Transparency enhancing tools, HCI for policy display & informed consent

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Motivation

- Transparency is basic legal principle & social trust factor
- Survey of Mechanisms in Online Environments recommended:
  - More transparency of how organisations handle their data
  - Alternative to lengthy privacy policies should be available

=> Enhancing Transparency by Technology
Transparency enhancing Tools (TETs)

- TETs provide users with either:
  1. Policy information about intended data processing
  2. Overview of data have been disclosed to whom under which policy & Online access to remote service providers
  3. Information about how data are being processed
  4. "Counter profiling" capabilities

- Existing Tools of type 2 & 3: Google Dashboard, Amazon Recommendation Service, Min Side,..

- Limitations: restricted to particular services, works only for authenticated (non anonymous) users
Type 2 & 3 TETs in PrimeLife

- "Data Track":
  - History Function
  - Online Functions for exercising rights
  - Consent Management for SNs
- **Privacy-preserving secure logs** enabling privacy compliance checks

(also for anonymous users)

Reference: PrimeLife D4.2.2, D2.2
HCI for Policy Display & Informed Consent (Type 1 TETs) - Problems:

- Lengthy, hard understandable legal phrases
- Users click "I accept" too easily
HCI for Policy Display & Informed Consent

**Recommendations:**

- Multi-Layered Structured Policies (Art. 29 WP Recommendation)
- Complemented by Policy Icons, Examples:
  - PrimeLife Icons (ULD):
    - Types of data:
    - Processing steps:
    - Purposes:
  - Policy Matching Icons:
Recommendations: (cont.)

- HCI Constructs for enforcing informed consent
  - Menu Choices
  - DaDAs
  - ...
Conclusions

- Further development of **usable** TETs needed
- Main HCI Challenges to be met:
  - Users have problems to differentiate user side and services sides
  - Privacy is a secondary task
  - Unfamiliar PET constructs
- Intercultural and interdisciplinary approaches needed
Questions?

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