



James

- Early 20s, Ugandan
- LGBT activist
- Intake manager for NGO that provides health, education services to LGBT youth
- Dual life: close friends and colleagues know he is LGBT, but family and church must not know

“Help me share records with other NGOs, but ensure I know who I am working with.”

Technology use

- Feature phone primarily
- Smartphone used rarely — data is expensive. Mostly for photos
- Laptop, shared at office, home
- WhatsApp for professional info sharing. Feels in control because he has their phone numbers
- Multiple Facebook profiles: one for family and church, one with fake picture and screened friends

Access locations

- Home, work, internet cafe
- Mobile data very spotty

Needs

- To share information about clients to other NGOs which can help
- To vet clients of his NGO to ensure they are who they say they are and not vigilantes
- To track clients being helped and services provided

Physical threats

- Physical attack if ID'd as LGBT
- Arrest
- Lives close to his office to minimize traveling, which could put him at risk of being ID'd as LGBT

Threats from technology use

- Outing and blackmailing by vigilantes can lead to loss of home, job, family
- Outed by colleague, spurned lover, or friend



Nour

- Early 20s, Tunisian blogger
- Writer and photographer for independent e-newspaper
- Inspired by the overthrow of the dictatorship when she was a teen

“Help me quickly back up my notes and stories so I can keep talking with my peers about political freedom.”

Technology use

- Wordpress blog, promoted on FB
- Backs up sensitive documents on a flash drive, which she keeps on her
- Arranges face-to-face meetings for sensitive discussions
- Changes passwords every few months
- Deletes FB message history: she fears her account has been hacked

Access locations

- Computers at her university, cafes
- Smartphone use in field
- Concerned about open Wi-Fi networks but uses them

Needs

- To cover protests and demonstrations without her writing, sources being found by the police
- To meet her deadline, upload files quickly from the field
- To exchange information and documents with trusted network of sources and colleagues
- Avoid data loss in transfer of files

Physical threats

- Arrest

Threats from technology use

- Believes her online activity is under surveillance because her Facebook account has been hacked
- Personal laptop has viruses
- Believes the threat is coming from police or government who are unhappy with things she has written about



Mary

- Human rights defender in a D.R. Congo city taken by rebels last year
- Well-known head of human rights organization
- Travels internationally often
- Collects documentation of abuse in rural regions

“Help me and my records stay physically safe so I can expose human rights violations.”

Technology use

- Office-level computer skills
- Documents sexual violence against civilians, roadside stop incidents
- Files often have the names of the accused
- Staff store copies on the office computer, paper copies.
- No backups in a while

Access locations

- At work
- Roaming
- Two phones -- smart phone for social media, work cell

Needs

- Maintain records that are valid for human rights trials
- Be able to wipe a device quickly without compromising backups
- Access to local and international organizations which are her allies and protectors
- A break from the stress of worrying for her safety and meeting with victims of violence

Physical threats

- Kidnapping
- Sexual violence

Threats from technology use

- Blind threats -- calls to her mobile from sources unknown
- Searches of her device at borders, by organized rebel groups or the army
- Unusual usage (VPNs, etc) may stick out as “suspicious” to the local government