1. The trust in data deficit

- Most institutions are trusted less with data than they are generally.
- Younger people are more trusting with data than older people.
- Online retailers, internet companies, supermarkets, charities and academics have the biggest gaps between overall trust and trust with data.
- Main concerns are usage creep, no personal benefit, and loss of data.
Trust in data use is low for all institutions – especially for the media and companies that rely heavily on data!

"Please tell me on a score of 0-10 how much you personally trust each of the institutions below to use your data appropriately. 0 means you do not trust an institution at all, and 10 means you have complete trust."

### High trust = 8 - 10

<table>
<thead>
<tr>
<th>Institution</th>
<th>% High trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your GP surgery</td>
<td>41%</td>
</tr>
<tr>
<td>The NHS</td>
<td>36%</td>
</tr>
<tr>
<td>The police</td>
<td>28%</td>
</tr>
<tr>
<td>Academics researchers and universities</td>
<td>25%</td>
</tr>
<tr>
<td>The ONS (Office for National Statistics)</td>
<td>23%</td>
</tr>
<tr>
<td>Charities</td>
<td>15%</td>
</tr>
<tr>
<td>Banks</td>
<td>14%</td>
</tr>
<tr>
<td>Your local authority</td>
<td>14%</td>
</tr>
<tr>
<td>Online retailers, for example, Amazon, Asos and play.com</td>
<td>13%</td>
</tr>
<tr>
<td>The British Government</td>
<td>13%</td>
</tr>
<tr>
<td>Supermarkets</td>
<td>10%</td>
</tr>
<tr>
<td>Insurance companies</td>
<td>7%</td>
</tr>
<tr>
<td>Telecommunications companies, such as mobile phone companies</td>
<td>6%</td>
</tr>
<tr>
<td>Internet companies, such as search engines and social media</td>
<td>6%</td>
</tr>
<tr>
<td>The media / the press</td>
<td>4%</td>
</tr>
</tbody>
</table>

### Low trust = 0 - 4

<table>
<thead>
<tr>
<th>Institution</th>
<th>% Low trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online retailers, for example, Amazon, Asos and play.com</td>
<td>38%</td>
</tr>
<tr>
<td>The British Government</td>
<td>46%</td>
</tr>
<tr>
<td>Supermarkets</td>
<td>42%</td>
</tr>
<tr>
<td>Insurance companies</td>
<td>55%</td>
</tr>
<tr>
<td>Telecommunications companies, such as mobile phone companies</td>
<td>54%</td>
</tr>
<tr>
<td>Internet companies, such as search engines and social media</td>
<td>54%</td>
</tr>
<tr>
<td>The media / the press</td>
<td>68%</td>
</tr>
</tbody>
</table>

Base: 2,019 GB adults, aged 16-75

Source: Ipsos MORI
Young people are more trusting of data use than older

“Please tell me on a score of 0-10 how much you personally trust each of the institutions below to use your data appropriately. 0 means you do not trust an institution at all, and 10 means you have complete trust.”

The British Government

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Trust Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>16-24</td>
<td>4.77</td>
</tr>
<tr>
<td>25-34</td>
<td>4.42</td>
</tr>
<tr>
<td>45-44</td>
<td>4.23</td>
</tr>
<tr>
<td>45-54</td>
<td>3.95</td>
</tr>
<tr>
<td>55-75</td>
<td>4.00</td>
</tr>
</tbody>
</table>

ABs have an average data trust in the British Government of 4.50, compared with DEs at 3.83

Academic researchers and universities

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Trust Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>16-24</td>
<td>6.43</td>
</tr>
<tr>
<td>25-34</td>
<td>5.97</td>
</tr>
<tr>
<td>45-44</td>
<td>5.81</td>
</tr>
<tr>
<td>45-54</td>
<td>5.57</td>
</tr>
<tr>
<td>55-75</td>
<td>5.51</td>
</tr>
</tbody>
</table>

Those who have a degree or higher tend to have more data trust in academics (6.15) than those with no formal qualifications (5.09)

Internet companies

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Trust Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>16-24</td>
<td>4.47</td>
</tr>
<tr>
<td>25-34</td>
<td>4.01</td>
</tr>
<tr>
<td>45-44</td>
<td>4.04</td>
</tr>
<tr>
<td>45-54</td>
<td>3.62</td>
</tr>
<tr>
<td>55-75</td>
<td>3.35</td>
</tr>
</tbody>
</table>

Those who have not taken data privacy precautions have a higher data trust in internet companies (4.76) than those that have taken more than four precautions (3.02)

Base: 2,019 GB adults, aged 16-75

Source: Ipsos MORI
Overall trust in organisations follows a similar hierarchy to trust in data...

"Please tell me on a score of 0-10 how much you personally trust each of the institutions below. 0 means you do not trust an institution at all, and 10 means you have complete trust."

<table>
<thead>
<tr>
<th>High trust = 8 - 10</th>
<th>Low trust = 0 - 4</th>
<th>Data trust rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your GP surgery</td>
<td>49%</td>
<td>11%</td>
</tr>
<tr>
<td>The NHS</td>
<td>41%</td>
<td>13%</td>
</tr>
<tr>
<td>Academics researchers and universities</td>
<td>37%</td>
<td>12%</td>
</tr>
<tr>
<td>The police</td>
<td>35%</td>
<td>20%</td>
</tr>
<tr>
<td>Online retailers, for example, Amazon, Asos and play.com</td>
<td>30%</td>
<td>15%</td>
</tr>
<tr>
<td>Charities</td>
<td>27%</td>
<td>21%</td>
</tr>
<tr>
<td>The ONS (Office for National Statistics)</td>
<td>25%</td>
<td>19%</td>
</tr>
<tr>
<td>Supermarkets</td>
<td>19%</td>
<td>23%</td>
</tr>
<tr>
<td>Your local authority</td>
<td>15%</td>
<td>31%</td>
</tr>
<tr>
<td>Banks</td>
<td>15%</td>
<td>41%</td>
</tr>
<tr>
<td>Internet companies, such as search engines and social media</td>
<td>14%</td>
<td>32%</td>
</tr>
<tr>
<td>The British Government</td>
<td>10%</td>
<td>49%</td>
</tr>
<tr>
<td>Telecommunications companies, such as mobile phone companies</td>
<td>9%</td>
<td>40%</td>
</tr>
<tr>
<td>Insurance companies</td>
<td>8%</td>
<td>48%</td>
</tr>
<tr>
<td>The media / the press</td>
<td>5%</td>
<td>59%</td>
</tr>
</tbody>
</table>

Base: 2,019 GB adults, aged 16-75

Source: Ipsos MORI
In the public sector, the health services and police see the biggest “trust in data deficit” – but even bigger gaps between general trust and trust with data for academics and charities.

“Please tell me on a score of 0-10 how much you personally trust each of the institutions below. 0 means you do not trust an institution at all, and 10 means you have complete trust.”

“Please tell me on a score of 0-10 how much you personally trust each of the institutions below to use your data appropriately. 0 means you do not trust an institution at all, and 10 means you have complete trust.”

<table>
<thead>
<tr>
<th>Institution</th>
<th>Trust</th>
<th>Data trust</th>
<th>Net: high trust minus low trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>British Government</td>
<td>-39%</td>
<td>-33%</td>
<td>+6</td>
</tr>
<tr>
<td>Local Authority</td>
<td>-16%</td>
<td>-21%</td>
<td>-5</td>
</tr>
<tr>
<td>The ONS</td>
<td>3%</td>
<td>1%</td>
<td>-7</td>
</tr>
<tr>
<td>NHS</td>
<td>29%</td>
<td>19%</td>
<td>-10</td>
</tr>
<tr>
<td>Your GP surgery</td>
<td>38%</td>
<td>26%</td>
<td>-12</td>
</tr>
<tr>
<td>The police</td>
<td>15%</td>
<td>1%</td>
<td>-13</td>
</tr>
<tr>
<td>Academic researchers and universities</td>
<td>25%</td>
<td>3%</td>
<td>-23</td>
</tr>
<tr>
<td>Charities</td>
<td>-20%</td>
<td>6%</td>
<td>-26</td>
</tr>
</tbody>
</table>

Base: 2,019 GB adults, aged 16-75

Source: Ipsos MORI
But online retailers, supermarkets and internet companies suffer even bigger falls

“Please tell me on a score of 0-10 how much you personally trust each of the institutions below. 0 means you do not trust an institution at all, and 10 means you have complete trust.”

“Please tell me on a score of 0-10 how much you personally trust each of the institutions below to use your data appropriately. 0 means you do not trust an institution at all, and 10 means you have complete trust.”

<table>
<thead>
<tr>
<th>Institution</th>
<th>Trust in data deficit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banks</td>
<td>-5</td>
</tr>
<tr>
<td>Insurance companies</td>
<td>-8</td>
</tr>
<tr>
<td>Online retailers, for example, Amazon, Asos and play.com</td>
<td>-40</td>
</tr>
<tr>
<td>The media/the press</td>
<td>-10</td>
</tr>
<tr>
<td>Telecommunications companies, such as mobile phone companies</td>
<td>-18</td>
</tr>
<tr>
<td>Supermarkets</td>
<td>-28</td>
</tr>
<tr>
<td>Internet companies, such as search engines and social media</td>
<td>-30</td>
</tr>
</tbody>
</table>

Base: 2,019 GB adults, aged 16-75

Net: high trust minus low trust

<table>
<thead>
<tr>
<th>Institution</th>
<th>Trust</th>
<th>Data trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banks</td>
<td>-26%</td>
<td>-31%</td>
</tr>
<tr>
<td>Insurance companies</td>
<td>-40%</td>
<td></td>
</tr>
<tr>
<td>Online retailers, for example, Amazon, Asos and play.com</td>
<td></td>
<td>-25%</td>
</tr>
<tr>
<td>The media/the press</td>
<td>-54%</td>
<td></td>
</tr>
<tr>
<td>Telecommunications companies, such as mobile phone companies</td>
<td></td>
<td>-31%</td>
</tr>
<tr>
<td>Supermarkets</td>
<td>-32%</td>
<td>4%</td>
</tr>
<tr>
<td>Internet companies, such as search engines and social media</td>
<td></td>
<td>-18%</td>
</tr>
</tbody>
</table>
The same deficit can be seen amongst those having a high trust in public sector institutions, with charities and academic researchers taking the biggest blow.

“Please tell me on a score of 0-10 how much you personally trust each of the institutions below. 0 means you do not trust an institution at all, and 10 means you have complete trust.”

“Please tell me on a score of 0-10 how much you personally trust each of the institutions below to use your data appropriately. 0 means you do not trust an institution at all, and 10 means you have complete trust.”

<table>
<thead>
<tr>
<th>Institution</th>
<th>Trust</th>
<th>Data trust</th>
<th>Trust in data deficit</th>
</tr>
</thead>
<tbody>
<tr>
<td>British Government</td>
<td>10%</td>
<td>13%</td>
<td>+3</td>
</tr>
<tr>
<td>Local Authority</td>
<td>15%</td>
<td>14%</td>
<td>-1</td>
</tr>
<tr>
<td>The ONS</td>
<td>25%</td>
<td>24%</td>
<td>-1</td>
</tr>
<tr>
<td>NHS</td>
<td>41%</td>
<td>36%</td>
<td>-5</td>
</tr>
<tr>
<td>Your GP surgery</td>
<td>49%</td>
<td>41%</td>
<td>-8</td>
</tr>
<tr>
<td>The police</td>
<td>35%</td>
<td>28%</td>
<td>-7</td>
</tr>
<tr>
<td>Academic researchers and universities</td>
<td>25%</td>
<td>37%</td>
<td>-12</td>
</tr>
<tr>
<td>Charities</td>
<td>15%</td>
<td>27%</td>
<td>-12</td>
</tr>
</tbody>
</table>

Base: 2,019 GB adults, aged 16-75

Source: Ipsos MORI
Similarly, the high trust deficit has a big effect on online retailers, supermarkets and internet companies.

“Please tell me on a score of 0-10 how much you personally trust each of the institutions below.”

“Please tell me on a score of 0-10 how much you personally trust each of the institutions below to use your data appropriately.”

<table>
<thead>
<tr>
<th>Institution</th>
<th>Trust</th>
<th>Data trust</th>
<th>Trust in data deficit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banks</td>
<td>15%</td>
<td>14%</td>
<td>-1</td>
</tr>
<tr>
<td>The media/the press</td>
<td>5%</td>
<td>4%</td>
<td>-1</td>
</tr>
<tr>
<td>Insurance companies</td>
<td>9%</td>
<td>7%</td>
<td>-2</td>
</tr>
<tr>
<td>Telecommunications companies, such as mobile phone companies</td>
<td>9%</td>
<td>6%</td>
<td>-3</td>
</tr>
<tr>
<td>Internet companies, such as search engines and social media</td>
<td>14%</td>
<td>6%</td>
<td>-8</td>
</tr>
<tr>
<td>Supermarkets</td>
<td>19%</td>
<td>10%</td>
<td>-9</td>
</tr>
<tr>
<td>Online retailers, for example, Amazon, Asos and play.com</td>
<td>13%</td>
<td>30%</td>
<td>-17</td>
</tr>
</tbody>
</table>

Base: 2,019 GB adults, aged 16-75
Source: Ipsos MORI
The “data trust deficit” – nearly all organisations have lower trust on data use than general trust: online retailers have biggest deficit, but others eg charities also long way from line.

"Please tell me on a score of 0-10 how much you personally trust each of the institutions below.”
"Please tell me on a score of 0-10 how much you personally trust each of the institutions below to use your data appropriately.”

Source: Ipsos MORI
Main concerns are suspicions around usage creep, lack of personal benefits and loss of data – but differences between organisations....

“Why do you say you have a low level of trust in .... to use your data appropriately?”

- I think they will use my data for other purposes they won’t tell me about
- They might lose my data to hackers
- I don’t think they will use the data for my personal benefit
- They might lose my data by accident
- I don’t trust them to keep accurate records about me

<table>
<thead>
<tr>
<th>Concern</th>
<th>British government (1,260)</th>
<th>Academic researchers and universities (809)</th>
<th>Internet companies (1,460)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I think they will use my data for other purposes they won’t tell me about</td>
<td>61%</td>
<td>49%</td>
<td>65%</td>
</tr>
<tr>
<td>They might lose my data to hackers</td>
<td>52%</td>
<td>49%</td>
<td>64%</td>
</tr>
<tr>
<td>I don’t think they will use the data for my personal benefit</td>
<td>53%</td>
<td>42%</td>
<td>55%</td>
</tr>
<tr>
<td>They might lose my data by accident</td>
<td>49%</td>
<td>42%</td>
<td>39%</td>
</tr>
<tr>
<td>I don’t trust them to keep accurate records about me</td>
<td>48%</td>
<td>39%</td>
<td>33%</td>
</tr>
</tbody>
</table>

Bases on chart

Source: Ipsos MORI
Government also affected by generalised low levels of trust

“Why do you say you have a low level of trust in .... to use your data appropriately?”

- I don’t think I would be able to change/delete my data if it is wrong
  - British government (1,260) 33%
  - Academic researchers and universities (809) 38%
  - Internet companies (1,460) 42%

- I don’t trust them at all
  - British government (1,260) 16%
  - Academic researchers and universities (809) 34%
  - Internet companies (1,460) 50%

- My personal data may be used to discriminate against me
  (for example, by future employers, insurance companies or by the police)
  - British government (1,260) 22%
  - Academic researchers and universities (809) 27%
  - Internet companies (1,460) 40%

- I don’t think they would have the skills to use my data appropriately
  - British government (1,260) 17%
  - Academic researchers and universities (809) 20%
  - Internet companies (1,460) 31%

- Other reason
  - British government (1,260) 3%
  - Academic researchers and universities (809) 4%
  - Internet companies (1,460) 3%

- Don’t know
  - British government (1,260) 3%
  - Academic researchers and universities (809) 9%
  - Internet companies (1,460) 3%

Source: Ipsos MORI
2. Attitudes to data-sharing within government

- With no mention of safeguards, balance of opinion is against data-sharing
- But around half would be in favour of data sharing within government, so long as safeguards are in place – compared with one third against
- Anonymity makes the most difference, but opting out, harsh penalties and controls on access all make a difference
Data privacy concerns

Question asked as:

“As you may know, different government departments and services collect data about individuals, for example your tax records and health records. People have different views on how much this information should be shared within government. Data sharing can bring benefits, such as finding more effective medical treatments, using information about local communities to plan local schools or roads etc. But some people worry that data sharing will be a risk to their privacy and security, by linking different types of data together and potentially allowing them to be identified. Overall, which of the following statements is closest to your view?”
On balance, people unhappy to accept data sharing without safeguards

“Overall, which of the following statements is closest to your view?”

- Agree more with: “We should share all the data we can because it benefits the services and me” (44%)
- Agree more with: “We should not share the data as the risks to people’s privacy and security outweighs the benefits” (33%)
- Agree equally with both / agree with neither (17%)
- Don’t know (5%)

Only a quarter (27%) of 25-34s agree with sharing all the data we can; this compares with 39% of 55-75s

Base: 1,000 online GB adults aged 16-75

Source: Ipsos MORI
Safeguards change minds, but people don’t mind which safeguards are in place

“Overall, which of the following statements is closest to your view?”

A. We should share all the data we can because it benefits the services and me, as long as...

- no mention of safeguards: 33%
- ...data is anonymised and I can’t be identified: 55%
- ...I can opt-out if I choose: 52%
- ...there are heavy fines and possible prison sentences for anyone caught misusing the...: 49%
- ...there are strict controls on who can access the data and how it is used: 48%

B. We should not share the data as the risks to people’s privacy and security outweighs the benefits

- no mention of safeguards: 44%
- ...data is anonymised and I can’t be identified: 28%
- ...I can opt-out if I choose: 34%
- ...there are heavy fines and possible prison sentences for anyone caught misusing the...: 33%
- ...there are strict controls on who can access the data and how it is used: 32%

The age theme is continued, with 55-75s more likely to agree with sharing data than younger age groups

Those with a high data trust in the government are on average more open to data sharing with safeguards (64% support), compared with those with low data trust (47% support)
3. What about other types of data-sharing?

- A clear hierarchy, with most support for data sharing with researchers, then charities, and lastly companies
- If the organisation is also working with/for the government, support increases further
- People accept data-sharing within government for security, combating fraud, or for patients’ health
- Significant knowledge gaps: many think more is shared than is commonly the case, eg a third think health records are sold to private companies
Trust in government sharing with non-government

Question asked as:

“When data from public services is being shared, personal data is often anonymised to prevent individuals being identified. This process includes removing identifying information such as a person’s name, address and date of birth from the data before sharing. To what extent, if at all, would you support or oppose…”
Support for anonymised data sharing outside of government varies according to with whom and why, with researchers most trusted

“To what extent, if at all, would you support or oppose government bodies sharing anonymised data with the following organisations?”*

- Researchers in universities and similar organisations, to help them conduct government-funded research (1,009) 50% Support, 17% Oppose
- Researchers in universities and similar organisations, to help them conduct research for companies or industry (1,010) 45% Support, 23% Oppose
- Charities who provide services on behalf of government, to help them improve services they provide, or develop new services (1,009) 42% Support, 24% Oppose
- Companies who provide services on behalf of government, to help them improve services they provide, or develop new services (672) 36% Support, 28% Oppose
- Charities, to help them improve their services or develop new services (1,010) 36% Support, 32% Oppose
- Companies, to help them improve their products or services, or develop new services, as long as there are strict controls on how they access and use the… 27% Support, 39% Oppose
- Companies, to help them improve their products or services, or develop new services (674) 26% Support, 41% Oppose

76% of those with high data trust in academics support sharing for government-funded research

Two-thirds (67%) of those with high data trust in charities support sharing data with charities that provide services on behalf of government

Base: Bases on chart

Source: Ipsos MORI
A hierarchy of support for data sharing?

**By whom**
- University researchers
- Charities
- Companies

**For whom**
- Government-funded – 50%
- Company-funded – 45%
- Who provide public services – 42%
- For themselves – 36%
- Who provide public services – 36%
- For themselves

But at this level controls make no difference?
- Mentioning controls – 27%
- No mention of controls – 26%
Most people know that retailers are tracking data for recommendations, and government are using it for anti-terror and fraud tracking – but around one in three also think health records are being shared with private companies/academics and they aren’t

### “Which of the following examples of sharing and using people’s personal data do you think currently happen?”

<table>
<thead>
<tr>
<th>Example</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online retailers looking at your past pages and sending you targeted advertisements</td>
<td>77%</td>
</tr>
<tr>
<td>Government monitoring email and internet search traffic to identify potential terrorists and people with extremist views</td>
<td>73%</td>
</tr>
<tr>
<td>Tax and benefit records being shared to help catch fraud</td>
<td>71%</td>
</tr>
<tr>
<td>All hospitals and GPs nationally being able to access your health records for reasons directly relating to your care</td>
<td>67%</td>
</tr>
<tr>
<td>Pharmaceutical companies sharing data with academic researchers to test companies’ claims about effectiveness of medical treatments</td>
<td>52%</td>
</tr>
<tr>
<td>Energy companies monitoring what time individuals come home in the evening, in order to predict when and where energy will be most needed</td>
<td>50%</td>
</tr>
<tr>
<td>GP health records being shared with academics and scientists for research to improve treatments</td>
<td>41%</td>
</tr>
<tr>
<td>Health records being shared with private healthcare companies for the development of more effective treatments</td>
<td>38%</td>
</tr>
<tr>
<td>Health records being sold to private healthcare companies to make money for government</td>
<td>34%</td>
</tr>
<tr>
<td>Technology companies tracking whether there is a flu epidemic by monitoring what people search for on the internet</td>
<td>31%</td>
</tr>
<tr>
<td>None of these</td>
<td>2%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>6%</td>
</tr>
</tbody>
</table>

Over 45s are broadly more likely to think that these examples happen than 16-34s

Those with a low data trust in internet companies are more likely to think that online retailers send targeted advertisements based on past pages (86% compared with 68% for high data trust)

People who have taken four or more data privacy precautions are much more likely than those who have taken no privacy precautions to believe these examples happen as well

Base: Results from a combined split sample. Percentages calculated off 2,019 GB adults 16-75 from two split samples, except ‘Health records being shared...’ and ‘Health records being sold...’, which have a base of c.1,010

Source: Ipsos MORI
Different pattern for which of these *should* happen

"Thinking again about the same list, do you think the following examples should or should not happen?"

<table>
<thead>
<tr>
<th>Activity</th>
<th>Should not happen</th>
<th>Should happen</th>
</tr>
</thead>
<tbody>
<tr>
<td>All hospitals and GPs nationally being able to access your health records for reasons directly relating to your care</td>
<td>-12%</td>
<td>77%</td>
</tr>
<tr>
<td>Tax and benefit records being shared to help catch fraud</td>
<td>-15%</td>
<td>72%</td>
</tr>
<tr>
<td>Government monitoring email and internet search traffic to identify potential terrorists and people with extremist views</td>
<td>-25%</td>
<td>57%</td>
</tr>
<tr>
<td>Pharmaceutical companies sharing data with academic researchers to test the companies' claims about effectiveness of medical treatments</td>
<td>-24%</td>
<td>57%</td>
</tr>
<tr>
<td>GP health records being shared with academics and scientists for research to improve treatments</td>
<td>-26%</td>
<td>53%</td>
</tr>
<tr>
<td>Energy companies monitoring what time individuals come home in evening, to predict when and where energy will be most needed</td>
<td>-42%</td>
<td>38%</td>
</tr>
<tr>
<td>Health records being shared with private healthcare companies for the development of more effective treatments</td>
<td>-45%</td>
<td>32%</td>
</tr>
<tr>
<td>Technology companies tracking whether there is a flu epidemic by monitoring what people search for on the internet</td>
<td>-48%</td>
<td>24%</td>
</tr>
<tr>
<td>Online retailers looking at your past pages and sending you targeted advertisements</td>
<td>-71%</td>
<td>13%</td>
</tr>
<tr>
<td>Health records being sold to private healthcare companies to make money for government</td>
<td>-84%</td>
<td>5%</td>
</tr>
</tbody>
</table>

55-75s tend to be more likely than younger age groups to think activities by the government, eg tax and benefit sharing, should happen. But less likely to think that sharing data with private companies should happen.

Base: 2,019 GB adults 16-75, except ‘Health records being shared…’ and ‘Health records being sold…’, which have a base of c.1,010

Source: Ipsos MORI
Those who think something *should* happen are more likely to think it *does* – but still many think something does happen when they don’t want it to

“Which of the following examples of sharing and using people’s personal data do you think currently happen?”

“Thinking again about the same list, do you think the following examples should or should not happen?”

<table>
<thead>
<tr>
<th>Example</th>
<th>Percentage of those who think it should</th>
<th>Percentage of those who think it does</th>
<th>Source: Ipsos MORI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online retailers looking at your past pages and sending you targeted advertisements</td>
<td>84%</td>
<td>81%</td>
<td></td>
</tr>
<tr>
<td>Tax and benefit records being shared to help catch fraud</td>
<td>58%</td>
<td>81%</td>
<td></td>
</tr>
<tr>
<td>Government monitoring email and internet search traffic to identify potential terrorists and people with extremist views</td>
<td>63%</td>
<td>82%</td>
<td></td>
</tr>
<tr>
<td>All hospitals and GPs nationally being able to access your health records for reasons directly relating to your care</td>
<td>49%</td>
<td>75%</td>
<td></td>
</tr>
<tr>
<td>Pharmaceutical companies sharing their data with academic researchers to test the companies' claims about the effectiveness of medical treatments</td>
<td>37%</td>
<td>72%</td>
<td></td>
</tr>
<tr>
<td>Energy companies monitoring what time individuals come home in the evening, in order to predict when and where energy will be most needed</td>
<td>46%</td>
<td>61%</td>
<td></td>
</tr>
<tr>
<td>Health records being sold to private healthcare companies to make money for government</td>
<td>35%</td>
<td>55%</td>
<td></td>
</tr>
<tr>
<td>GP health records being shared with academics and scientists for research to improve treatments</td>
<td>34%</td>
<td>51%</td>
<td></td>
</tr>
<tr>
<td>Technology companies tracking whether there is a flu epidemic by monitoring what people search for on the internet</td>
<td>26%</td>
<td>51%</td>
<td></td>
</tr>
<tr>
<td>Health records being shared with private healthcare companies for the development of more effective treatments</td>
<td>36%</td>
<td>50%</td>
<td></td>
</tr>
</tbody>
</table>

Base: Results from a combined split sample. Percentages calculated off 2,019 GB adults 16-75 from two split samples, except 'Health records being shared…' and 'Health records being sold…', which have a base of c.1,010.
No-one in the “scope for more” quadrant, but quite a few on “right track”, while targeted adverts stand out as a dislike ....

“Which of the following examples of sharing and using people’s personal data do you think currently happen?”

“Thinking again about the same list, do you think the following examples should or should not happen?”

[Graph showing examples of data sharing and user consent]

Base: 2,019 GB adults 16-75, except ‘Health records being shared…’ and ‘Health records being sold…’, which have a base of c.1,010

Source: Ipsos MORI
4. What do people *think* about data privacy?

- Data loss is one of the worst things a company can do, selling anonymous data not far behind – but people only think of it if prompted
- A sense that data sharing is inevitable in the modern world
- Very few think either government or companies have their best interests at heart when using data
- Even if data use causes no harm, people still find it “creepy”
- People want to know more, but some think government should also have a role
- Both government and internet companies are a threat to privacy – but especially internet companies
When prompted two of the top 3 worst things a company can do relate to data – more than exploiting foreign workers

“Thinking about a company you are a customer of (for example your bank or main supermarket), what actions by them, if any, do you think would make you most likely to stop using them?”

PROPEMTED

<table>
<thead>
<tr>
<th>Action</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing a poor service</td>
<td>72%</td>
</tr>
<tr>
<td>Failing to keep safe or losing your personal data</td>
<td>72%</td>
</tr>
<tr>
<td>Selling anonymous data about their customers to other companies</td>
<td>63%</td>
</tr>
<tr>
<td>Charging more than their competitors</td>
<td>53%</td>
</tr>
<tr>
<td>Avoiding paying tax in the UK</td>
<td>50%</td>
</tr>
<tr>
<td>Paying their workers below the minimum wage</td>
<td>47%</td>
</tr>
<tr>
<td>Giving large bonuses to their Chief Executive</td>
<td>43%</td>
</tr>
<tr>
<td>Exploiting overseas workers</td>
<td>37%</td>
</tr>
<tr>
<td>Damaging the environment</td>
<td>35%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
<tr>
<td>Don't know</td>
<td>4%</td>
</tr>
</tbody>
</table>

Base: Split sample, 1,009 GB adults aged 16-75

Source: Ipsos MORI
"Thinking about a company you are a customer of (for example your bank or main supermarket), what actions by them, if any, do you think would make you most likely to stop using them? – FREE TEXT RESPONSE"

- 26% said 'low quality / poor service / bad service'
- 24% said 'price'
- 12% said 'ethics, for example, environmental and human rights'
- 12% said 'trust, for example, unreliability and dishonesty'
- 11% said 'illegal activities'
- 7% said 'data usage'
- 6% said 'finance, for example, changing Ts and Cs'
- 4% said 'performance'
- 3% said 'products'
- 3% said 'poor communication, for example, misleading…'
- 3% said 'reward/salary, for example, paying large bonuses'
- 2% said 'staff treatment'
- 2% said 'reputation'
- 3% said 'other'
- 8% said 'nothing/no answer'
- 7% said 'don't know'

Base: Split sample, 1,009 GB adults aged 16-75

Source: Ipsos MORI
Privacy under threat from government and internet companies – but companies are the biggest worry. Makes no difference when highlight different types of information held by companies and government

“Which one of these do you worry about most, if at all: the threat to your privacy from internet companies (for example, Google, Facebook or Amazon) or the threat to your privacy from government?”

### Basic question

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet companies</td>
<td>29%</td>
</tr>
<tr>
<td>The government</td>
<td>14%</td>
</tr>
<tr>
<td>Both</td>
<td>43%</td>
</tr>
<tr>
<td>Neither</td>
<td>7%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>7%</td>
</tr>
</tbody>
</table>

### Question with:

“As you may know, different organisations hold different types of data about you. For example, internet companies like Google, Facebook and Amazon can hold information on what you search for on the internet, your shopping habits and your personal interests while government has information like tax or medical records.”

<table>
<thead>
<tr>
<th></th>
<th>Number of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet companies</td>
<td>31%</td>
</tr>
<tr>
<td>The government</td>
<td>14%</td>
</tr>
<tr>
<td>Both</td>
<td>39%</td>
</tr>
<tr>
<td>Neither</td>
<td>9%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>7%</td>
</tr>
</tbody>
</table>
There is a sense that data sharing is inevitable

“To what extent do you agree or disagree with the following statements?”

“I don’t think much about what information or data the government and companies hold about me as there is nothing I can do about it”

35% Strongly agree
30% Tend to agree
33% Neither agree / nor disagree
18% Tend to disagree
8% Strongly Disagree
4% Don't know

Agreement particularly high among those with high data trust in government (47%)

68% Strongly agree
52% Tend to agree
19% Neither agree / nor disagree
16% Tend to disagree
6% Strongly Disagree
3% Don't know

Those who selected 4+ privacy precautions were more likely to express this attitude (75%)

66% Strongly agree
48% Tend to agree
21% Neither agree / nor disagree
18% Tend to disagree
8% Strongly Disagree
5% Don't know

Agreement particularly high among those with high data trust in government (47%)

55-75s (74%), those who have taken 4+ privacy precautions (75%) and those with low data trust are most likely to agree

Base: 2,019 GB adults, aged 16-75

Source: Ipsos MORI
Little sense of direct benefits and neither government nor companies given credit for their motives

“To what extent do you agree or disagree with the following statements?”

“I benefit from companies using my personal data – for example by getting a quicker service, or recommendations for products I wouldn’t have thought of”
- Strongly agree: 15%
- Tend to agree: 2%
- Neither agree/nor disagree: 35%
- Tend to disagree: 28%
- Strongly disagree: 16%
- Don't know: 5%

“Government and public services have my best interests at heart when they use my personal data”*
- Strongly agree: 11%
- Tend to agree: 2%
- Neither agree/nor disagree: 34%
- Tend to disagree: 30%
- Strongly disagree: 20%
- Don't know: 6%

“Companies have my best interests at heart when they use my personal data”**
- Strongly agree: 6%
- Tend to agree: 20%
- Neither agree/nor disagree: 37%
- Tend to disagree: 34%
- Strongly disagree: 4%
- Don't know: 4%

“Government and public services use my personal information for their benefit, not mine”**
- Strongly agree: 63%
- Tend to agree: 24%
- Neither agree/nor disagree: 39%
- Tend to disagree: 23%
- Strongly disagree: 6%
- Don't know: 6%

“Companies use my personal information for their benefit, not mine”**
- Strongly agree: 78%
- Tend to agree: 42%
- Neither agree/nor disagree: 36%
- Tend to disagree: 13%
- Strongly disagree: 3%
- Don't know: 4%

Base: 2,019 GB Adults aged 16-75, *Split samples, all asked of c. 1,009 GB adults

Source: Ipsos MORI
Younger people, and those with social media accounts, more likely to feel they benefit

To what extent do you agree or disagree with the following statements?
“I benefit from companies using my personal data – for example by getting a quicker service, or recommendations for products I wouldn’t have thought of”

% agree

Social media account

<table>
<thead>
<tr>
<th>Social media account</th>
<th>No social media account</th>
</tr>
</thead>
<tbody>
<tr>
<td>8%</td>
<td>17%</td>
</tr>
</tbody>
</table>

62% of those who have taken more than 4 privacy precautions disagree that they benefit from companies using personal data

Age groups

<table>
<thead>
<tr>
<th>Age groups</th>
<th>16-24</th>
<th>25-34</th>
<th>35-44</th>
<th>45-54</th>
<th>55-75</th>
</tr>
</thead>
<tbody>
<tr>
<td>8%</td>
<td>13%</td>
<td>18%</td>
<td>19%</td>
<td>17%</td>
<td>18%</td>
</tr>
</tbody>
</table>

Base: 2,019 GB adults, aged 16-75

Source: Ipsos MORI
No clear view whether use of data can cause real harm – but they find it ‘creepy’ nonetheless

“To what extent do you agree or disagree with the following statements?”

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Tend to agree</th>
<th>Neither agree / nor disagree</th>
<th>Tend to disagree</th>
<th>Strongly Disagree</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Once my data has been anonymised and there is no way I can be identified, I’m not really bothered how it is used”</td>
<td>29%</td>
<td>35%</td>
<td>7%</td>
<td>22%</td>
<td>12%</td>
<td>6%</td>
</tr>
<tr>
<td>“Government and companies have got so much data about people, they would never take the time or effort to look at my data individually”</td>
<td>31%</td>
<td>29%</td>
<td>7%</td>
<td>24%</td>
<td>8%</td>
<td>7%</td>
</tr>
<tr>
<td>“I find it a bit creepy that government and businesses could know so much about me, even if it doesn’t really harm me”</td>
<td>62%</td>
<td>10%</td>
<td>24%</td>
<td>38%</td>
<td>24%</td>
<td>8%</td>
</tr>
</tbody>
</table>

24-29s are more likely to agree than disagree, and people with 4+ social media activities are as likely to agree as disagree

48% of those who have put 4+ privacy precautions in place disagree with this attitude

Two-fifths (40%) of those who have put 4+ privacy precautions in place disagree with this attitude

Base: 2,019 GB adults, aged 16-75

Source: Ipsos MORI
Older people more likely to find data sharing ‘creepy’, as are the heavier users of social media

To what extent do you agree or disagree with the following statements?
“I find it a bit creepy that government and businesses could know so much about me, even if it doesn’t really harm me”

% agree

Social media activity
- None: 60%
- 1-3 activities: 58%
- 4+ activities: 66%

Age groups
- 16-24: 56%
- 25-34: 58%
- 35-44: 63%
- 45-54: 63%
- 55-75: 66%

Base: 2,019 GB adults, aged 16-75
Source: Ipsos MORI
People want to know – and not that many with faith in government’s ability to help

“To what extent do you agree or disagree with the following statements?”

Desire to know what information government and private companies know is especially high among those who have taken 4+ privacy precautions, the older age groups and those with little data trust.

But only 5% of those say they would like to know more have actually asked a government department what information they hold about them.

“I would really like to know what information government knows about me”

- Strongly agree: 35%
- Tend to agree: 36%
- Neither agree / nor disagree: 20%
- Tend to disagree: 4%
- Strongly Disagree: 4%
- Don’t know: 5%

“I would really like to know what information private companies know about me”

- Strongly agree: 36%
- Tend to agree: 36%
- Neither agree / nor disagree: 20%
- Tend to disagree: 4%
- Strongly Disagree: 4%
- Don’t know: 5%

“It’s too difficult for me to keep control of all my personal data – it should be the government’s job to prevent anyone misusing it”

- Strongly agree: 13%
- Tend to agree: 27%
- Neither agree / nor disagree: 30%
- Tend to disagree: 17%
- Strongly Disagree: 8%
- Don’t know: 5%

Base: 2,019 GB adults, aged 16-75

Source: Ipsos MORI
5. What do people do about data privacy

• Many people on social media share personal details such as photos, birthdays, life events etc – despite concern about privacy elsewhere

• And while people claim they tick boxes to opt-out of marketing materials, very few do anything proactive, or that would involve them missing out on a service
“Do you have a social media account (such as Facebook or Twitter) that you have used in the last year?”

Three in four use a social media account

- Yes: 75%
- No: 24%

Base: 2,019 GB adults, aged 16-75

Source: Ipsos MORI
Widespread discussion of personal lives, hobbies and interests on social media – but more reticent about politics, religion and health

“Which of the following, if any, have you done on social media in the last year?”

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talked about your holidays or put up holiday photos</td>
<td>42%</td>
</tr>
<tr>
<td>Talked about a major event in your life – eg wedding, becoming pregnant, giving birth, getting a new job, moving house etc.</td>
<td>34%</td>
</tr>
<tr>
<td>Recommended a book, film, TV show or play to others</td>
<td>34%</td>
</tr>
<tr>
<td>Said when your birthday is</td>
<td>33%</td>
</tr>
<tr>
<td>Posted articles from newspapers you agree with</td>
<td>27%</td>
</tr>
<tr>
<td>Asked people to support a campaign or petition</td>
<td>25%</td>
</tr>
<tr>
<td>Talked about your children or put up photos of your children</td>
<td>23%</td>
</tr>
<tr>
<td>Talked about voting for a political party</td>
<td>13%</td>
</tr>
<tr>
<td>Talked or asked questions about a medical condition you or your family have</td>
<td>10%</td>
</tr>
<tr>
<td>Talked about your religious beliefs</td>
<td>7%</td>
</tr>
<tr>
<td>None of these</td>
<td>24%</td>
</tr>
</tbody>
</table>

Base: All having used social media in the past year (1,519)

Those with a low data trust in internet companies are just as likely as those with high trust in internet companies to talk about holidays/put up holiday photos on social media. But those with little data trust in internet companies are less likely to say when their birthday is (only 30%).
“Easy” privacy precautions fairly common, but few have been proactive or done something which involves a loss of service

“Have you done any of these things to protect your data or avoid intrusion into your privacy?”

<table>
<thead>
<tr>
<th>Action</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ticked a box, opting you out of receiving marketing material from websites</td>
<td>78%</td>
</tr>
<tr>
<td>Signed up for the Telephone Preference Service, which removes your number from marketing call lists</td>
<td>52%</td>
</tr>
<tr>
<td>Changed the default settings on your computer or browser to increase your privacy</td>
<td>46%</td>
</tr>
<tr>
<td>Opted out of your name being on the published version of the electoral register</td>
<td>31%</td>
</tr>
<tr>
<td>Stopped using Facebook so that you can protect your privacy</td>
<td>15%</td>
</tr>
<tr>
<td>Started using more secure methods of communication, such as encrypted emails</td>
<td>10%</td>
</tr>
<tr>
<td>Stopped using supermarket loyalty cards so that you can protect your privacy</td>
<td>6%</td>
</tr>
<tr>
<td>Asked a government department, public service or private company to delete any information they hold about you</td>
<td>6%</td>
</tr>
<tr>
<td>Asked a government department, public service or private company what information they hold about you</td>
<td>5%</td>
</tr>
<tr>
<td>None of these</td>
<td>9%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>3%</td>
</tr>
</tbody>
</table>

16-24s are less likely than older age groups to take precautions, 15% said ‘none of these’ compared with just 6% of 45-75s

18% of those with a low trust in internet companies have stopped using their Facebook accounts for privacy reasons

Only 12% of those with a low data trust in internet companies use secure methods of communication

Base: 2,019 GB adults, aged 16-75

Source: Ipsos MORI
Finally, knowledge is very low on these issues, and we know views shift. Answering the questions in the survey has a reported effect...
A third of people say answering the questions in the survey made them more worried – needs to be interpreted in light of nature of questions

“Finally, after going through these questions and thinking about data privacy and sharing in more detail, are you more or less worried about how your personal data is shared and used or has it made no difference?”

![Chart showing survey results]

- More worried: 67%
- No difference: 32%
- Less worried: 1%

Base: 2,019 GB adults, aged 16-75

Source: Ipsos MORI
Appendices
Data trust scores - mean scores

“Please tell me on a score of 0-10 how much you personally trust each of the institutions below to use your data appropriately. 0 means you do not trust an institution at all, and 10 means you have complete trust.”

Your GP surgery: 6.67
The NHS: 6.35
Academic researchers and universities: 5.80
The Police: 5.65
The ONS: 5.62
Charities: 4.95
Your local authority: 4.88
Online retailers, for example, Amazon, Asos and play.com: 4.77
Supermarkets: 4.55
Banks: 4.39
The British Government: 4.23
Telecommunications companies, such as mobile phone companies: 3.83
Internet companies, such as search engines and social media: 3.81
Insurance companies: 3.74
The media/the press: 2.81

Source: Ipsos MORI

Base: 2,019 GB adults, aged 16-75
Overall trust scores - mean scores

“Please tell me on a score of 0-10 how much you personally trust each of the institutions below. 0 means you do not trust an institution at all, and 10 means you have complete trust.”

- Your GP surgery: 7.07
- The NHS: 6.72
- Academic researchers and universities: 6.61
- Online retailers, for example, Amazon, Asos and play.com: 6.27
- The Police: 6.20
- The ONS: 5.95
- Charities: 5.95
- Supermarkets: 5.72
- Your local authority: 5.22
- Internet companies, such as search engines and social media: 5.19
- Telecommunications companies, such as mobile phone companies: 4.74
- Banks: 4.67
- Insurance companies: 4.24
- The British Government: 4.22
- The media/the press: 3.69

Base: 2,019 GB adults, aged 16-75

Source: Ipsos MORI
Methodology

• The Royal Statistical Society commissioned Ipsos MORI to complete a poll of the general public across Great Britain on personal data sharing.

• Results are based on a total of 2,019 completed surveys from a quota survey of GB adults aged 16-75.

• Surveys were completed online using iOnline, Ipsos MORI’s online omnibus. Fieldwork was between 23rd and 25th June.

• Base sizes of less than 100 should be treated with caution and these results seen as indicative only. Bases of less than 30 should be treated with extreme caution and be seen as indicative only.

• The data has been weighted by age, gender, region, social grade, working status, main shopper.

• The question ‘We should share all the data we can because it benefits the services and me’ (slide 12) was undertaken on a different omnibus of 1,000 GB adults aged 16-75. Fieldwork dates were 15th to 18th July.

The next slide provides a guide for looking at significant differences between results for differing base sizes.
Statistical significance

- Because a sample, rather than the entire population, was interviewed for this survey, the percentage results are subject to sampling tolerances – which vary with the size of the sample and the percentage figure concerned.

- For example, for a question where 50% of the people in a (weighted) sample of c. 2000 respond with a particular answer, the chances are 95 in 100 that this result would not vary more than two percentage points, plus or minus, from the result that would have been obtained from the census of the entire population (using the same procedures). An indication of approximate sampling tolerances is given in the table opposite.

- Strictly speaking the tolerances shown here apply only to perfect random samples - in practice good quality quota sampling has been found to be as accurate - although clustering of the sampling points and non-response weighting can have an influence on statistical reliability.

### Approximate sampling tolerances applicable to percentages at or near these levels (at the 95% confidence level)

<table>
<thead>
<tr>
<th>Size of sample or sub-group on which survey result is based</th>
<th>10% or 90% ±</th>
<th>30% or 70% ±</th>
<th>50% ±</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,019 (All people interviewed)</td>
<td>1.3</td>
<td>2</td>
<td>2.2</td>
</tr>
<tr>
<td>c. 1,000 (a half sample)</td>
<td>1.9</td>
<td>2.8</td>
<td>3.1</td>
</tr>
<tr>
<td>c. 500 (a quarter sample)</td>
<td>2.6</td>
<td>4</td>
<td>4.4</td>
</tr>
</tbody>
</table>

### When comparing two different samples of the same size, the following tolerances apply (at the 95% confidence level)

<table>
<thead>
<tr>
<th>Size of sample or sub-group on which survey result is based</th>
<th>10% or 90% ±</th>
<th>30% or 70% ±</th>
<th>50% ±</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,019 vs 2,019</td>
<td>1.9</td>
<td>2.8</td>
<td>3.1</td>
</tr>
<tr>
<td>1,000 vs 1,000</td>
<td>2.6</td>
<td>4.0</td>
<td>4.4</td>
</tr>
<tr>
<td>500 vs 500</td>
<td>3.7</td>
<td>5.7</td>
<td>6.2</td>
</tr>
</tbody>
</table>
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