privacy?

57. Are you aware of the government’s initiative for UID?

58. Do you think it is proper for each citizen to have a UID?

59. Do you think the information like name, age, date of birth address etc. collected by UID is relevant?

60. Do you feel that UID would make public the personally identifiable information of a person?

61. Do you fear that your personal information and biometric data would be readily accessible to others (authorities) through UID?

54. Do you think UID:
   a) Is beneficial to you?
   b) Is beneficial to security agencies?
   c) Breaks privacy?
   d) Prone to misuse by government?
   e) Helps govt. to improve service delivery?

63. Since UID involves many service providers like health, finance, insurance etc. do you think, sharing your basic information with whom would be a breach of your privacy?

64. Do you know about NATGRID -- National Intelligence Grid project of the Indian government?

65. What do you know about NATGRID?

66. Does it cause any privacy issue for you?

67. Do you think NATGRID:
   a) Is beneficial to you?
   b) Is beneficial to security agencies?
   c) Breaks privacy?
   d) Prone to misuse by government?
   e) Helps govt. to improve service delivery?

68. Do you think having government agencies having details like land records, Internet logs, phone records, arms records, driving license, property records, insurance, and income tax records is a breach of your individual privacy?

69. Do you trust that the safety and security mechanisms put in place by the government to prevent misuse of your data would be enough?

70. Do you think projects like UID and NATGRID, which can monitor each and every action/movement of yours can be misused by the following:
   a) Government agencies to harass innocent people
   b) Corporate - targeted marketing
c) Criminals - blackmailing and other crimes

71. Do you think that divulgence of your personal information on a card such as UID would enhance/improve the country’s security scenario?

72. People sometimes say: ‘Data security and privacy are not really a problem because I have nothing to hide. Please tell me what you think of this argument?

73. Do you know what identity theft is?

74. Are you concerned about identity theft? If so, how large is your concern? Have you ever experienced such a situation, if yes, what action did you take?

75. Which of the following do you do to avoid data theft:
   • Shredder?
   • Check credit reports how often
   Do you know a victim of ID theft? Did it change your behavior?

77. Have you observed the video surveillance cameras at metro stations, shopping malls and other places which track your movement and activities?

78. Do you wonder who sees these video clips and for what purposes?

79. Do you think this is a breach of your personal privacy?
   Consider technologies that exist today, or that soon might be developed. Are there some that you think pose a threat to privacy or data security? What potential harms concern you about those technologies?
   Determine what you like to read. Is that possible?
   Prompts:
   • Do you think there are laws about doing this?
   • Do you think there should be laws about doing this? If so, what should they be?

Is it possible for companies that provide people with internet access to keep copies of all the e-mails their customers send or receive, and all the web sites they visit?
   • Do you think they should be allowed to sell that information to other companies who want to use it for marketing?
   • Do you think they should be allowed to make that information available to the police whenever the police get a warrant?
   • Do you think they should be allowed to make that information available to the police or government officials whenever they ask to see it?

82. Please think for a few minutes and select a store or a company from which you often buy things. Take a few minutes and tell me everything you think they know about you. I don't actually want the specific information - just the categories of information like your name, gender, address, and so on. Write down a list of what they report without any prompting.
   Prompt:
   • Anything else?
   • Is there any other kind of information they may know about you?
83. Now tell me how you think they could abuse that information and how likely you think it is that they will do that.

Prompt:
• How would you express that quantitatively? One-tenth? One-third? Certain?
• Anything else?

84. Consider the company selling that information to another organization such as a bank or insurance company or potential employer. Now tell me how you think they could abuse that information and how likely you think it is that they will do that.

Prompt:
• How would you express that quantitatively? One-tenth? One-third? Certain?
• Anything else?
• How would you express that quantitatively? One-tenth? One-third? Certain?

85. Now consider the Indian government, as a whole - all the different parts of it. Again take a few minutes and tell me everything you think they know about you - not the specific information, again just the categories of information like your name and so on. Write down a list of what they report without any prompting.

Prompt:
• Anything else?

86. Now tell me how you think that some part of the government could abuse that information and how likely you think it is that they will do that.

Prompt:
• How would you express that quantitatively? One-tenth? One-third? Certain?
• Anything else?

87. Please think ahead a few years. If technology continues to develop the way it is now, please tell me what additional things, if any, the company you told me about, and the Indian government, will be able to know about you?

88. This is my last interview question. I'd like to go back to an earlier topic / question. Now that you've had a chance to think more about your personal data and the issues of privacy and security, what privacy concerns do you have now, if any? Do you have more or less concerns as you did at the beginning of the interview?
Appendix 3: FGD-Background Questionnaire

All values are in percentages, N = 31

1. Specify your age

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2. Specify your gender

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3. Select your marital status

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4. Which state/city do you originally belong to?

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5. Which state/city do you currently live?

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6. Please specify your educational background

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7. Is any of your degree in the field of computer science / information technology

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8. Please specify your occupation

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<td>0.00</td>
<td>0.00</td>
<td>14.29</td>
<td>29.03</td>
</tr>
<tr>
<td>Research scholar</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>14.29</td>
<td>3.23</td>
</tr>
<tr>
<td>Operate from home</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>3.23</td>
</tr>
<tr>
<td>Housewife</td>
<td>0.00</td>
<td>37.50</td>
<td>0.00</td>
<td>0.00</td>
<td>9.68</td>
</tr>
<tr>
<td>Job in Public sector</td>
<td>0.00</td>
<td>12.50</td>
<td>0.00</td>
<td>14.29</td>
<td>6.45</td>
</tr>
<tr>
<td>Job in Private Sector</td>
<td>0.00</td>
<td>12.50</td>
<td>100.00</td>
<td>0.00</td>
<td>25.81</td>
</tr>
</tbody>
</table>
9. Please select your personal income range (approx).

<table>
<thead>
<tr>
<th></th>
<th>FGD1</th>
<th>FGD2</th>
<th>FGD3</th>
<th>FGD4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=8</td>
<td>N=8</td>
<td>N=8</td>
<td>N=7</td>
<td>N=31</td>
</tr>
<tr>
<td>Above Rs. 50000 / Month</td>
<td>0.00</td>
<td>0.00</td>
<td>25.00</td>
<td>28.57</td>
<td>12.90</td>
</tr>
<tr>
<td>Upto Rs. 50000 / Month</td>
<td>0.00</td>
<td>62.50</td>
<td>75.00</td>
<td>57.14</td>
<td>48.39</td>
</tr>
<tr>
<td>None</td>
<td>100.00</td>
<td>12.50</td>
<td>0.00</td>
<td>14.29</td>
<td>32.25</td>
</tr>
<tr>
<td>Did not answer</td>
<td>0.00</td>
<td>25.00</td>
<td>0.00</td>
<td>0.00</td>
<td>6.45</td>
</tr>
</tbody>
</table>

10. Do you own a credit / debit card? Either your own or an add-on card

<table>
<thead>
<tr>
<th></th>
<th>FGD1</th>
<th>FGD2</th>
<th>FGD3</th>
<th>FGD4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>N=8</td>
<td>N=8</td>
<td>N=7</td>
<td>N=31</td>
</tr>
<tr>
<td>Yes</td>
<td>75.00</td>
<td>50.00</td>
<td>87.50</td>
<td>71.43</td>
<td>70.97</td>
</tr>
<tr>
<td>No</td>
<td>25.00</td>
<td>50.00</td>
<td>12.50</td>
<td>28.57</td>
<td>29.03</td>
</tr>
</tbody>
</table>

11. If yes, how often do you use your credit card?

<table>
<thead>
<tr>
<th></th>
<th>FGD1</th>
<th>FGD2</th>
<th>FGD3</th>
<th>FGD4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=8</td>
<td>N=8</td>
<td>N=8</td>
<td>N=7</td>
<td>N=31</td>
</tr>
<tr>
<td>Daily</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Once in 3-4 days</td>
<td>12.50</td>
<td>12.50</td>
<td>12.50</td>
<td>0</td>
<td>9.68</td>
</tr>
<tr>
<td>Once in a week</td>
<td>12.50</td>
<td>37.50</td>
<td>37.50</td>
<td>14.29</td>
<td>25.81</td>
</tr>
<tr>
<td>Once in a month</td>
<td>25.00</td>
<td>0.00</td>
<td>0.00</td>
<td>42.86</td>
<td>16.13</td>
</tr>
<tr>
<td>More than once a month</td>
<td>12.5</td>
<td>0.00</td>
<td>0.00</td>
<td>14.29</td>
<td>6.45</td>
</tr>
<tr>
<td>Did not answer</td>
<td>37.50</td>
<td>50.00</td>
<td>50.00</td>
<td>28.57</td>
<td>41.94</td>
</tr>
</tbody>
</table>

12. Which of the following do you use?

<table>
<thead>
<tr>
<th></th>
<th>FGD1</th>
<th>FGD2</th>
<th>FGD3</th>
<th>FGD4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N=8</td>
<td>N=8</td>
<td>N=8</td>
<td>N=7</td>
<td>N=31</td>
</tr>
<tr>
<td>Online banking services</td>
<td>37.50</td>
<td>0.00</td>
<td>71.43</td>
<td>0.00</td>
<td>25.81</td>
</tr>
<tr>
<td>Use credit / debit card to buy things offline (showrooms, malls, etc.)</td>
<td>50.00</td>
<td>12.50</td>
<td>37.50</td>
<td>57.14</td>
<td>35.48</td>
</tr>
<tr>
<td>Use credit / debit card to buy things or book tickets online (through websites).</td>
<td>25.00</td>
<td>12.50</td>
<td>37.50</td>
<td>57.14</td>
<td>32.26</td>
</tr>
<tr>
<td>Others</td>
<td>0</td>
<td>12.5</td>
<td>0</td>
<td>14.29</td>
<td>6.45</td>
</tr>
</tbody>
</table>
13. Please mark below how often you use the following websites?

<table>
<thead>
<tr>
<th></th>
<th>Open Daily</th>
<th>Once in 3-4 days</th>
<th>Open Weekly</th>
<th>Multiple times a day</th>
<th>Once in a month</th>
<th>Never Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>FGD1</td>
<td>Google</td>
<td>12.50</td>
<td>0.00</td>
<td>25.00</td>
<td>50.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Yahoo</td>
<td>37.50</td>
<td>0.00</td>
<td>25.00</td>
<td>12.50</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Facebook</td>
<td>12.50</td>
<td>0.00</td>
<td>25.00</td>
<td>50.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Twitter</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>12.50</td>
</tr>
<tr>
<td></td>
<td>YouTube</td>
<td>37.50</td>
<td>0.00</td>
<td>12.50</td>
<td>25.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Others</td>
<td>0.00</td>
<td>0.00</td>
<td>25.00</td>
<td>12.50</td>
<td>0.00</td>
</tr>
<tr>
<td>FGD2</td>
<td>Google</td>
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<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Yahoo</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Facebook</td>
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<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Twitter</td>
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<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>YouTube</td>
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<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Others</td>
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<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>FGD3</td>
<td>Google</td>
<td>62.50</td>
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<td>25.00</td>
<td>12.50</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Yahoo</td>
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<td>12.50</td>
<td>37.50</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Facebook</td>
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<td>0.00</td>
<td>12.50</td>
<td>25.00</td>
<td>0.00</td>
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<tr>
<td></td>
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<td>50</td>
<td>12.50</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>YouTube</td>
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<td>0.00</td>
<td>37.50</td>
<td>0.00</td>
<td>12.50</td>
</tr>
<tr>
<td></td>
<td>Others</td>
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<td>0.00</td>
<td>12.50</td>
<td>0.00</td>
<td>25.00</td>
</tr>
<tr>
<td>FGD4</td>
<td>Google</td>
<td>28.57</td>
<td>0.00</td>
<td>28.57</td>
<td>42.86</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Yahoo</td>
<td>42.86</td>
<td>0.00</td>
<td>0.00</td>
<td>14.29</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Facebook</td>
<td>0.00</td>
<td>0.00</td>
<td>42.86</td>
<td>28.57</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Twitter</td>
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<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>YouTube</td>
<td>14.29</td>
<td>0.00</td>
<td>14.29</td>
<td>0.00</td>
<td>28.57</td>
</tr>
<tr>
<td></td>
<td>Others</td>
<td>14.29</td>
<td>0.00</td>
<td>14.29</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Total</td>
<td>Google</td>
<td>25.81</td>
<td>0.00</td>
<td>19.35</td>
<td>25.81</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Yahoo</td>
<td>19.35</td>
<td>3.23</td>
<td>16.13</td>
<td>6.45</td>
<td>3.23</td>
</tr>
<tr>
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<td>Facebook</td>
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<td>0.00</td>
<td>19.35</td>
<td>22.58</td>
<td>6.45</td>
</tr>
<tr>
<td></td>
<td>Twitter</td>
<td>6.45</td>
<td>0.00</td>
<td>12.9</td>
<td>3.23</td>
<td>3.23</td>
</tr>
<tr>
<td></td>
<td>YouTube</td>
<td>16.13</td>
<td>0.00</td>
<td>16.13</td>
<td>3.23</td>
<td>22.58</td>
</tr>
<tr>
<td></td>
<td>Others</td>
<td>9.68</td>
<td>0.00</td>
<td>12.9</td>
<td>3.23</td>
<td>9.68</td>
</tr>
</tbody>
</table>

14. Do you own a mobile phone or a land-line phone?

<table>
<thead>
<tr>
<th></th>
<th>FGD1</th>
<th>FGD2</th>
<th>FGD3</th>
<th>FGD4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>N=8</td>
<td>N=8</td>
<td>N=8</td>
<td>N=7</td>
<td>N=31</td>
<td></td>
</tr>
<tr>
<td>Mobile phone</td>
<td>87.50</td>
<td>37.50</td>
<td>75.00</td>
<td>85.71</td>
<td>70.97</td>
</tr>
<tr>
<td>Landline phone</td>
<td>0.00</td>
<td>50.00</td>
<td>0.00</td>
<td>0.00</td>
<td>3.23</td>
</tr>
<tr>
<td>Both</td>
<td>0.00</td>
<td>12.50</td>
<td>25.00</td>
<td>14.29</td>
<td>22.58</td>
</tr>
<tr>
<td>None</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Did not answer</td>
<td>12.50</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>3.23</td>
</tr>
</tbody>
</table>
15. What all features do you use on your phone?

<table>
<thead>
<tr>
<th></th>
<th>FGD1</th>
<th>FGD2</th>
<th>FGD3</th>
<th>FGD4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Camera</strong></td>
<td>50.00</td>
<td>12.50</td>
<td>87.50</td>
<td>100.00</td>
<td>58.06</td>
</tr>
<tr>
<td><strong>Wifi</strong></td>
<td>50.00</td>
<td>25.00</td>
<td>37.50</td>
<td>0.00</td>
<td>29.03</td>
</tr>
<tr>
<td><strong>Bluetooth</strong></td>
<td>62.50</td>
<td>0.00</td>
<td>75.00</td>
<td>57.14</td>
<td>48.39</td>
</tr>
<tr>
<td><strong>Location Based Service</strong></td>
<td>12.50</td>
<td>0.00</td>
<td>0.00</td>
<td>14.29</td>
<td>6.45</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>12.50</td>
<td>12.50</td>
<td>0.00</td>
<td>0.00</td>
<td>6.45</td>
</tr>
</tbody>
</table>

16. Do you know about the debate surrounding privacy concerns in AADHAAR or UID (Unique Identification Number) project of Indian government?

<table>
<thead>
<tr>
<th></th>
<th>FGD1</th>
<th>FGD2</th>
<th>FGD3</th>
<th>FGD4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I am not aware this project</strong></td>
<td>0.00</td>
<td>25.00</td>
<td>12.50</td>
<td>42.86</td>
<td>19.35</td>
</tr>
<tr>
<td><strong>Heard about it, but do not know the details</strong></td>
<td>62.50</td>
<td>37.50</td>
<td>62.50</td>
<td>42.86</td>
<td>51.61</td>
</tr>
<tr>
<td><strong>I agree with the privacy concerns being raised</strong></td>
<td>25.00</td>
<td>12.50</td>
<td>25.00</td>
<td>14.29</td>
<td>19.35</td>
</tr>
<tr>
<td><strong>I do not agree with the privacy concerns being raised</strong></td>
<td>0.00</td>
<td>12.50</td>
<td>0.00</td>
<td>0.00</td>
<td>3.23</td>
</tr>
<tr>
<td><strong>Did not answer</strong></td>
<td>12.50</td>
<td>12.50</td>
<td>0.00</td>
<td>0.00</td>
<td>6.25</td>
</tr>
</tbody>
</table>

17. Do you know about the debate surrounding privacy concerns in NATGRID (National Intelligence Grid) project of Indian government?

<table>
<thead>
<tr>
<th></th>
<th>FGD1</th>
<th>FGD2</th>
<th>FGD3</th>
<th>FGD4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I am not aware this project</strong></td>
<td>25.00</td>
<td>75.00</td>
<td>62.50</td>
<td>100</td>
<td>74.19</td>
</tr>
<tr>
<td><strong>Heard about it, but do not know the details</strong></td>
<td>62.50</td>
<td>0.00</td>
<td>37.50</td>
<td>0.00</td>
<td>16.13</td>
</tr>
<tr>
<td><strong>I agree with the privacy concerns being raised</strong></td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>I do not agree with the privacy concerns being raised</strong></td>
<td>0.00</td>
<td>12.50</td>
<td>0.00</td>
<td>0.00</td>
<td>3.23</td>
</tr>
<tr>
<td><strong>Did not answer</strong></td>
<td>12.50</td>
<td>12.50</td>
<td>0.00</td>
<td>0.00</td>
<td>6.45</td>
</tr>
</tbody>
</table>
Appendix 4: FGD - Questionnaire

Things to ensure before FGD begins:
• Two recorders are in place (charged and tested)
• Copies of following should be ready:
  • FGD questionnaire: 4 copies
  • Two OSN section sheets, Consent form, Receipt bill: for each participant
• Plain sheets, blank name tags and pens

Just after the focus group:
• Pay the participant and get signature on a paper – Get signature in the .xls sheet

FGD:
Good afternoon everybody! Topic of today’s focussed group discussion is to study the perceptions of privacy in India. Firstly we would like to thank you all for taking out time to participate in our study. We will introduce the four moderators (as those present for the study) for today’s focus group:
• Dr. Mala Bhandari, Sociologist
• Aditi Gupta, Ph.D. Student, IIIT, Delhi
• Niharika Sachdeva, M.Tech. Student, IIIT, Delhi
• Dr. PK, Assistant professor, IIIT, Delhi

We are here just to facilitate the session today. We are interested in hearing your point of view even if it is different from what others might express. Please keep in mind there are no right or wrong responses, we are just interested in what you have to say about the different topics discussed today. The discussion is scheduled for about 1.5 hours. We are going to make every effort to keep the discussion focused and within our time frame. If too much time is being spent on one question or topic, I may move the conversation along so we can cover all the questions. As a protocol, in order to maintain the decorum and avoid missing out on any important comments, we will request all of you to speak one at a time during the FGD.

We will be audio taping the discussion because we don’t want to miss any comments. We will only be using first names today and there will not be any names attached to the comments on the final report. You
may be assured complete confidentiality.

Does anyone have any questions at this point?
Please introduce yourself with your first name and if you can also write your name on the name tag that would be appreciated. Let’s go around the table.

In the first section we will ask some questions on:
General Perceptions about Privacy
1. When you hear the word privacy, what comes to your mind? [Go around the table to get comments from each participant]
Prompts:
   a. Anything else?
   b. Any other thoughts about the word privacy?

2. Do you have any (other) concerns about privacy? If so, please tell me about them. We are not asking you to tell us about any specific private information, just about the general kinds of concerns you may have.
Prompts:
   a. If anything interesting comes up in answer to this question, probe more.

Now, we will discuss privacy issues related to use of:
Mobile / Landline Phones:

3. Do you think mobile phones / landlines service providers invade your privacy in any way?
   Prompts:
   a. What kind of privacy issues?
   b. In case, you have different concerns for mobile and landlines, please mention them separately.

4. Take a moment to think, and tell us about all the personal information your phone service provider have about you.
   a. We often get calls / SMSes from third party service providers, with whom we have never shared our data or phone number, like companies offering home loan, food discounts, etc.
      i. What do you think about it?
      ii. Why do you think it happens?
      iii. If people mention SMS spam, ask more about how many spam SMS they receive and what they do in order to stop
them.

5. In today's world, mostly all mobile phones have features like cameras, bluetooth, wifi, etc. In what all ways do you think they pose a privacy threat.

6. If somebody clicks a photograph or shoots a video around you from the camera in their mobile phone, what is your reaction to it?
   Prompts:
   a. Would like to share some experiences when something like this has happened?
   Next section, focusses on privacy concerns on:

**Online Social Networks and Internet:**

7. What do you think are privacy issues while using an online social network, like Facebook, Twitter, YouTube, etc.?

8. What all-personal information (like birthday, address, phone number, pictures, etc.) do you provide on an online social network.

9. [Give each participant a printout of privacy settings page of a social networking website, currently the sheet has default Facebook privacy settings] Please mark your current privacy settings for your account information on an OSN, while doing so can you please also say why you have such a setting?

10. [Give each participant a printout of permission requesting page by an application on Facebook] While using social networking sites, if you play games or use third party applications, you must have seen a screen like this appear. Which of the following permissions do you “allow” the application or “not allow” applications to access.

11. Criminals may use your personal information to create an identity and impersonate you on the Internet. Do you think such a scenario is possible?
    Prompts:
    a. If yes, how?

Now, we will discuss some privacy issues while using:
Credit Cards

12. When we shop or eat at a restaurant, many a times, we pay through credit cards instead of making cash payment. What all are your privacy concerns while using the credit card?
   Prompts:
   a. If people mention some scenarios in which they have lost their credit card, probe more about what were the consequences or what action people take.
13. Do you think someone can create another identity, by misusing / stealing your credit card details.
   Prompts:
   a. If yes, how do you think it can happen?
   b. What are your concerns?

14. Many of us use credit card for online banking, paying bills or buying products. How secured or protected do you feel while using such web services for online money transfers?
   a. Please share your experiences while doing such a transaction.

Now, we would like to probe a little into your views about:
Government initiatives / Legal aspects of privacy:

15. What are your views on Privacy Laws in India?
   Prompts:
   a. Do you know what are your rights with respect to privacy.

16. In last six months, please state some scenarios, in which you have felt apprehensive about sharing your personal information with government agencies?
   Prompts:
   a. For example, while filling your income tax, or opening a bank account, etc.

17. The UID and NATGRID projects in India are being supported and advocated by the Indian Government. In what ways do you think government agencies having all your details about bank accounts, physical movement, activities, etc. can be misused?

18. What policies and actions should the government enforce to maintain or protect your personal privacy?
Prompts:
a. So do you feel most of the above measures are already enforced by the government.
b. If no, then how and why do you trust the government.

19. Where would you report (which authorities), if you have privacy issues with the following:
a. Private agencies
b. Government agencies

Now to conclude our focus group, this is our final discussion question.

**Conclusion**
20. Now that you’ve had a chance to think more about your personal data and the issues of privacy, what privacy concerns do you have now, if any? Do you have more or less concerns as you did at the beginning of the interview?

Thank you for your time and efforts. We are just about out of time. Are there any final comments/suggestions that anybody has before we close? The information you have provided us will help us in understanding privacy perceptions of people in India.
Appendix 5: FGD – Personally Identifiable Information

PII is defined as any information about an individual maintained by an agency, including (1) any information that can be used to distinguish or trace an individual’s identity, such as name, Social Security number, date and place of birth, mothers maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information. Please tick, what according to you is Personal Information (Personally Identifiable Information)?

<table>
<thead>
<tr>
<th>Info Item</th>
<th>Info Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Name</td>
<td>ATM pin number</td>
</tr>
<tr>
<td>Designation</td>
<td>Organisation/Institutes Name and other details like phone number, address etc.</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Salary</td>
</tr>
<tr>
<td>Birth Place</td>
<td>Photograph (Hard Copy)</td>
</tr>
<tr>
<td>Caste</td>
<td>Photograph (Digital Copy)</td>
</tr>
<tr>
<td>Gender</td>
<td>Passport photocopy</td>
</tr>
<tr>
<td>Religion</td>
<td>Voters Card photocopy</td>
</tr>
<tr>
<td>Family member names</td>
<td>Passbook photocopy</td>
</tr>
<tr>
<td>Marital status</td>
<td>Ration card photocopy</td>
</tr>
<tr>
<td>Permanent Address</td>
<td>ID card photocopy</td>
</tr>
<tr>
<td>Temporary Address</td>
<td>CV/Resume</td>
</tr>
<tr>
<td>Education Qualification</td>
<td>Photocopy of other identity proofs, like PAN card etc.</td>
</tr>
<tr>
<td>Category-SC/ST/OBC/General</td>
<td>Medical records</td>
</tr>
<tr>
<td>Phone number (Landline)</td>
<td>Property details</td>
</tr>
<tr>
<td>Mobile Number</td>
<td>Tax details (House/Income etc.)</td>
</tr>
<tr>
<td>CVV number</td>
<td>Academic Grades or marksheet copy</td>
</tr>
<tr>
<td>Pancard number</td>
<td>Your bank name</td>
</tr>
<tr>
<td>Bank account number</td>
<td>Fingerprints and other biometric details</td>
</tr>
<tr>
<td>Credit card number / Debit Card number</td>
<td>Your phone service provider’s name</td>
</tr>
<tr>
<td>Ration Card number</td>
<td>Email and other passwords</td>
</tr>
<tr>
<td>Vehicle registration Number</td>
<td></td>
</tr>
<tr>
<td>Passport Number</td>
<td></td>
</tr>
</tbody>
</table>
☐ E-mail address

☐ Vehicle registration number

☐ Others Please Specify
Appendix 6: Survey – Questionnaire

Privacy Perceptions in India
The study Privacy Perceptions in India, an initiative by PreCog @ IIIT-Delhi is focused on understanding and analyzing various privacy perceptions and concerns of Indian citizens. The questions span across, privacy in general, mobile / land-line phones, online social networks, credit cards, ATM cards, and government involvement in individuals’ life.

Ten survey participants will be periodically selected to win exciting prizes (i-pod, digital cameras, etc.), as a token of appreciation for their efforts. We will disseminate the results from the study on public forums. All data collected during this survey will be anonymized and aggregated for dissemination of the results. Your answers are treated confidentially and used for research purposes only.

Thank you for your time in filling the survey. Please feel free to write to us at privacystudy@iiitd.ac.in for any suggestions or feedback. In total, there are 6 sections, and on average it should take about 30 minutes to complete the survey.

Section 1 of 6: General Privacy
1. When you hear the word privacy, what comes to your mind? (Choose all that apply)

☐ Bodily privacy (e.g. your physical body)  ☐ Communication privacy (e.g. calls received or dialed through telephone)  ☐ Information privacy (e.g. information exchanged on the Internet)  ☐ Territorial privacy (e.g. your living space, working space)  ☐ All of the above  ☐ Others (please specify) _________________________

2. Which of the following information is personal to you that you would NOT like to share? (Choose all that apply)

☐ Annual house hold income  ☐ Bank account details  ☐ Credit card number  ☐ Date of birth  ☐ Email address  ☐ Family details  ☐ Full name  ☐ Health and medical history  ☐ Landline number  ☐ Marital status  ☐ Mobile number:  ☐ Passport number  ☐ Passwords  ☐ Personal income  ☐ Pictures and videos featuring self  ☐ Physical details – height, weight, eye colour  ☐ Postal mailing address  ☐ Religion  ☐ Others (please specify) _________________________  ☐ All of the above

3. Does privacy for you change with situation and context, i.e. what information you share with whom may be different at different time and context? (Choose one which is applicable)

☐ Yes  ☐ No  ☐ May be

4. With whom would you share the following information? (Choose all that apply)

<table>
<thead>
<tr>
<th>Information</th>
<th>Friends</th>
<th>Family</th>
<th>Relatives</th>
<th>Society</th>
<th>Banks</th>
<th>Government</th>
<th>Everybody</th>
<th>Nobody</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual house hold income</td>
<td>☐</td>
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<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Bank account details</td>
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<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Friends  Family  Relatives  Society  Banks  Government  Everybody  Nobody

Credit card number

Date of birth

Email address

Family details

Full name

Health and medical history

Landline number

Marital status

Mobile number

Passport number

Passwords

Personal income

Pictures and videos featuring self

Physical details e.g. height, weight, eye colour.

Postal mailing address

Religion

5. Imagine you are walking through a shopping mall, where you observe a camera capturing the movements of people in the shops, what would be your reaction? (Choose one which is applicable)

☐ I would not change my actions
☐ I would try to avoid the camera
☐ I would never go to the shopping mall again
☐ If at all, a camera captures my movements, I would be curious to know the reasons for capturing the video
☐ Others (please specify)

6. How much do you agree / disagree with the following statements? (Choose one which is applicable)

☐ Consumers have lost all control over how personal information about them is circulated and used by companies

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
</table>
Most businesses handle the personal information they collect about consumers in a proper and confidential way

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
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Mobile phones can be privacy invasive

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<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
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Landline phones can interfere with individual’s privacy

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<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
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Websites can hinder privacy by collecting personal information

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<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
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Credit cards can be privacy invasive

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<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
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Phone banking can invade privacy

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
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7. Consider a scenario where you visit a coffee shop which provides a free Wi-Fi connectivity for its customers. It doesn’t ask for password for connectivity. Would you access the Wi-Fi facility to log-in your email? (Choose one which is applicable)

- Definitely would
- Probably would
- Not sure
- Probably Not
- Definitely Not

8. Imagine for checking your results of an entrance exam you went to the institute and saw that the results have been displayed on a notice board with your name, marks and category (general / OBC / SC) mentioned. (Choose one which is applicable)

- How would you feel about your marks being displayed on the notice board?
  - Always feel comfortable
  - Usually feel comfortable
  - Sometimes feel comfortable
  - Rarely feel comfortable
  - Never feel comfortable

- How would you feel about your category (general / OBC / SC) being displayed on the notice board?
  - Always feel comfortable
  - Usually feel comfortable
  - Sometimes feel comfortable
  - Rarely feel comfortable
  - Never feel comfortable
9. While travelling in long-distance trains, a reservation chart with details e.g. last name, first name, age, gender, boarding station, destination, seat number, PNR number for each passenger is displayed on the platform and the compartment. How would you feel about your information being displayed as in this scenario (Choose one which is applicable)?
   - Always feel comfortable
   - Usually feel comfortable
   - Sometimes feel comfortable
   - Rarely feel comfortable
   - Never feel comfortable

Section 2 of 6: Mobile phone privacy

Now, you will look at mobile phone privacy section.

10. Do you save personal information in your mobile phone? (Choose one which is applicable)
   - Yes (Go to Qn. 11)
   - No (Go to Qn. 12)
   - Don’t remember (Go to Qn. 13)

11. What is the personal information which you don’t mind storing in your mobile phone? (Choose all that apply and Go to Qn. 13)
   - Business related information (meeting details)
   - Credit card number(s) / ATM card number(s) / PIN number(s)
   - Information e.g. date of birth, PAN number, ID number, account number
   - Password(s)
   - Videos, photographs, etc.
   - All of the above
   - Others (please specify) ______________________

12. What are the reasons for which you don’t store personal information on your mobile phone? (choose all that apply)
   - Worried about phone being stolen / lost
   - Concerned about somebody accessing the phone at work, or outdoors without permission
   - Concerned about somebody accessing the phone at home without permission
   - Don’t feel the need
   - All of the above
   - Others (please specify) ______________________

13. Imagine you visited a mobile service provider (e.g. Vodafone) to buy a new mobile connection; they asked you to fill a form giving details e.g. name, date of birth, ID proof. Which of the information given below you would share with them, if they are NOT mandatory fields? (Choose all that apply)
   - Alternative address proof
   - Another contact number
   - Educational qualification
   - ID proof
   - Permanent address proof
   - Photograph(s)
   - Proof of place of work
   - Parents’ details
   - All of the above
   - None of the above
   - Others (please specify) ______________________

14. How much do you agree / disagree with these statements? (Choose one which is applicable)
   - Mobile service providers give reasonable protection for the information they collect
     - Strongly agree
     - Agree
     - Neutral
     - Disagree
     - Strongly disagree
Mobile service providers can keep a record and can access the information exchanged through mobile phone

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Phone conversations can be tapped by mobile service providers in national interest

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Mobile service providers can share the customer’s information with government organization when required, even without informing the customers

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Mobile service providers can share private information you provide them with third parties

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

15. Do you use phone banking services to check your balance in the account? (Choose one which is applicable)

- Yes, it is safe to use
- Yes, because I don’t have a choice
- No, because I fear information may be leaked through phone tapping
- No, because I am not sure of who is on the other side
- Others (please specify) ____________________________

16. Would you use phone banking services to transfer money from your account? (Choose one which is applicable)

- Yes, it is safe to use
- Yes, I don’t have a choice
- No, because I fear information may be leaked through phone tapping
- No, because I am not sure of who is on the other side
- Others (please specify) ____________________________

17. While exchanging information on mobile phone, what according to you, is the extent of confidentiality provided by the mobile service provider for information being exchanged? (Choose one which is applicable)

- Very high
- High
- Neutral
- Low
- Very Low
- I don’t know

18. What do you do before you sell your mobile phone? (Choose one which is applicable)

- Copy the details and other information from SIM card and phone memory
- Copy the information from SIM card and phone memory and then delete information
- Delete all information that is stored in the mobile phone
- Delete only specific details e.g. phone numbers and messages
- Don’t do anything
19. While exchanging information on land-line phone, what according to you, is the extent of confidentiality provided by the land-line service provider for information being exchanged? (Choose one which is applicable)

- Very high
- High
- Neutral
- Low
- Very Low
- I don’t know

20. While moving in a shopping mall, imagine you see somebody taking your picture using a mobile phone, what would be your reaction? (Choose one which is applicable)

- No reaction
- I don’t like a stranger taking my picture without my permission
- I don’t like being photographed at all in public places
- Others (please specify) ________________________________

21. While travelling (i.e. in roaming), the mobile service providers use regional languages to present information e.g. user busy, phone switched off. For example, if your phone connection is from Delhi and if you are traveling in Mumbai, the messages are presented in Marathi. Would you consider this feature as privacy invasive? (Choose one which is applicable)

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Section 3 of 6: Credit Cards

Now, you will look at credit card privacy section. In this section, we will use term credit cards for ATM cards, credit cards, or debit cards or their combination.

22. Do you have a credit card issued in your name? (Choose one which is applicable)

- Yes [Go to Qn. 23]
- No, but I have used them [Go to Qn. 26]
- No, I don’t use them at all [Go to section 4 of 6]

23. Do you lend your credit cards to others? (Choose one which is applicable)

- Yes (Go to Qn. 24)
- No (Go to Qn. 25)

24. To whom do you lend your credit card for using it? (Choose all that apply)

- Children
- Friends
- Parents
- Relatives
- Professional colleagues
- Spouse
- Others (please specify) ________________________________

25. Whose (owned by whom) credit card would you also use? (Choose all that apply and go to Qn. 27)

- Children
- Friends
- Parents
- Professional colleagues
- Relatives
- Spouse
26. Whose (owned by whom) credit card would you use? (Choose all that apply)

- Children
- Professional colleagues
- Friends
- Relatives
- Parents
- Spouse
- None
- Others (please specify) _________________________

27. What is true for you with respect to using credit cards in today’s world? (Choose one which is applicable)

- It is unavoidable
- It is handy; use it frequently for various purposes e.g. shopping, petrol pumps, and grocery shops
- Use only for specific tasks e.g. online ticketing
- Use as a back-up for emergency situations
- Others (please specify) ______________________________

28. Imagine that you went to a restaurant to have food with your friends / family. Which of the following is true if you make the payment of the bill through your credit card? (Choose one which is applicable)

- You would give the card to waiter, for making the payment
- If you can go yourself, you would take the card yourself to cash counter, get it swiped in front of you
- If you cannot go yourself, you would give the card to waiter and check the details of bill carefully
- You would give it only to the waiter only if it’s a trustworthy restaurant
- You know it can be misused, but cannot do anything about it
- You would not like to use credit card to make the payment
- Others (please specify) ______________________________

29. Do you think credit cards should display the details e.g. name, phone number, date of birth on them? (Choose one which is applicable)

- It should not display any personal information, as it makes information public
- It should display only relevant details required for identification
- It should display all details as these are required for verification
- It does not bother me
- Others (please specify) ______________________________

30. Do you think it is possible for anybody to steal your identity and impersonate you, using your credit card? (Choose one which is applicable)

- Yes, it is fairly easy
- Yes, but it’s not easy
- No, it’s not possible under any circumstance
- I have never thought about it
- Others (please specify) ______________________________

31. Imagine you go to withdraw money from ATM; while you are withdrawing money, you notice other people peeping into the ATM while you enter the PIN. How would you consider entering details of your account in this scenario? (Choose one which is applicable)
32. Imagine you go to withdraw money from ATM; how would you consider using the ATM center if there are two machines in the same center and someone else is using the other machine? (Choose one which is applicable)

<table>
<thead>
<tr>
<th>Definitely would</th>
<th>Probably would</th>
<th>Not sure</th>
<th>Probably not</th>
<th>Definitely not</th>
<th>I have no other choice</th>
</tr>
</thead>
</table>

Section 4 of 6: Internet and Online Social Network (OSN)

Now, you will look at Internet and Online Social Network (OSN) privacy section.

33. On visiting various websites, a lot of personal information is collected. How comfortable do you feel sharing below mentioned information with any website? (Choose one which is applicable)

<table>
<thead>
<tr>
<th>Information</th>
<th>Always feel comfortable</th>
<th>Usually feel comfortable</th>
<th>Sometimes feel comfortable</th>
<th>Rarely feel comfortable</th>
<th>Never feel comfortable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual household income</td>
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<tr>
<td>Bank account details</td>
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<tr>
<td>Credit card number</td>
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<td>Date of birth</td>
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<td>Email address</td>
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<td>Family details</td>
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<tr>
<td>Full name</td>
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<td>Health and medical history</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Landline number</td>
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<tr>
<td>Marital status</td>
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<td>Mobile number</td>
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<td>Passport number</td>
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<tr>
<td>Passwords</td>
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<tr>
<td>Personal income</td>
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<tr>
<td>Pictures and videos featuring self</td>
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<tr>
<td>Physical details</td>
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</table>
- height, weight, eye colour.
34. Have you ever removed cookies in your browser after using the Internet? (Choose one which is applicable)

- Often
- Never
- Sometimes
- Not familiar with cookies
- Hardly ever
- Don't know

35. Which of the following email services do you use? (Choose all that apply)

- Gmail
- Hotmail
- Official email
- Yahoo mail
- Others (please specify) ____________________________
- Do not use any email services [Go to Qn.39]

36. Do you exchange personal information, e.g. bank account numbers, passport details through your email? (Choose the one which is applicable)

- Yes, frequently
- No, not at all
- Sometimes
- I don’t remember
- Only in emergency

37. Do you save personal information, e.g. bank account numbers, passport details in your email for future use? (Choose the one which is applicable)

- Yes, frequently
- No, not at all
- Sometimes
- I don’t remember
- Only in emergency

38. What are your privacy concerns while exchanging / saving personal information through email services? (Choose the one which is applicable)

- I have no concerns
- I believe that the privacy of my data is maintained
- I am concerned, but I do not have a choice
- I am concerned so I don’t save/exchange
- Don’t know

39. Do you read the privacy policy of an e-commerce website e.g. PayPal, eBay, bank websites while creating an account? (Choose one which is applicable)

- Yes, I do
- I browse through it
- Never
- Don’t remember
- Others (please specify) ____________________________

40. Do you read the privacy policy of an email provider while creating an account? (Choose one which is applicable)

- Yes, I do
- I browse through it
- Never
- Don’t remember
- Others (please specify) ____________________________
41. Which of the following OSN services do you use? (Choose all which apply)

- [ ] Facebook
- [ ] MySpace
- [ ] YouTube
- [ ] Google+
- [ ] Orkut
- [ ] LinkedIn
- [ ] Twitter
- [ ] Others (please specify) …………
- [ ] Do not use any [Go to section 5]

42. What do you feel about privacy of your personal information on your OSN? (Choose one which is applicable)

- [ ] It is not a concern at all
- [ ] Since I have specified my privacy settings, my data is secure from a privacy breach
- [ ] Even though, I have specified my privacy settings, I am concerned about privacy of my data
- [ ] It is a concern, but I still share personal information
- [ ] It is a concern; hence I do not share personal data on OSN

43. If you receive a friendship request on your most frequently used OSN, which of the following people will you add as friends? (Choose all that apply)

- [ ] Colleagues
- [ ] Friends
- [ ] Person of opposite gender
- [ ] Strangers (people you do not know)
- [ ] Somebody, whom you do not know or recognize but have mutual / common friends with
- [ ] Anyone
- [ ] Others (please specify) ………………………

44. Have you ever modified your default privacy settings on your OSN website? (Choose one which is applicable)

- [ ] Yes, I have modified my privacy settings
- [ ] No, I have never changed default settings
- [ ] I don’t remember
- [ ] Don’t know

45. Do you have a Facebook account?

- [ ] Yes [Go to Qn. 46]
- [ ] No [Go to Qn. 49]

46. What privacy settings do you have for the following information on Facebook? Please provide your response to the best of your knowledge. (Choose one which is applicable)

<table>
<thead>
<tr>
<th>Information</th>
<th>Not shared</th>
<th>Friends</th>
<th>Friends-of-Friends</th>
<th>Network</th>
<th>Everyone</th>
<th>Customized</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
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<tr>
<td>Date of birth</td>
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<tr>
<td>Email ID</td>
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<td></td>
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<tr>
<td>Gender</td>
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<tr>
<td>Location</td>
<td></td>
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</tr>
</tbody>
</table>
47. Do you read the permission box that appears when you first access any third party application e.g. FarmVille, Mafia Wars? (Choose one which is applicable)

- Yes, I see but I don’t read it and just allow, otherwise I cannot access the application
- Yes, I read the permissions the application asks, but always "allow" the application
- Yes, I read the permissions the application asks, and accordingly decide to "allow" or "not allow" the application
- I do not remember seeing any such permission box ever
- No, I will never allow third-party application to access my personal information
- No, I don’t use third party applications

48. When would you use third-party applications on an online social network? (Choose all that apply)

- When a friend recommends an application
- When I see the application on my friend's news feed / wall
- When online social network recommends an application
- When I randomly stumble on some interesting application
- Others (please specify) __________________________________________

49. Have you connected / inter-linked your various social networking accounts together e.g. Facebook, Twitter, YouTube, Buzz, Orkut? (Choose one which is applicable)

- Yes
- No
- I do not know of any such linking service

50. Do you think it is possible for somebody to steal your identity on your social network website i.e. create a profile with your name, pictures and details? (Choose one which is applicable)

- Yes, it is possible, but it has never happened to me
- Yes, it is possible, and it has happened to me
- No, it is not possible
- Don't know

51. Do you read the privacy policy of an OSN provider while creating an account? (Choose one which is applicable)
Section 5 of 6: Government initiatives / Legal aspects of privacy

Now, you will look at government initiatives / legal aspects of privacy section.

52. Does the Indian constitution have a provision for privacy of Indian citizens? (Choose one which is applicable)

- Yes, I know about it
- Yes, but I don’t know what it is
- Not sure, I assume there is a provision, but, I am not aware of it
- I do not know about this kind of a provision
- No, there is no provision

53. Do we have privacy laws in India that protect Indian citizens’ privacy? (Choose one which is applicable)

- Yes
- No
- Not sure

54. Are you aware of Unique Identification Number (UID), a Government of India initiative for every citizen in India? (Choose one which is applicable)

- Yes [Go to Qn. 55]
- No [Go to Qn. 56]
- Heard about it, but do not know the details [Go to Qn. 56]

55. How much do you agree with the statement? (Choose one which is applicable)

- Personal information and biometric data e.g. fingerprints, iris scan could be accessible to other private corporate through UID with whom you would NOT like to share this information otherwise?

  - Strongly agree
  - Agree
  - Neutral
  - Disagree
  - Strongly disagree

- Government agencies could have access to details e.g. banking, land records, Internet logs, phone records, arms records, driving license, property records, insurance, and income tax records which can be misused by government agencies

  - Strongly agree
  - Agree
  - Neutral
  - Disagree
  - Strongly disagree

56. Are you aware of the NATGRID (National intelligence Grid) project? (Choose one which is applicable)

- Yes [Go to Qn.57]
- No [Go to section 6]
- Heard about it, but do not know the details[ Go to section 6 ]

57. How much do you agree with the statement. Projects such as NATGRID (National Intelligence Grid) which can access details and movement records of an individual, can be misused by government agencies? (Choose one which is applicable)
Section 6 of 6: Demographics

Now, you are in the demographics section.

58. How old are you? (Choose one which is applicable)

- [ ] Less than 18 years
- [ ] 18 - 24 years
- [ ] 25 - 29 years
- [ ] 30 - 39 years
- [ ] 40 – 49 years
- [ ] 50 – 64 years
- [ ] 65 and above

59. What is your nationality? (Choose one which is applicable)

- [ ] Indian
- [ ] Others (please specify)________________________

60. Which of the following state do you belong to (State of origin)? (Choose one which is applicable)

- [ ] Andaman and Nicobar
- [ ] Bihar
- [ ] Goa
- [ ] Himachal Pradesh
- [ ] Madhya Pradesh
- [ ] Meghalaya
- [ ] Punjab
- [ ] Tripura
- [ ] Chhattisgarh
- [ ] Others (please specify)________________________________________________________

61. Choose the states where you have lived in the past five years: (Choose all that apply)

- [ ] Andaman and Nicobar
- [ ] Bihar
- [ ] Goa
- [ ] Himachal Pradesh
- [ ] Madhya Pradesh
- [ ] Mizoram
- [ ] Punjab
- [ ] Tripura
- [ ] Chhattisgarh
- [ ] Others (please specify)________________________________________________________

62. What is your gender? (Choose one which is applicable)

- [ ] Male
- [ ] Female

63. What is the highest level of educational degree you have received? (Choose one which is applicable)
64. What is your profession? (Choose one which is applicable)
   - Computer / IT related
   - High School
   - High
   - Doctorate
   - Professional (Doctor, CA, etc.)
   - Post Graduate
   - Student
   - Manufacturing / Business
   - Teaching / Research
   - Others (please specify)____________________________________________________________

65. What is your occupation? (Choose one which is applicable)
   - Business / self employed
   - Housewife
   - Job in public sector
   - Professional (Doctor, CA, etc.)
   - Student
   - Teaching / Research
   - Others (please specify)____________________________________________________________

66. In which of the following places do you use a computer? (Choose all that apply)
   - College
   - Cyber Café
   - Home
   - Library
   - School
   - Work / office
   - All the above
   - Others (please specify)____________________________________________________________

67. For what purpose do you use computers? (Choose all that apply)
   - Entertainment / Gaming
   - Purchasing products online
   - Exchanging e-mails / instant messages
   - Word Processing
   - Official / Work purpose
   - World Wide Web / Internet browsing
   - Online social networking
   - Others (please specify)____________________________________________________________

68. Do you own a personal computer? (Choose one which is applicable)
   - Yes
   - No

69. How long have you been using computers? (Choose one which is applicable)
   - 0-2 years
   - More than 2 to 3 years
   - More than 3 to 5 years
   - More than 5 years
   - Don’t remember

70. How long have you been using the Internet? (Choose one which is applicable)
   - 0-2 years
   - More than 2 to 3 years
   - More than 3 to 5 years
   - Don’t remember

71. How often do you use the Internet? (Choose one which is applicable)
   - Always connected
   - Several times a day
   - Once a day
   - Several times a week
   - Once a week
   - Several times a month
   - Once a month
   - Few times a year
   - Few times a year

72. Which of the following electronic communication media and devices you use? (Choose all that apply)
73. How did you get to know about this survey / study? (Choose all that apply)

☐ College / office
☐ e-mail
☐ IIIT-Delhi website
☐ 9dot9
☐ Others (please specify)________________________________________________________

☐ Newspaper
☐ Online Social Networks
☐ Through friends and acquaintances

74. Where did you fill the form? (Choose one which is applicable)

☐ Online on Survey Monkey
☐ In your campus / organization
☐ Public space e.g. Shopping Mall, Cinema, market, and park
☐ Others (please specify)_________________________________________________________________

Ten survey participants will be periodically selected to win exciting prizes (i-pod, digital cameras, etc.). If you want to take part in the lucky draw, please specify an email address or phone number where we could contact you, if you are a winner. All data collected during this survey will be anonymized and aggregated for dissemination of the results. Your answers are treated confidentially and used for research purposes only. We will not use your contact information for any other purposes but to contact you to collect your prize.

Email address ____________________________________________
Contact number________________________________________

Thank you for your time!!