

## 1. Introduction

Objectives	Briefing
<b>Welcome</b> -	<p><i>Greet interviewee and make them feel at ease.</i></p> <p><i>Distribute the consent forms and ask the participants who have not already done so to read and sign the consent forms before the start of the focus group. This is mandatory, in order to obtain their informed consent and to ensure that they understand what they have agreed to do.</i></p> <p><i>Explain to them that the audio recording of the discussion is necessary so as not to miss any of the comments given during the discussions, and ask them not to use their personal names in subsequent conversations and discussions.</i></p> <p><i>Start recording the interview and inform the interviewee that the recording has begun.</i></p>
<b>Introduction</b> [about 10 mins] - Greet interviewee - Thank participant - Duration - Purpose - Confidentiality - Obtain signed consent form - Start recording the interview	<p><b>“Thank you for agreeing to participate in this research. I really appreciate that you took time out from your busy schedule to participate in this project. Your contribution is highly valued. “</b></p> <p><i>Give consent form to interviewee and ask them to read and sign the consent form before the start of the interview. This is mandatory, in order to obtain their informed consent and to ensure that they understand what they have agreed to do.</i></p> <p><b>“We should take about an hour. With your permission I would like to audio recording our discussion; your opinions, experiences and suggestions are very important to this research, and I do not want to miss any of your comments. “</b></p> <p><b>“This interview is about Technology, Surveillance, Security and Privacy, and it is being conducted as part of the RESPECT Project, which is co-funded by the European Commission. Your opinions and suggestions are highly appreciated and will help the project greatly. If you wish to know more about the RESPECT Project, kindly let me know and I will give you more information at the end of our chat.”</b></p> <p><i>At this stage, do not to provide any additional details on the content of the interview in order to avoid influencing and biasing the discussion!</i></p> <p><b>“As stated on the signed consent form, everything that will be recorded during this session will be kept confidential and your identity will not be revealed in any results i.e., your comments will be anonymised. The recorded comments might be used in scientific publications and reports, but only as anonymous quotes. There will be no possible way to identify you on the basis of the documented information. In order to ensure the latter, you will be assigned a number, and only this number will be used in reports”.</b></p> <p><b>“Do you have any general questions before we start?”</b></p>

## 2. Experiences and Awareness

Objectives	Discussion topics and exercises
<p><b>Discussion of surveillance and technologies</b></p> <p><b>Question aims:</b></p> <ol style="list-style-type: none"><li>1. Exploring the participants' knowledge of the existence of surveillance</li><li>2. Exploring the participants' awareness and knowledge of the technologies</li><li>3. Exploring the participants' awareness of what type of personal information is being collected</li><li>4. Exploring the participants' understanding of where information about them is ending up</li><li>5. Exploring the participants' views on why their actions and behaviours are being observed</li></ol>	<p><b>Scenario 1: Somebody's watching me</b> "To start off, please think of any everyday situation in which you feel or are aware that you or your actions are being observed using CCTV cameras. Can you share your thoughts on this?"</p> <p><i>Probe, if necessary:</i></p> <ol style="list-style-type: none"><li>1. <b>Where</b> and/or <b>when</b> do they feel that their or other people's actions are being observed?</li><li>2. <b>How</b> is this done, i.e., what kinds of surveillance technologies are used for these purposes?</li><li>3. <b>What</b> type of personal information is being collected?</li><li>4. <b>Who</b> is responsible for collecting, accessing and processing the personal information?</li><li>5. <b>Why</b> is this information being collected?</li></ol> <p><b>Scenario 2: Navigating, positioning, tracking</b> "You are walking around, driving, traveling, going to work, using public transport, shopping. Describe any situations in which you feel or believe that your or others' locations are being tracked?"</p> <p><b>Scenario 3: Socialising, communicating, connecting</b> "People are increasingly using social networking sites to be connected with friends and families. Companies are also using such sites to promote their products/services and establish their online presence. What do you think about people's behaviour being observed on such sites?"</p> <p><b>Scenario 4: Shopping, paying bills, online banking</b> "Purchasing in supermarkets, withdrawing cash from cash machines, paying bills, online banking, etc., all these are recorded. What do you think about your financial transactions being monitored and screened?"</p> <p><b>Scenario 5: Registering for services and benefits</b> "You need to fill yet another form with your personal data to register for different benefits and services, or to obtain personal identity documents and credentials. Can you share your thoughts about your personal data being collected and used for surveillance purposes? "</p>

