

Jagan Rangarajan, 24 M  
Disclosure: Jagan is Sruthi's older brother

Jagan's task was to create an account on facebook, and then read through the facebook privacy policy. (<https://www.facebook.com/privacy/policy>)

- When prompted to create an account, he entered in some information, such as name, age, email and password. Then, he clicked create account.
  - There was a gray line that was not very visible that stated "By clicking Sign Up, you agree to our Terms, Privacy Policy and Cookies Policy."
- That was not glanced at, and he skipped it and clicked the green button that was very visible saying "Sign Up"
- I then asked him, did you see the terms and conditions link?
  - To which he responded, no not really. I was more focused on getting my information in and then clicked sign up, which was very clear and stood out.
- Did you think of going through the terms and conditions?
  - No, not really. It's too long and I won't read/understand anything from it anyway.
- We will now show you the privacy policy for Facebook. Please read through them as you would normally and explain your thought process as you go through it. You may read as much of the terms as you see fit for your understanding of them.
  - He first said that the colors make it seem like it is easier to read/understand than what he initially thought
  - He opened the highlights section, thinking that the main bullet points would be addressed, but instead he saw the definition of the privacy policy and was annoyed at that
  - He saw big subsections and thought at first that it would be easy to understand, so he started clicking all the links under "What information do we collect"
  - He then saw that in order to get any information, theres so many steps to click on one thing, and then from there you have to click "Learn more" to get even more information, and started getting fed up
  - He did notice that there was some sections that had "Take control" after clicking a couple links and thought that was interesting. But he also noted that he probably would never click this many times, so the feature of taking control is kind of useless
  - He read through all of the highlights in each major subsection and said that it seems like they word it to not seem as bad as it is, but you really have to dig to see what the truth is.
  - He also mentioned that this policy has many "subpolicies" since he saw "read the policy" links that takes you to another privacy policy.

- Once he got to the table at the end, he started scrolling through it, stating that he is not going to read it since its just text, with no images and being very dense
- Overall, he was kind of annoyed by the whole process because he said that he felt like he read a lot of words, but it was not really understandable or clear/intuitive for people to understand what is going on. And even if they want to understand what is going on, they have to navigate through 3-4 different links to get an answer.