# Respondent 2

**Respondent2: The information sheet I need to sign on consent forms, so everything like That where those things.**

Interviewer: Well, you did that when we did the interview and I and you agreed to it over the email.

**Respondent2: Yeah yeah, I remember he was kind of like that. I kind of like that when you put like. Do you agree with the following? Yes, no. I there is only one answer here. Yes**

Interviewer: yeah. So, uh, I'll get kick start on with it on with the questions now. So in that in the first ***UNCLEAR*** ***UNCLEAR*** forms there was a Democratic section. Did you have any difficulties answering the question in that again please. Yeah, if you have any issues answering the questions in the demographics,

**Respondent2: I’m sorry I can't understand what you're saying.**

Interviewer: One second I'm gonna I'm gonna drop my camera off

**Respondent2: OK we’ll try that if it doesn't work, I'll probably have to drop mine as well.**

Interviewer: OK, did you have any issues answering the questions in the demographics section of the survey? As a quick reminder it covered the age, the gender, the educational attainment and the ethnicity.

**Respondent2: Only ethnicity. I wasn't sure when I said other when they were like you have to be specific. Why do I have to be specific when it's other?**

Interviewer: Well, that's a general way, just a way of capturing all possibilities. So it's about trying to improve the way we collect more than anything.

**Respondent2: OK, is that important?**

Interviewer: Well Generally

**Respondent2: I'm trying to understand what's the what's the. I know I'm being very academic on this one, but I'm trying to understand how, how does this work. I mean, if it's not, it's white, non British, non Irish, none other connections that you have in there and it's other what’s the level of specificity that you want in there. And I mean kind how? How does how does that actually provide you any**

Interviewer: additional information? It doesn't necessarily add to it, but it gives a degree of insight for the next stage. So at this point we're testing the questionnaire to see how it works, but the next it might be that a particular grouping requires that level it yet and has that level. If we have that level of detail, we can see that particular grouping has more. Things to say in a particular way. Yeah,

**Respondent2: so you are connecting your connecting at this ethnicity to values. That’s interesting**

Interviewer: Within… specifically. I'm saying the possibility is to capture.

**Respondent2: OK,**

Interviewer: I'm not. I'm not saying it's there, I'm saying the possibility is to capture it, if it is there.

**Respondent2: Yeah I see**

Interviewer: but the reality is, we probably won't go past the first level.

**Respondent2: Yeah, I know that that's why I'm asking. That’s exactly my point I'm not sure you need. You will need that. You asked me about feedback on, you said that the interview is about feedback on the on the on the survey, so this is partly my understanding. This is part of it because I'm not convinced that level of granularity is useful. I know that researcher hat where being more data is better than no data. I totally agree with that and it would be nice to have it in there. But the answer to that is… can be very. How can it be so broad that it I don't think it can create… a grouping in itself, so to say**

Interviewer: It is unlikely to at that level. Yes, I agree.

**Respondent2:** I I I could put. I could put my home country. I can put Eastern Europe. I can put European. I can put world.

Interviewer: I understand and I get you.

**Respondent2:** That’s what I’m trying to say that's what I'm trying to say, so I was a bit confused by that. Yeah, but apart from that everything was fine.

Interviewer: Yeah, OK. So crack on.

**Respondent2:** Yeah

Interviewer: The next section was values in life and. The there was. Did you have any issues answering the 16 part question in the values in life section of the survey?

**Respondent2:** no I particularly enjoyed the fact that all the terminology was had a little bit of a description next to it so I didn't have to search for some words which are unfamiliar to me.

Interviewer: Good stuff. Erm OK, did you find any difficulties in responding to any of the listed values specifically?

**Respondent2:** No no no no.

Interviewer: Didn't find any of them ambiguous.

**Respondent2:** would be easier if I had this in front of me.

Interviewer: We can do that.

**Respondent2:** Can we?

Interviewer: I’ll share that with you. I’ll put my screen back on and put… and then share it back in with you.

**Respondent2:** I can’t. those were not the ones that caused any trouble, I think. I had mmm the next section was the first one that I was like. How do I do this?

Interviewer: One second.

**Respondent2:** I know I just done it an hour and a bit ago, but… … If I remember rightly this is supposed to be anonymous. You shouldn’t have my results. You shouldn't know how my results were, where my results were.

Interviewer: I don't know how your results are. I'm not looking at you. I'm not getting your results up. I'm getting I'm getting I'm getting the questions up

**Respondent2:** joking, I'm joking. I shouldn't, but hey yeah,

Interviewer: I've got to transcribe this mate.

**Respondent2:** I know

Interviewer: my professor and my professor will review it.

**Respondent2:** OK, serious sorry.

Interviewer: Now then, can you see anything?

**Respondent2:** Yes, I can

Interviewer: Right.

**Respondent2:** So can you scroll down to the. Scroll down to the next part please?

Interviewer: Yeah. Here we go.

**Respondent2:** Yeah, this I didn't have any issues with. As I said, I like this little bit of extra description over there. I can't remember the next part where you asked me about it. I roughly remember what those were.

Interviewer: So I was asking about whether you found anything ambiguous within within this.

**Respondent2:** No. No. Nothing no, no no. All good here erm.

Interviewer: Were there any whether any values missing from the list presented to that are important?

**Respondent2:** Not from the top of my head. I mean I like the fact I remember I was quite pleasantly surprised that sustainability was part of it. And he's starting to become much more erm aware in there. I don't remember I… I'm not sure if you had anything about inclusivity in there. Or something that would relate to that. I think you had free… I remember freedom, equality erm. But yeah, that's that's that's what I had so far. No. So it was OK,

Interviewer: OK, so if there are none, no additional values to bring in other than you mentioned inclusivity, I'll move on to the next section and that was the values in IT products and apps.

**Respondent2:** Yeah,

Interviewer: And can you, can you tell me what you understand by the terms ID, products and apps firstly?

**Respondent2:** Erm, this is very broad erm. When when I read IT, so when you think about apps, so thinking about any kind of mobile apps that I have access to or TV apps that I might use the lives or computer apps which might be available on the computer I'm using at the moment. So kind of software in to some extent. I know it says apps, but I've. I've extended after software. IT products most of the times I'm thinking of physical product that has some sort of. It might have some sort of a digital component as well, but definitely definitely has physicality to it. So I when I see units IT products, I'm thinking mobile phone TV. And one of those smart speakers, IoT devices etc.

Interviewer: OK, thank you. Did you have any erm difficulties in responding to any of the values that were listed within this context,

**Respondent2:** Yes. And this was the question which I took the longest actually to answer because I was. I was trying to understand how an app can represent values of wealth. The app in itself. As I think as a platform, for example, it can. Help me achieve Wealth. But having a value of Wealth, I wasn't sure exactly how that is supposed to be working, so maybe that's my my lack of understanding of the language. I wasn't. I wasn't sure exactly how that worked and especially since most of these data explanations that were next to each key term were represented from my perspective, not from the perspective of the app. So security for example, is important to live in a secure surrounding and to avoid anything that might endanger your safety. My safety. How is that app going to do that? And I was a bit conflicted by that - broad mindedness. I can't remember what was on there.

Interviewer: Wait one sec.

**Respondent2:** Yeah, so my I think that what I what I found was those values were an explanation for those values were good in the first instance when I had to, I had to relate to those values, but these values were still very personal in relationship to technology I guess. That's how I tried to understand it and when I made that connection then it was a bit easier to answer. But I did I did struggle answering that. I’m hope… does that… does that… does that answer your question?

Interviewer: It does, it does. erm. What’s… what… kind of… were there?

**Respondent2:** Let's take another example, responsibility. I'm trying to understand. Eeah… where exactly? When the question is asking me to think, how are… what the values of the… the technology is in there, the apps and especially the app is in response to to responsibility. Is it? Is it doing what it's supposed to be doing? I was a bit conflicted by that, so yeah.

Interviewer: OK

**Respondent2:** I’m not sure I’m explaining it properly, sorry.

Interviewer: I I'm not sure if you cut out a little bit there, would you mind repeating that last thing you said about responsibility?

**Respondent2:** So the explanation says it is important to take ownership of your actions and to be held accountable for their consequences. And I was trying to think where exactly does that merge with my values, but also the app's perceived values. His responsibility is not that of the app in my head, is that of the person or the people that have designed that app. So that's why my relationship to this kind of value is very difficult to explain because I don't think those platforms have any values, any kind of. this this kind of person I don't know what they're called kind of personal values, responsibility, freedom, and all the other ones that we've talked before. I think that's something that should be considered when those things are designed. So I see them. Maybe disjointed to some extent, maybe at a different level should be incorporated. I get that. But I don't. I don't know. I I. I struggled understanding how I can think about responsibility in terms of an app, but pretty much actually have all agreed with most of these. The same with sustainability. If you think about sustainability of an app. How is that supposed? How, what? What is the sustainability aspect of an app on my mobile phone? I'm thinking about what, how, how is that working? So is is an app supposed to use? Less energy. What is the sustainable aspect of that? That that that that was. That was my confusion.

Interviewer: No, it's it's if it's a fair confusion. So what kind of IT products and apps did you have in mind when you were answering the question?

**Respondent2:** The first ones were anything that works on my mobile phone in terms of apps and as a 19 product. The first one I had in my head was always the TV for whatever reason. I know it's not considered to be a typical ID product, but with the smartest layer that we have these days on top of them they’re I think they are more than IT enough and I thought about laptops, computers, and all sorts of other household devices that have connectivity to some extent.

**Respondent2:**

Interviewer: OK, thank you. Within the rest of the that section. Were there any questions that tripped you up a little bit or with difficult to answer.

**Respondent2:** This was the section that you're talking about just this section. This table section or

Interviewer: Yeah well in the values in IT products and apps. So basically it's the you know through to about Question 16 so I think I'll go I'll go through so.

**Respondent2:** No, I think I was asking so… …Can you scroll up a bit please? Thank you. Thank you no no I remember now no everything else was fine, yeah?

Interviewer: OK. Still good? Question 15. Question 16

**Respondent2:** Were were pretty much none because. How can I say this an? Most of the times when I when I decide to invest in thinking about an app which I want to use on my phone, I'm just looking for what it can do for me. I’m not, I don't really have time or desire to discuss or research if it's alright or not. I find it. I use it. If it does exactly what it needs to be doing then that's fine.

Interviewer: OK. So the next section Values in the NHS Covid 19 app. Did you have any issues or any other questions in this section?

**Respondent2:** No.

Interviewer: OK, did you have any difficulty in responding to any of the values listed within this context?

**Respondent2:** No, because in this context I was, I was considering, well, I was working under my assumption from the last discussion. So my last interaction with exactly the same. This kind of table and I worked on the assumption. OK, so it's. These are these represented the same way that I originally considered them to be, and in that case it was much easier to to respond to them, and pretty much was everything is very important.

Interviewer: OK. So. Um, we're kind of open out a little bit beyond the questionnaire now. Yeah OK, I'll just give you some sharing and come back on to you.

**Respondent2:** Yeah please, thank you and and also I'm starting to hear you badly again, sorry about that.

Interviewer: I’ll turn the video off again. How is that OK?

**Respondent2:** Yeah, I think it's a bit better now. Yeah, we'll see. Thank you

Interviewer: no problem. So what kinds of factors in your own personal situation helps you to shape your decision as to whether or not to download the NHS COVID-19 app?

**Respondent2:** Media. Family. Own understanding. Data practices. Data concerns. Habits. My own habits. The way what I do and how I understand Covid works and how I can work around it so to say. And that's what I mean by habits and. And quite a lot of discussions with my younger brother.

Interviewer: OK so family, a family, a large family element in that.

**Respondent2:** Erm

Interviewer: That relationship was important in it.

**Respondent2:** Was it important I think it's very difficult to say that because that means that I have to give away to everything and I I wouldn't say that my the family element was more important than my own.

Interviewer: Just just one of the factors.

**Respondent2:** It was one of the factors exactly, but not when you say family again I'm I'm being very specific in here. I'm thinking is that all the family or it’s just a few elements in there and I think I've actually been quite specific on my survey where I I explained which was important and which wasn't in the context of the family.

Interviewer: OK. I'm not sure if you did download the app or not, so you can pick which of these two questions to answer, which functions of the NHS COVID-19 app do you use or which functions and features of the NHS COVID-19 app convinced you not to use it?

**Respondent2:** I can answer you that I have not downloaded the application. I don't know specifically, how it works. I know, I know. Sorry no I’ll rephrase that. I know how it's supposed to be working, but I have not seen it in action so I cannot charge if my understanding of what is supposed to be doing is actually being achieved. Hence, I can't really tell you which which functionality would be interested or would not be interesting to me.

Interviewer: Are there any functions or features that you don't think that it does have that. You think it should have.

**Respondent2:** Again, I don't know.

Interviewer: OK,

**Respondent2:** I don't know because I'm it. From my understanding. The last version was giving exactly what it was supposed to be giving so, but without actually using it, I think it's very difficult to assess if a functionality is missing or not. My my understanding of of that functionality would be based on the knowledge that I have acquired from different sources and I don't think that's valid in this case.

Interviewer: How mysterious.

**Respondent2:** I mean what I'm trying to say is it's it's a very simple. It could be a very simple. Um? Case of hearsay, I've read something I… if I can't name those sources and we don't have any credibility of those sources, then how can I say anything about the functionality which is available in application which I haven't used?

Interviewer: Yeah, it does inform how you perceive it to be.

**Respondent2:** I have no. I have no inclination towards that application. That's what I was trying to say in the previous question. When you ask me about what influenced me in this in this manner and I said habits, I understand. I think I have an understanding on how, to the extent that was put out there and to the best of my knowledge on how this virus works. And I I think I have a probably a better understanding on how I can navigate it. The consider… environment that I live in… The exposure that I have. I don't feel the need to have that application installed.

Interviewer: Yeah, so that comes back to your personal situation. that's helping to shape your to shape your decision. Actually,

**Respondent2:**yes, yeah, yeah,

Interviewer: It's just how you're living your life at this at this point.

**Respondent2:** exactly exactly if I were in a different situation where my work would require me to be out and about in public spaces. Interacting with a lot of people, then probably I would like to have that. I think would be useful. I think I would still be concerned about the privacy element in it. Of course. Of course I would be concerned about that, but I think I would probably prioritize health more than than privacy in this respect, and I think that's has to be attended. Probably I don't know, but it could be a tendency that when. When health dictates privacy loses, so to say. But because of my current context, when I'm stranded between me, myself and I. I think we all all three of us are very safe.

Interviewer: OK. So I kind of questions that we're coming. We're kind of following on from this were really about what kind of improvements were what might make to the COVID-19 app that would help it to align more with your values.

**Respondent2:** I think for me the most important aspect is with anything. That is data wise and especially when it comes on my mobile phone and I know the infrastructure of the mobile phone is privacy. It's privacy and I know I understand how these models supposed to be working, but I got the the concept of being. How can I say this? I absolutely hated at the end at the beginning of when I didn't know exactly how this worked at the beginning of the story. At the end of the month, Google few years back used to, uh, to tell you that you've traveled this amount of time and you've been to those places and what how do you want to write them? And then you start to look into settings and you realize that actually, by default, when you have Maps on your phone and you have it, if you have an Android phone and then they automatically has this timeline. Which **tracks you pretty much everywhere you go, which is brilliant and ridiculous and concerning at the same time**. I don't think I would like the NHS to know all these things to some extent, because I do. Maybe I'm a bit too pessimistic about these things but I am concerned sometimes that all these data tend 10 years from now, is going to be used in potentially malicious ways. And I don't know, and it’s not. Maybe I should rephrase that. Maybe it's not that I don't trust the NHS, but I don't trust what's going to happen. Later on, when push comes to shove. I don't know what they're going to do with that data, and I don't know later on what AI's we're going to have that might actually understand how this data is being used. And to be honest, it maybe doesn't seem much for one person in this pool of almost 8 billion people on this planet. To know exactly what I've been in the amazing month of two 2021 in full covid but I think. Those profiles should not be public. So going back to that, I think it's all about privacy.

Interviewer: I was gonna kinda try and sorry go on

**Respondent2:** I don't think I don't think. I don't know how to say this, but I think it's very difficult to facilitate this when there are so many players at hand. You have an Android phone which is actually run in some ways by Google. You have a mobile phone, which probably is being provided by whatever company that made that made us, so you don't know what layers they have in there and you have all sorts of apps that are running at the same time. And you have another app which is pretty much going to track you wherever every every single step you take. That also requires you to have Bluetooth on another point of concern, let's call it data breach, so I don't think. I mean maybe I've been getting sceptical with the passing of the years, but yeah. Getting old.

Interviewer: If you had to convince someone else to use the NHS Covid 19 app, what would you say to them?

**Respondent2:** If I had to convince them? Wow. You’re asking me to think of a scenario where I lie through my teeth. Security. Is the most secure app ever. I think that's my that's my worry, so that's my worry. I'm going to try and do exactly the opposite. Trying to convince people that there is no there will be no data breach in here. Data is secure and I just will never release that data publicly. They will never sell it. Because if any? Because NHS never in the in the possibility of ever not being owned by the government and the government will not have access to that data, even if it's anonymized, it would just never. It’s just that's it, that data disappears. It just evaporates, so it's safe to use it because. We we we they they never use that data more than those alerts. But again, I think that would be me lying through my teeth, 'cause I don't think they do that.

Interviewer: So if you had to convince someone not to use it. What would you say?

**Respondent2:** Don’t. Sorry yeah, not to use it, what would say an. I would argue that privacy element, data collection and uncertainty of what, how that data is going to be used later on,

Interviewer: and if they weren't bothered by privacy or security particularly. What argument might you make?

**Respondent2:** To not use it,

Interviewer: yeah.

**Respondent2:** I don't think I'd have an argument not to use it. I mean, every single time when I think about that application, I've just blocked at this element in privacy and my daytime privacy my data. That's it. I don't, I don't, I I know the usefulness of it. I'm not against it. I think the concept is good. But I also don't want people to end up in having massive amounts of data where you can start to put them one on top of the other one and try to understand all sorts of patterns that will end up in people people I don’t know, changing behaviors, buying all sorts of crap and shit that they don't need to do and being influencing their decisions later on. We talk about freedom. Then we have to respect freedom, right? Is this ambivalent, is not going to work, is it? Anyway? That's my opinion.

Interviewer: Great. Thank you. So that's the end of my questions. Did you have anything else you wanted to say?

**Respondent2:** No, it was interesting critical thinking. Session.

Interviewer: OK,

**Respondent2:** I want to say discussion, but we haven't really discussed about it, so I'm hoping we can do that when the recording is done.

Interviewer: So I’m turning the recording off now and so.

END