Living with data

2020 SURVEY

I. **Purpose of this Research**

The purpose of this study is to learn about people's knowledge of and opinions about how data is gathered, analysed and managed.

II. **Procedure**

You will complete a short, web-based questionnaire. This should take you about 20 minutes to complete.

III. **Anonymity and Confidentiality**

Your answers to this survey are completely anonymous. Your responses will be combined with those of other respondents to enable researchers to look at overall patterns.

IV. **Freedom to Withdraw**

Your participation in this survey is voluntary. You can choose not to answer specific questions without penalty, and you are free to withdraw from the study at any time.

V. **Researchers**

This research is led by Professor Helen Kennedy from the University of Sheffield.

Do you confirm that you have read the terms and conditions outlined above and agree to participate in this research?

- ○ I have read the Informed Consent above and agree to participate in this research study
- ○ I DO NOT agree to participate in this research study

About you

In this section, we'll ask questions about you.

In which country do you currently live?

[⌄]

Which of these best describes what you were doing last week?

○ Working full time (30 or more hours per week)

○ Working part time (8-29 hours a week)

○ Working part time (less than 8 hours a week)

○ Furloughed under the Coronavirus Job Retention Scheme

○ Unemployed and looking for work

○ Full time university student

○ Other full time student

○ Retired

○ Not in paid work for any other reason

○ [   ] Other (please specify)

Which of the following has anyone in your household had as a source of income in the last twelve months?

☐ Earnings, wages, salary, bonuses

☐ Income from self-employment

☐ Occupational pensions, state retirement pensions

☐ Universal Credit

☐ Any other state benefits, such as child benefit or Employment and Support Allowance

☐ Interest from savings or investments

☐ Rent from property

☐ Other income

☐ No source of income during that time

From all the sources of income you ticked in the previous question, what is your total annual household income?

○ £19,999 or less

○ £20,000 to £39,999

○ £40,000 to £59,999

○ £60,000 to £99,999

○ £100,000 or more

What is the highest educational or work-related qualification you have?

○ No formal qualifications

○ Youth training certificate/skillseekers

○ Recognised trade apprenticeship completed

○ Clerical and commercial

○ City and Guild certificate

○ City and Guild certificate – advanced

○ ONC

○ CSE grades 2-5

○ CSE grade 1, GCE O level, GCSE, School Certificate

○ Scottish Ordinary/ Lower Certificate

○ GCE A level or Higher Certificate

○ Scottish Higher Certificate

○ Nursing qualification (eg SEN, SRN, SCM, RGN)

○ Teaching qualification (not degree)

○ University diploma

○ University or CNAA first degree (eg BA, B.Sc, B.Ed)

○ University or CNAA higher degree (eg M.Sc, Ph.D)

○ Other technical, professional or higher qualification

○ Don't know

Which category below includes your age?

○ 17 or younger

○ 18-24

○ 25-34

○ 35-44

○ 45-54

○ 55-64

○ 65 or older

Including yourself, how many adults aged 18 or older live in your household?

[   ]

How many children aged between 0 and 4 live in your household?

[   ]

How many children aged between 5 and 10 live in your household?

[   ]

How many children aged between 11 and 17 live in your household?

[   ]

In which country were you born?

[▽]

If the country where you were born was not an option in the previous question, please enter it here.

[   ]

Are you a citizen of any of the following countries? If you have multiple citizenships, please tick all that apply

☐ The United Kingdom (Great Britain and Northern Ireland)
☐ Any other member state of the European Union
☐ Any other country

Is English your first language – that is, the language you learned first, or the only language that you speak?

○ Yes
○ No

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

○ Yes
○ No

Does your condition or illness / do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?

○ Yes, a lot

○ Yes, a little

○ No

Does this illness or disability mean that you have substantial difficulties with any of these areas of your life? Please select all that apply.

☐ Mobility (moving about)

☐ Lifting, carrying or moving objects

☐ Manual dexterity (using your hands to carry out everyday tasks)

☐ Continence (bladder and bowel control)

☐ Communication (speech, hearing or eyesight)

☐ Memory or ability to concentrate, learn or understand

☐ Recognising when you are in physical danger

☐ Your physical co-ordination (e.g. balance)

☐ Other health problem or disability

What is your ethnic group?

○ White British / English / Scottish / Welsh / Northern Irish

○ White Irish

○ Gypsy/Irish Traveller

○ [   ] Any other White background

○ Mixed/multiple ethnic groups: White & Black Caribbean

○ Mixed/multiple ethnic groups: White & Black African

○ Mixed/multiple ethnic groups: White & Asian

○ [   ] Any other mixed/multiple ethnic background

○ Asian/Asian British: Indian

○ Asian/Asian British: Pakistani

○ Asian/Asian British: Bangladeshi

○ Asian/Asian British: Chinese

○ [   ] Any other Asian background

○ Black/Black British: African

○ Black/Black British: Caribbean

○ [   ] Any other Black/African/Caribbean background

○ Arab

○ [   ] Any other ethnic group

What is your gender?

○ Male ○

Female

○ [   ] Other (please specify)

Is this the same as the gender you were assigned at birth?

○ Yes

○ No

Which of the following best describes how you think about yourself?

○ Bisexual

○ Lesbian/gay

○ Queer

○ Asexual

○ Heterosexual/straight

○ [   ] Other (please specify)

How do you use the internet?

In this section, we'll ask you some questions about your use of the internet.

How often do you use the internet for your personal use?

○ I don't have access to the internet at home, at work or elsewhere

○ Never

○ Less than once a month

Once a month

○

○ Several times a month

○ Several times a week

○ About once a day

○ Several times a day

○ Almost constantly

Thinking about the past month, which of these devices have you used to access the internet? Please select all that apply.

☐ Computer, including a desktop, laptop, or notebook

☐ Mobile device, including a smartphone or tablet

☐ Games console

☐ TV, including a smart TV or set-top box

☐ Other device

☐ I haven't accessed the internet in the last month

Thinking about the past month, for which of the following activities did you use the internet for personal use? Please select all that apply.

☐ Sending and/or receiving emails

☐ Telephoning over the internet/video calls via webcam

☐ Using social networking services such as Facebook and Twitter

☐ Uploading content created by you

☐ Reading online news sites, newspapers or news magazines

☐ Looking for health-related information

☐ Finding information about goods or services

☐ Purchasing goods online

☐ Posting opinions on civic or political issues via websites (e.g. blogs, social networks etc)

☐ Signing a petition

☐ None of these

Overall, how confident do you feel using computers, smartphones, or other electronic devices to do the things you need to do online?

○ Very confident

○ Somewhat confident

○ Not very confident

◯ Not at all confident

What do you already know?

Today, many of the things we do produce digital data, a term which means information stored in a computer. This often includes personal information about individuals.

In this section, we're going to ask you some questions to find out what you know about **data collection, analysis and sharing and what happens as a result of these processes**. Lots of people don't know much about these topics, and it's completely OK if you're one of them! Just answer the questions honestly to help us understand exactly what people know. Please don't look the answers up, because it's important for us to get a sense of how much people know about this topic. We will give you the answers to these questions after you have answered them.

Data collection

Do you think that any organisations **collect** data about people in the following ways?

	Yes	No	Don't know
By tracking what people do online, for example what they search for, what they buy, and what they post on social media	◯	◯	◯
By collecting data from smart devices in people's homes, such as smart meters, smart TVs or smart thermostats	◯	◯	◯
By collecting data that people have shared publicly about other people, for example on social media accounts	◯	◯	◯
By tracking people's eye movements to track what they look at online	◯	◯	◯

	Yes	No	Don't know
By collecting data about how people log in to apps or websites (for example, whether they consistently use the same device)	○	○	○

Data use

Do you think that any organisations **use** the data that they collect about people in the following ways?

	» Yes	» No	» Don't know
To sell people's data to other companies	○	○	○
To better understand what people like them (such as people of their age and gender) generally like to do online	○	○	○
To suggest that people do things differently to improve their well-being (for example, to walk more every day)	○	○	○
To help the Government to keep people safe from security threats such as terrorism	○	○	○
To help to protect people from scams	○	○	○

Are the following statements true or false?

	» True	» False	» Don't know
» It is possible for Facebook to link what people do when they access the internet on a computer with what they do on apps on their mobile phones or tablets	○	○	○

»
When someone allows

a mobile app to know their location, that app is legally forbidden to share that location with another company

»
By law, venues such as shops and cafes that provide free wireless internet, or Wi-Fi, have to secure the service so nobody can track what customers who are using it are doing online

○   ○   ○

○   ○   ○

	» True	» False	» Don't know
» Banks sometimes send their customers emails asking them to click links to verify their accounts	○	○	○
» When a website has a privacy policy, this means it will not share people's data with other websites or companies without their permission	○	○	○
» Any information that can be used to identify an individual is personal data	○	○	○
» If you want to find out what data an organisation holds about you, by law, you can request this and the organisation must give it to you	○	○	○
» Decisions based on the automated analysis of data are always less biased than decisions which depend on human interpretation	○	○	○
» It's possible for data about me from different services to be combined and stored on a device in my house	○	○	○

As promised, here are the answers to the questions we just asked you about.

Do you think that any organisations collect data about people in the following ways?

- By tracking what people do online, for example what they search for, what they buy, and what they post on social media. YES

- By collecting data from smart devices in people's homes, such as smart meters, smart TVs or smart thermostats. YES
- By collecting data that people have shared publicly about other people, for example on social media accounts. YES
- By tracking people's eye movements to track what they look at online. NO
- By collecting data about how people log in to apps or websites (for example, whether they consistently use the same device). YES

Do you think that any organisations use data about people in the following ways?

- To sell people's data to other companies. YES
- To better understand what people like them (such as people of their age and gender) generally like to do online. YES
- To suggest that people do things differently to improve their well-being (for example, to walk more every day). YES
- To help the Government to keep people safe from security threats such as terrorism. YES
- To help to protect people from scams. YES

Are the following statements true or false?

- It is possible for Facebook to link what people do when they access the internet on a computer with what they do on apps on their mobile phones or tablets. TRUE
- When someone allows a mobile app to know their location, that app is legally forbidden to share that location with another company. FALSE
- By law, venues such as shops and cafes that provide free wireless internet, or Wi-Fi, have to secure the service so nobody can track what customers who are using it are doing online. FALSE
- Banks sometimes send their customers emails asking them to click links to verify their accounts. FALSE
- When a website has a privacy policy, it means it will not share people's data with other websites or companies without their permission. FALSE
- Any information that can be used to identify an individual is personal data. TRUE
- If you want to find out what data an organisation holds about you, by law, you can request this and the organisation must give it to you. TRUE

- Decisions based on the automated analysis of data are always less biased than decisions which depend on human interpretation. FALSE
- It's possible for data about me from different services to be combined and stored on a device in my house. TRUE

What do you think?

In this section, we'll ask you some questions about your views about about data collection, analysis and sharing, and what happens as a result of these processes. There's no right or wrong answers in this section.

Please indicate how much you agree or disagree with each of the following statements.

	» Strongly agree	» Somewhat agree	» Neither agree nor disagree	» Somewhat disagree	» Strongly disagree
» I don't have strong opinions about the collection and use of data about me	○	○	○	○	○
» Collecting and analysing data can be good for society	○	○	○	○	○
» It concerns me if commercial companies are involved in providing public services, such as health and welfare	○	○	○	○	○
» I support corporate profit-making from personal data	○	○	○	○	○
» I want to know where data about me is stored	○	○	○	○	○
» I want to know who has access to data about me	○	○	○	○	○
» I want more control over how my personal data is used by organisations	○	○	○	○	○
» It's OK for companies to use software to monitor children's mobile phone use, if it's to support their well-being	○	○	○	○	○
» I support the re-use and sharing of health data for research purposes	○	○	○	○	○
» It's possible to have some control over what happens to data about me	○	○	○	○	○

Trust: NHS

How much do you trust the **National Health Service (NHS)** to…

	Not at all	A little	A moderate amount	A great deal
keep data about you safe?	○	○	○	○
gather and analyse data about you in responsible ways?	○	○	○	○
be open and transparent about what they do with data about you?	○	○	○	○

Trust: GP

How much do you trust **your local GP** to…

	Not at all	A little	A moderate amount	A great deal
keep data about you safe?	○	○	○	○
gather and analyse data about you in responsible ways?	○	○	○	○
be open and transparent about what they do with data about you?	○	○	○	○

Trust: Pharmaceutical companies

How much do you trust **pharmaceutical companies** to…

	Not at all	A little	A moderate amount	A great deal
keep data about you safe?	○	○	○	○
gather and analyse data about you in responsible ways?	○	○	○	○
be open and transparent about what they do with data about you?	○	○	○	○

Trust: The police

How much do you trust **the police** to…

	Not at all	A little	A moderate amount	A great deal
keep data about you safe?	○	○	○	○
gather and analyse data about you in responsible ways?	○	○	○	○
be open and transparent about what they do with data about you?	○	○	○	○

Trust: Your local council

How much do you trust **your local council** to…

	Not at all	A little	A moderate amount	A great deal
keep data about you safe?	○	○	○	○
gather and analyse data about you in responsible ways?	○	○	○	○
be open and transparent about what they do with data about you?	○	○	○	○

Trust: govt

How much do you trust **the government** to…

	Not at all	A little	A moderate amount	A great deal
keep data about you safe?	○	○	○	○
gather and analyse data about you in responsible ways?	○	○	○	○
be open and transparent about what they do with data about you?	○	○	○	○

Trust: BBC

How much do you trust the **British Broadcasting Corporation (BBC)** to…

	Not at all	A little	A moderate amount	A great deal
keep data about you safe?	○	○	○	○
gather and analyse data about you in responsible ways?	○	○	○	○
be open and transparent about what they do with data about you?	○	○	○	○

Trust: DWP

How much do you trust the **Department for Work & Pensions (DWP)** to…

	Not at all	A little	A moderate amount	A great deal
keep data about you safe?	○	○	○	○
gather and analyse data about you in responsible ways?	○	○	○	○
be open and transparent about what they do with data about you?	○	○	○	○

Trust: social media

How much do you trust **social media companies, such as Facebook** to…

	Not at all	A little	A moderate amount	A great deal
keep data about you safe?	○	○	○	○
gather and analyse data about you in responsible ways?	○	○	○	○
be open and transparent about what they do with data about you?	○	○	○	○

Trust: online retailers

How much do you trust **online retailers, such as Amazon** to…

	Not at all	A little	A moderate amount	A great deal
keep data about you safe?	○	○	○	○
gather and analyse data about you in responsible ways?	○	○	○	○
be open and transparent about what they do with data about you?	○	○	○	○

Trust: tech companies

How much do you trust **technology companies, such as Microsoft** to…

	Not at all	A little	A moderate amount	A great deal
keep data about you safe?	○	○	○	○
gather and analyse data about you in responsible ways?	○	○	○	○
be open and transparent about what they do with data about you?	○	○	○	○

What do you think? (2)

In this section, we present some examples of actual or possible future data collection, analysis and sharing in the public sector, and ask your opinion about them.

Data practices: BBC Box and Own It

These questions are about how the BBC is trying different approaches to allow people to control their data and data storage

The BBC (British Broadcasting Corporation) is experimenting with 'personal data stores', where a person's data is stored in a secure place that belongs to and is

controlled by them, rather than being stored and controlled by organisations like Netflix or the BBC. People can edit and add to the personal data in their data store. They can choose to share their profile with an organisation like the BBC in exchange for recommendations (for example of programmes to watch or listen to).

BBC Box

One example is BBC Box. BBC Box pulls together data about what you watch or listen to (for example on the BBC or Spotify) in one single place. BBC Box then creates a user profile identifying your likes and interests, based on this data and quizzes that you have completed. You have the power to edit your profile. This data and your profile are stored securely in your personal data store. You can then choose to share your edited user profile with the BBC or other services. If you share your profile, you will receive recommendations, not only about what you might like to watch or listen to, but also about things to do and places to visit.

In its initial version, the BBC Box was a physical object. Data was kept on the physical device and your user profile was created there. In its second version, the BBC Box is cloud-based – that is, data is stored and your user profile is created securely online. BBC Box is accessed via an app on a user's device.

To get recommendations - for example of TV programmes to watch, concerts you might want to go to, or holiday destinations - you would need to share your user profile with the BBC or another organisation.

BBC Box is in testing, not currently available for use. If it became available, how likely would you be to use it...

	1 - I definitely would not use it	2	3	4	5	6	7	8	9	10 - I definitely would use it
...as a physical device?	○	○	○	○	○	○	○	○	○	○
...in the cloud?	○	○	○	○	○	○	○	○	○	○

Please briefly explain why you would or would not use BBC Box

[ ]

BBC Own It

Another example of the BBC experimenting with how to store and process users' personal data is the Own It app, which is currently available for use. Own It is a free app designed by the BBC to support, help and advise children when they use their phones to chat and explore the online world, without adult supervision.

Own It consists of a custom keyboard and companion application. The keyboard becomes the default keyboard for all apps used on the phone onto which the Own It app has been downloaded.

After a child has downloaded Own It, what they type into the phone and the pages they visit are processed by the app. Own It assesses children's phone use to provide 'in-the-moment support' (in the form of alerts or recommendations) for issues that children may experience by scanning what they do on their phones, such as the pages they visit and what they type.

For example, a child has the Own It app installed on his phone. She is about to send her phone number to a contact on a social media platform popular with children. Own It intervenes and says 'are you sure you want to send your phone number?'

How do you feel about this?

	Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable

A child is typing a message to a friend and receives an alert from Own It asking him whether he is sure he wants to send the message. This is because the Own It app has scanned the text of the message and identified words which suggest the child might be bullying his friend.

How do you feel about this?

	Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable

After Own It sends this alert, it recommends that the child watches a video about how bullying affects people.

How do you feel about this?

	Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable

Using Own It produces data about:

- how much time a child has spent on their phone
- how the phone is used
- pages visited
- how the child feels (gathered from quizzes and questionnaires within the app)
- 'in-the-moment support'
- the child's feedback on the usefulness of that support

The BBC will not see any data connected to an individual child, and all identifiable data stays on the phone.

How do you feel about this?

	Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable

Anonymous data about Own It users is collected by the BBC. For example, 'the emotion anger was identified 250 times among all children', or '30 out of 200 children did not find this content recommendation useful'. This data is used by app developers to help them improve how the app works.

How do you feel about this?

	Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable

Users can turn this feature off at any point.

How do you feel about this?

	Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable

Information about anonymous data collection and the option to turn this feature off is communicated to Own It users and their parents. (This information can be found in Information for Parents section of the app.)

How do you feel about this?

	Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable

The BBC often collaborates with university researchers and shares anonymous data with them to help evaluate and develop products like Own It. The BBC is considering making more detailed data available so researchers can better understand children's mental health. In your opinion, what data should be shared?

○ No sharing of any data – what's on the app stays securely on the mobile device

○ Sharing anonymised data (for example, 'on a given day, the average user spent one hour on the app', or 'there were 150 reports of children using the app reporting feeling angry'

○ Sharing anonymised, group level data (for example, 'of all children who completed a personality quiz and were categorised as having a particular personality, 20% reported often feeling angry')

○ Sharing anonymised, individual level data (for example, 'userID1234 reported feeling angry four times this week, gave these answers to a personality quiz and watched this video')

How comfortable would you feel with a child you know using this app?

○ Very comfortable

○ Somewhat comfortable

○ Not very comfortable

○ Not at all comfortable

Please briefly explain why you would or would not feel comfortable with a child you know using this app.

We've asked questions about two BBC experiments, BBC Box and Own It.

Are you surprised to learn about these experiments?

○ Very surprised
○ Fairly surprised
○ Not very surprised
○ Not at all surprised

How much do you feel you understand BBC Box?

○ I understand it fully
○ I understand it somewhat
○ I don't understand them

How much do you feel you understand Own It?

○ I understand it fully
○ I understand it somewhat
○ I don't understand them

These questions are about the NHS Covid data store

NHS (National Health Service) organisations, including NHSX (responsible for digital changes to national healthcare), have been commissioned by the government to develop a national, secure data store to hold data in one place to help national organisations responsible for coordinating the Covid-19 response.

Patient data related to Covid-19, from GPs and hospitals, as well as call data from 999 and the 111 coronavirus helpline, lab test data from Public Health England, and data from the Office for National Statistics (ONS) is checked by NHS England and then uploaded to the secure NHS data store. The data in the NHS data store does not identify any individual in its current state. However, it may be possible for somebody with the right skills to re-identify some of this data.

Commercial organisations, including Microsoft, Google, Amazon Web Services, Palantir Technologies and Faculty, are collaborating in the development of the NHS COVID-19 data store. They are providing cloud platform and infrastructure technologies for the functioning of the data store, data collection tools and data processing software, data modelling and support with data analytics capacity and capability. They have access to patient data to enable them to fulfill their roles.

NHSX says that when the pandemic subsides and the outbreak is contained, they will close the Covid-19 data store. They say that the data processing will stop and all data will be either destroyed or returned to the NHS once the public health emergency situation has ended.

What NHS organisations say about the Covid-19 data store has changed several times and information exists in different places. Patient data groups are concerned that not enough detail has been provided about contracts with partners to fully understand who has access to data, for what purposes and for how long. They are concerned that commercial companies may be able to use data from the data store to develop their technologies and potentially increase their profits.

How comfortable do you feel about your NHS patient data being added to the NHS Covid data store?

○ Very comfortable
○ Fairly comfortable
○ Not very comfortable
○ Not at all comfortable

Please briefly explain why you do or do not feel comfortable about your NHS patient data being added to the NHS Covid data store.

Are you surprised by the details of the NHS Covid data store?

○ Very surprised

○ Fairly surprised

○ Not very surprised

○ Not at all surprised

How much do you understand the NHS Covid data store?

○ I understand it fully

○ I understand it somewhat

○ I don't understand it

These questions are about the DWP using data to confirm people's identity when they use online services

The Department for Work and Pensions (DWP) is the government department responsible for welfare, pensions, child maintenance and related policy. If someone needs to claim Universal Credit (a payment to help with living costs for people on low incomes), the DWP needs to confirm that the claimant is who they claim to be – this is known as confirming identity. Currently, most people take documents like a passport or driving license to a Job Centre to prove who they are. DWP is working on ways to make it possible to confirm identity online.

Imagine you are claiming Universal Credit from the DWP and you already have an online identity created by HMRC (the government department responsible for taxes and other financial matters) from a previous transaction with them. The DWP gives you the option to use an automated, secure system to **get confirmation from HMRC that you have already proven your identity with HMRC**. To do this you will need to login into your HMRC account when making your online Universal Credit claim and HMRC

will check its records and send an automated confirmation back to the DWP. This way, you don't need to prove your identity again with the DWP.

How do you feel about this?

Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable

If you do not already have an online identity, you are **offered the option to create one via HMRC using documents that you might have at home**, such as your passport and P60 (a record of a person's income and tax for the previous year). This means that you may not have to go to visit the Job Centre in person. To use this option, you need to input your passport number and the amount of money you were paid in the previous tax year into a secure online system. HMRC will then do an automated check with the Passport Office and its own systems, and let DWP know if they are able to confirm your identity.

How do you feel about this?

Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable

If you do not have a passport or P60, you can choose to input information from other financial documents such as bank statements into HMRC's secure system in order to create an online identity. HMRC will then do a one-off, secure identity check with a financial agency such as TransUnion, as these hold records for most people.

How do you feel about this?

Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable

The project described here is intended to make processes easy and usable by more people than existing government identity checking systems which require people to have a passport, P60 or to have registered with HMRC.

How do you feel about this?

	Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable

Some groups say that the identity checks described here exclude some people, such as those without credit histories, with unusual residences or residence histories, or otherwise complicated lives. This means that such people might be under more scrutiny and this might delay their access to Universal Credit.

How do you feel about this?

	Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable

Once you have a verified online identity, you will have a password to be able to log into your account. In order to make access to this account more secure, the DWP are exploring a number of ideas for extra checks. If you didn't pass these checks, you would need to complete further checks (such as inputting the last four digits of your bank account number).

These checks are:

- whether the time you log in is similar to your usual log in time
- whether the rhythm that you type your password is the same as your usual rhythm
- whether you swiped on your phone in the same pattern as you normally swipe it

- whether you are using the same device that you have used for previous interactions with the system

How do you feel about the DWP using each of these checks?

	Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable
Checking the time you log in				

	Not at all comfortable	Not very comfortable	Fairly comfortable	Very comfortable

Checking how you type your password

Checking how you swipe your phone

Checking which device you use

If you had to claim Universal Credit at the DWP, how likely would you be to use an online ID rather than taking your documents into the Job Centre to be verified?

○ 1 - I definitely would not use an online ID
○ 2
○ 3
○ 4
○ 5
○ 6
○ 7
○ 8
○ 9
○ 10 - I definitely would use an online ID

Please briefly explain why you would or would not choose to use an online ID if you had to claim Universal Credit.

Are you surprised by the details of how the DWP is using people's data?

○ Very surprised
○ Fairly surprised
○ Not very surprised
○ Not at all surprised

How much do you feel you understand how the DWP is using people's data?

○ I understand it fully

○ I understand it somewhat

○ I don't understand it

What concerns you?

In this section, we'll ask questions about your concerns (if you have any).

In general in your daily life, how concerned are you about each of the following?

	» Not at all concerned	» Not very concerned	» Fairly concerned	» Very concerned
» Pandemic diseases	○	○	○	○
» Healthcare	○	○	○	○
» The economy	○	○	○	○
» Brexit	○	○	○	○
» The government in general	○	○	○	○
» Inequality	○	○	○	○
» Morality	○	○	○	○
» The environment	○	○	○	○

	» Not at all concerned	» Not very concerned	» Fairly concerned	» Very concerned
» Immigration	○	○	○	○
» Unemployment	○	○	○	○
» Education	○	○	○	○
» Housing	○	○	○	○
» Law and order	○	○	○	○
» Racism	○	○	○	○
» Data practices	○	○	○	○
» Unfairness	○	○	○	○

We'd like you to tell us which three things you're most concerned about, and which three things you're least concerned about. Please drag the items from the left-hand side into the two boxes.

Items

Poverty and inequality

The economy

Morality and behaviour

Data practices

Coronavirus / pandemic diseases

Education and schools

The environment

The government in general

Immigration

Brexit

Crime / law and order

Unemployment

Racism / race relations

Housing

Healthcare, hospitals, and the NHS

Most concerned

Least concerned

We'll now ask your concerns about a range of different issues.

In general in your daily life, how concerned are you about each of the following?

	» Not at all concerned	» Not very concerned	» Fairly concerned	» Very concerned
» Funding for the NHS	○	○	○	○
» Commercial companies profiting from personal data	○	○	○	○
» Personal health data being used to manage Covid-19	○	○	○	○
» The economic costs of Covid-19	○	○	○	○
» Organisations tracking when, where and how I log on	○	○	○	○
» Levels of migration into the UK	○	○	○	○

	» Not at all concerned	» Not very concerned	» Fairly concerned	» Very concerned
» Anti-social behaviour and crime in my local area	○	○	○	○
» Littering in my local area	○	○	○	○
» Automated technologies being used to try to change people's behaviour	○	○	○	○
» Organisations collecting data to monitor mental health and well-being	○	○	○	○
» Older people having nobody to talk to	○	○	○	○
» Funding for primary schools	○	○	○	○
» Data being used in unfair ways	○	○	○	○

We'd like you to tell us which three things you're most concerned about, and which three things you're least concerned about. Please drag the items from the left-hand side into the two boxes.

Items

» Funding for the NHS

» Commercial companies profiting from personal data

» Personal health data being used to manage Covid-19

» The economic costs of Covid-19

» Organisations tracking when, where and how I log on

Most concerned

Least concerned

» Levels of migration into the UK

» Anti-social behaviour and crime in my local area

» Littering in my local area

» Automated technologies being used to try to change people's behaviour

» Organisations collecting data to monitor mental health and well-being

» Older people having nobody to talk to

» Funding for primary schools

» Data being used in unfair ways

Is there anything else you would like to tell us about your knowledge of and opinions about how data is gathered, analysed and managed?