



# INF 232 - Security and Privacy

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Discussion Day!

# Stories from Survivors: Privacy & Security Practices when Coping with Intimate Partner Abuse



Tara Matthews, Kathleen O'Leary, Anna Turner, Manya Sleeper, Jill Palzkill Woelfer, Martin Shelton, Cori Manthorne\*, Elizabeth F. Churchill, Sunny Consolvo

# Related Work

- Usability of Privacy and Security Technologies
  - Continuation of usability as a factor for security
- Frameworks of Intimate Partner Abuse
  - Drawing from psychology and CDC definitions of Intimate Partner Abuse (IPA)
  - Attention to post *leaving* articulations of survivor's experiences
- Abusers' Uses of Technology
  - Tracking or locating using "GPS, phone records, online databases, social media, hidden cameras, and spyware"
  - Harassment of humiliation
  - Block access to social media or financial accounts
- Survivors' Use of Technology
  - Use technology to find support and resources
  - Document evidence of abuse

# Related Interventions of Survivors of IPA

- *Safe Chat Silicon Valley* and *The National Network to End Domestic Violence's Tech Safety App*
  - Recommends privacy and security features such as private browsing , 2-factor authentication
- GuardDV
  - “Attempts” to alert homeless IPA survivors when their abuser is nearby

# Methods

- 15 semi-structured interviews (14 female, 1 male)
- Participant and Researcher Wellbeing
- Anonymization & Privacy Precaution
- Interview held in familiar and safe location
- Compensation verified with other agencies

*Why do you think the authors detailed what they removed from the transcripts?*

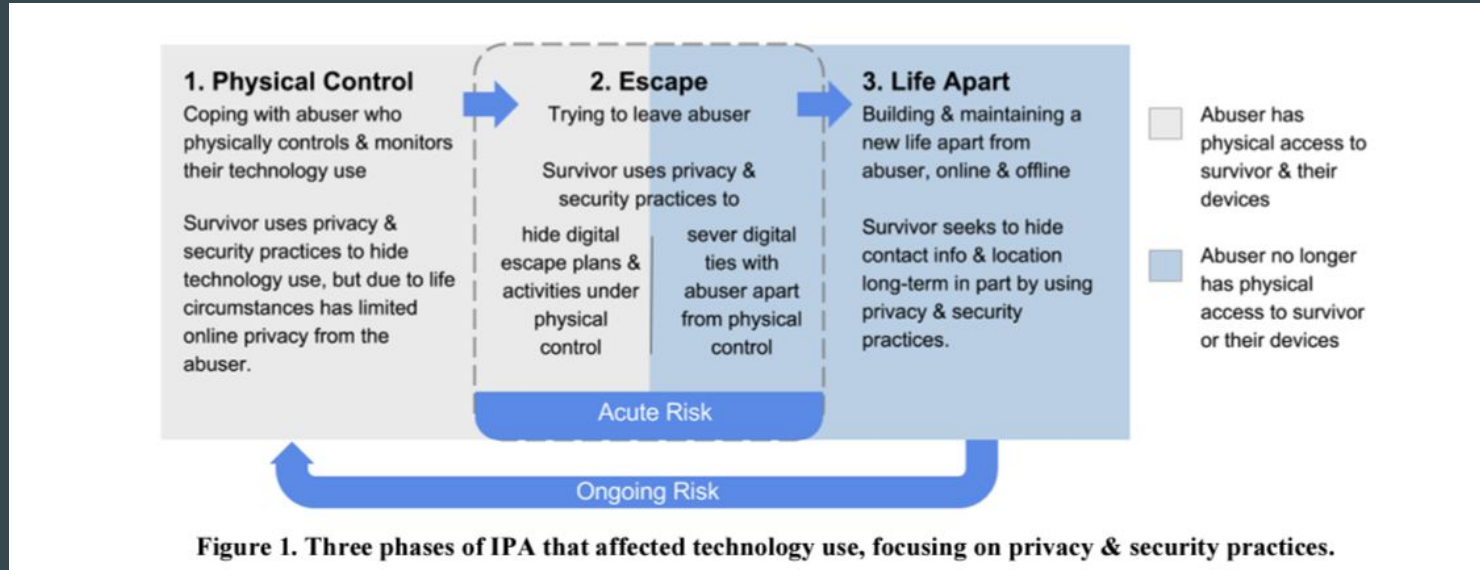
*How were the researchers attentive to their participants needs? How have you attended to your participants in the past or how do you plan to attend to them in the future?*

# Results

- Types of attacks and when they occur within the authors' framework
  - Devices controlled, monitored, and/or destroyed
  - Being impersonated online or locked out of social media
  - Harassed online
- Survivor Privacy and Security Practices
  - Using library computers
  - Checking phone in private locations and taking out the battery
  - Delete browsing history or emails
    - **“Survivors understanding of technology influenced the practices they used to hide their escape plans” (pg. 8)**
  - Deleting account = high-stakes tradeoff between privacy and social support
  - Destroying phone with spyware
  - Long-term limiting of technology use

# Framework: Physical control, escape, and life apart

*What kind of contribution is this study?*



# Discussion Section

- Usability of Privacy and Security Technologies
  - Stress and risk make paying attentions to interface details more difficult
  - Consider use during high-stress/high risk situations
  - Instructional materials are helpful for those that don't know how to use privacy and security features
- Levels of Control
  - Availability and type of control depends on which phase the survivor is in
  - Designing blocking features with abusers (who might seek in-person interaction) in mind
  - Tradeoffs between avoiding technology due to harassment and finding resources and social support



# Discussion Questions

What are your thoughts about these researchers from Google? Do you think framing privacy practices against “**ill-intentioned third parties**” is warranted from the Big Data tech giant? (this ill-intentioned third parties is also how they argue this topic is worthy of study)

Do you think the authors succeeded in following an “ethical imperative that the results of work with survivors, who took the risk to participate, should be used to improve services and awareness among those who can improve the situation for survivors”

# An aside



# Individually Vulnerable, Collectively safe: The Security and Privacy Practices of Households with Older Adults

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Savanthi Murthy, Karthik S. Bhat, Sauvik Das, Neha Kumar

# Overview

- Older adults are vulnerable to cybersecurity and privacy(SP) threats as compared to other age group.
- Conduct interviews with older adults and family members to investigate how they protect older adults in their older family members from SP threats.
- Interviewees are from technology-rich middle-income families in urban India.
- Results:

Most of families will have self-appointed tech managers who also provide and enforce guidelines for other family members.

The ways in which tech managers enforce guidelines can potentially be experienced as paternalistic and disempowering.

Older adults are less inclined to increase their knowledge around SP practices, particular when they are yet to experience harmful consequences of being less informed.

# Method

- 20 semi-structured interviews; 11 older adults and 9 family members, from different households in total; Age from 20 to 81
- Interview contents: SP practices while using social media, net banking, online shopping, ride sharing, and food delivery service.

*Discussion: What are important to pay attention to when we are conducting interviews as the research method? E.g., how to choose samples with representative?*

*( Interview is not a common method to be used in engineering field*

# Discussion Questions

- Do you have similar security and privacy concerns in your family with older family members? How would you deal with it in your family?
- 1. Engaging Stewardship, Avoiding Paternalism
  2. Escaping the Cycle of Low Literacies

How do you feel about these suggestions can improve the outcome of protecting older family members from SP threat?

TMs want to protect older family members so they may take control of all SP settings, which leads to older adults reduce incentive to enhance their own skills. What do you think we can do to find a balance between these.

Any other questions about this paper?