

**PEW RESEARCH CENTER/GFK PRIVACY PANEL
SURVEY #3 TOPLINE
NOVEMBER 26, 2014-JANUARY 3, 2015
TOTAL N=475 ADULTS, AGES 18 AND OLDER
SURVEY CONDUCTED ONLINE**

MARGIN OF ERROR FOR ALL ADULTS IS +/- 5.6 PERCENTAGE POINTS

In this survey we'd like to explore your views about some important issues.

First, we'd like to learn about some activities you might pursue in your daily life.

AMONG ALL ADULTS [N=475]

Q1. How often do you use your cell phone?

| | |
|----|-------------------------------|
| 65 | Several times a day |
| 9 | About once a day |
| 10 | A few times a week |
| 7 | A few times a month |
| 2 | A few times a year |
| 6 | Never |
| 1 | Refused |
| 75 | NET Daily |
| 24 | NET Less often / Never |

AMONG CELL PHONE USERS [N=444]

Q2. How often do you send and receive text messages on your cell phone?

| | |
|----|-------------------------------|
| 54 | Several times a day |
| 8 | About once a day |
| 10 | A few times a week |
| 6 | A few times a month |
| 5 | A few times a year |
| 12 | Never |
| 5 | Refused/Not asked |
| 63 | NET Daily |
| 33 | NET Less often / Never |

AMONG ALL ADULTS [N=475]

Q3. How often do you use the internet either on a computer or on a mobile device like a smartphone or tablet?

| | |
|----|---------------------|
| 68 | Several times a day |
| 12 | About once a day |
| 7 | A few times a week |
| 3 | A few times a month |
| 2 | A few times a year |

| | |
|-----------|-------------------------------|
| 6 | Never |
| 2 | Refused |
| 81 | NET Daily |
| 17 | NET Less often / Never |

AMONG ALL ADULTS [N=475]

Q4. How often do you send and receive email?

| | |
|-----------|-------------------------------|
| 55 | Several times a day |
| 13 | About once a day |
| 17 | A few times a week |
| 5 | A few times a month |
| 2 | A few times a year |
| 6 | Never |
| 1 | Refused |
| 69 | NET Daily |
| 31 | NET Less often / Never |

AMONG ALL ADULTS [N=475]

Q5. How often do you use social media such as Facebook, Twitter, Pinterest, or LinkedIn?

| | |
|-----------|-------------------------------|
| 31 | Several times a day |
| 14 | About once a day |
| 16 | A few times a week |
| 7 | A few times a month |
| 3 | A few times a year |
| 28 | Never |
| 2 | Refused |
| 45 | NET Daily |
| 54 | NET Less often / Never |

AMONG ALL ADULTS [N=475]

Q6. How often do you use apps on a mobile device such as a smartphone or tablet computer?

| | |
|-----------|-------------------------------|
| 38 | Several times a day |
| 12 | About once a day |
| 8 | A few times a week |
| 5 | A few times a month |
| 3 | A few times a year |
| 33 | Never |
| 1 | Refused |
| 50 | NET Daily |
| 49 | NET Less often / Never |

AMONG MOBILE APP USERS [N=320]

Q7. When an app on your smartphone or tablet seeks your permission to use your location, how often you allow it to use your location?

| | |
|----|-------------------|
| 22 | Frequently |
| 36 | Sometimes |
| 28 | Hardly ever |
| 11 | Never |
| 3 | Refused/Not asked |

AMONG ALL ADULTS [N=475]

Q8. How often do you use search engines to look up information?

| | |
|-----------|-------------------------------|
| 37 | Several times a day |
| 15 | About once a day |
| 20 | A few times a week |
| 12 | A few times a month |
| 6 | A few times a year |
| 8 | Never |
| 1 | Refused |
| 52 | NET Daily |
| 20 | NET Weekly |
| 26 | NET Less often / Never |

AMONG ALL ADULTS [N=475]

Q9. Which of these statements more accurately describes you:

| | |
|----|--|
| 65 | I am generally a private person and like to keep to myself |
| 34 | I am generally an open person who enjoys sharing with others |
| 1 | Refused |

AMONG ALL ADULTS [N=475]

Q10. How much, if anything, have you heard about the government collecting information about telephone calls, emails and other online communications as part of efforts to monitor terrorist activity?

| | |
|----|----------------|
| 31 | A lot |
| 56 | A little |
| 6 | Nothing at all |
| 6 | Don't know |
| 1 | Refused |

According to news reports, the American government has been monitoring communications, such as emails and phone calls, in the U.S. and many other countries.

AMONG ALL ADULTS [N=475]

Q12. In your opinion, is it acceptable or unacceptable for the American government to monitor communications from individuals suspected of terrorist activities?

| | |
|----|--------------|
| 82 | Acceptable |
| 15 | Unacceptable |
| 2 | Refused |

AMONG ALL ADULTS [N=475]

Q13. In your opinion, is it acceptable or unacceptable for the American government to monitor communications from American leaders?

| | |
|----|--------------|
| 60 | Acceptable |
| 38 | Unacceptable |
| 2 | Refused |

AMONG ALL ADULTS [N=475]

Q14. In your opinion, is it acceptable or unacceptable for the American government to monitor communications from American citizens?

| | |
|----|--------------|
| 40 | Acceptable |
| 57 | Unacceptable |
| 3 | Refused |

AMONG ALL ADULTS [N=475]

Q15. In your opinion, is it acceptable or unacceptable for the American government to monitor communications from citizens of other countries?

| | |
|----|--------------|
| 54 | Acceptable |
| 44 | Unacceptable |
| 2 | Refused |

AMONG ALL ADULTS [N=475]

Q16. In your opinion, is it acceptable or unacceptable for the American government to monitor communications from leaders of other countries?

| | |
|----|--------------|
| 60 | Acceptable |
| 37 | Unacceptable |
| 3 | Refused |

AMONG ALL ADULTS [N=475]

Q17. Overall, how concerned are you about government surveillance of Americans' data and electronic communications?

| | |
|-----------|--------------------------|
| 17 | Very concerned |
| 35 | Somewhat concerned |
| 33 | Not very concerned |
| 13 | Not at all concerned |
| 2 | Refused |
| 52 | NET Concerned |
| 46 | NET Not concerned |

AMONG ALL ADULTS [N=475]

Q18. Could you please explain briefly why you have this level of concern about government surveillance of Americans' personal data and electronic communications?

[LARGE TEXTBOX – UNLIMITED CHARACTER LIMIT]

OPEN-END RESPONSES NOT SHOWN**AMONG THOSE WHO HEARD A LOT OR A LITTLE ABOUT GOV'T COLLECTING INFO [N=417]**

Q19. As you have watched the developments in news stories about government monitoring programs over recent months, would you say that you have become more confident or less confident that the programs are serving the public interest?

| | |
|----|----------------|
| 37 | More confident |
| 61 | Less confident |
| 2 | Refused |

AMONG ALL ADULTS [N=475]

Q20. Do you generally think that the courts and judges do a good job balancing the public's right to privacy and the needs of law enforcement and intelligence agencies to collect information for investigations?

| | |
|----|---------|
| 48 | Yes |
| 49 | No |
| 3 | Refused |

AMONG ALL ADULTS [N=475]

Q21N (Q21). How concerned are you about government monitoring of your activity on social media websites such as Facebook or Twitter?

| | |
|-----------|--------------------------|
| 14 | Very concerned |
| 17 | Somewhat concerned |
| 24 | Not very concerned |
| 24 | Not at all concerned |
| 19 | Not applicable |
| 2 | Refused |
| 31 | NET Concerned |
| 47 | NET Not concerned |

AMONG ALL ADULTS [N=475]

22N (Q22). How concerned are you about government monitoring of your activity on search engines?

| | |
|-----------|--------------------------|
| 15 | Very concerned |
| 24 | Somewhat concerned |
| 30 | Not very concerned |
| 23 | Not at all concerned |
| 5 | Not applicable |
| 2 | Refused |
| 39 | NET Concerned |
| 53 | NET Not concerned |

AMONG ALL ADULTS [N=475]

24N (Q24). How concerned are you about government monitoring of your activity on your cell phone?

| | |
|-----------|--------------------------|
| 17 | Very concerned |
| 20 | Somewhat concerned |
| 30 | Not very concerned |
| 24 | Not at all concerned |
| 7 | Not applicable |
| 3 | Refused |
| 37 | NET Concerned |
| 54 | NET Not concerned |

AMONG ALL ADULTS [N=475]

26N (Q26). How concerned are you about government monitoring of your activity on your mobile apps?

| | |
|-----------|--------------------------|
| 12 | Very concerned |
| 17 | Somewhat concerned |
| 28 | Not very concerned |
| 22 | Not at all concerned |
| 19 | Not applicable |
| 3 | Refused |
| 29 | NET Concerned |
| 49 | NET Not concerned |

AMONG ALL ADULTS [N=475]27N (Q27). How concerned are you about government monitoring of your email messages?

| | |
|-----------|--------------------------|
| 19 | Very concerned |
| 19 | Somewhat concerned |
| 31 | Not very concerned |
| 23 | Not at all concerned |
| 4 | Not applicable |
| 3 | Refused |
| 38 | NET Concerned |
| 54 | NET Not concerned |

AMONG THOSE WHO ARE VERY / SOMEWHAT CONCERNED ABOUT GOV'T MONITORING [N=225]

Q22 (Q28). Would you explain a little more what concerns you? What kinds of problems you are concerned might arise because of government monitoring of your communications activity?

[LARGE TEXTBOX – UNLIMITED CHARACTER LIMIT]

OPEN-END RESPONSES NOT SHOWN**[RANDOMIZE RESPONSE OPTIONS A-G]****AMONG THOSE WHO HEARD A LOT OR A LITTLE ABOUT GOV'T COLLECTING INFO [N=417]**

Q23 (Q29). Since learning about U.S. phone and internet monitoring, how much, if at all, would you say you have changed the way you use any of the following:

| | A great deal | Somewhat | Not much | Not at all | Not applicable | Refused | NET Great deal / somewhat | NET Not much / not at all |
|--|--------------|----------|----------|------------|----------------|---------|---------------------------|---------------------------|
| a. Social media websites such as Facebook or Twitter | 7 | 7 | 18 | 45 | 22 | 1 | 15 | 63 |
| b. Search engines | 7 | 10 | 23 | 56 | 4 | 1 | 17 | 79 |
| c. Your landline phone | 5 | 4 | 17 | 51 | 23 | <1 | 9 | 68 |
| d. Your cell phone | 7 | 7 | 23 | 57 | 5 | 1 | 15 | 80 |
| e. Text messages | 7 | 6 | 19 | 53 | 15 | 0 | 13 | 72 |
| f. Mobile apps | 8 | 6 | 17 | 49 | 21 | <1 | 13 | 66 |
| g. Your email accounts | 8 | 10 | 23 | 57 | 2 | 1 | 18 | 80 |

[IF Q23A-G=1-3]

[LARGE TEXTBOX – UNLIMITED CHARACTER LIMIT]

AMONG THOSE WHO CHANGED THEIR BEHAVIOR [N=187]

Q24 (Q30). Could you explain a bit more about the behavior you changed and why you changed the way you communicate with others since learning about government monitoring programs?

[LARGE TEXTBOX – UNLIMITED CHARACTER LIMIT]

OPEN-END RESPONSES NOT SHOWN

[SP]

AMONG ALL ADULTS [N=475]

Q25 (Q31). If you wanted to be more private while you were using the internet or your cell phone, how easy do you think it would be for you to find tools and strategies that would help you?

| | |
|-----------|----------------------|
| 9 | Very easy |
| 35 | Somewhat easy |
| 35 | Somewhat difficult |
| 19 | Very difficult |
| 3 | Refused |
| 44 | NET Easy |
| 54 | NET Difficult |

[IF Q10=1-2]

[RANDOMIZE RESPONSE OPTIONS A-K]

[GRID, SP ACROSS]

AMONG THOSE WHO HEARD A LOT / LITTLE ABOUT GOV'T COLLECTING INFO [N=417]

Q26 (Q32). Since learning about the government's phone and internet monitoring programs, have you done any of the following in an effort to hide or shield your information from the government?

| | I have done this | I have not done this, but have considered it | I have not done this and have not considered it | Not applicable | Refused | NET Have not done this |
|--|------------------|--|---|----------------|---------|------------------------|
| a. Unfriended or unfollowed people on social media | 13 | 8 | 52 | 26 | 1 | 60 |
| b. Deleted social media accounts | 8 | 9 | 58 | 24 | 1 | 67 |
| c. Used social media less often | 15 | 9 | 50 | 24 | <1 | 60 |
| d. Changed your privacy settings on social media | 17 | 10 | 47 | 24 | 1 | 57 |
| e. Made more phone calls instead of communicating online | 8 | 10 | 70 | 11 | 1 | 80 |
| START NEW SCREEN | | | | | | |
| f. Avoided using certain terms in online communications | 13 | 10 | 67 | 9 | 1 | 77 |
| g. Avoided certain apps | 15 | 6 | 56 | 22 | 1 | 62 |
| h. Uninstalled certain apps | 13 | 5 | 57 | 25 | 1 | 62 |

| | | | | | | | |
|----|--|----|----|----|----|---|-----------|
| i. | Used pseudonyms | 8 | 6 | 68 | 16 | 1 | 75 |
| j. | Not used certain terms in search engine queries you thought might trigger scrutiny | 11 | 13 | 64 | 11 | 1 | 77 |
| k. | Spoke more in person instead of communicating online or over the phone | 14 | 9 | 67 | 9 | 1 | 76 |

[LARGE TEXTBOX – UNLIMITED CHARACTER LIMIT]**AMONG THOSE WHO HEARD A LOT / LITTLE ABOUT GOV'T COLLECTING INFO [N=417]**

Q27 (Q33). Please explain if you have made any other changes since learning about U.S. phone and internet monitoring programs that we haven't mentioned.

[LARGE TEXTBOX – UNLIMITED CHARACTER LIMIT]**OPEN-END RESPONSES NOT SHOWN****[IF Q26A-K=1-2]****[LARGE TEXTBOX – UNLIMITED CHARACTER LIMIT]****AMONG THOSE WHO HAVE CHANGED THEIR BEHAVIOR OR CONSIDERED IT [N=185]**

Q28 (Q34). Could you explain a bit more about why you changed some of your behaviors and activities?

[LARGE TEXTBOX – UNLIMITED CHARACTER LIMIT]**OPEN-END RESPONSES NOT SHOWN****[IF Q10=1-2]****AMONG THOSE WHO HEARD A LOT / LITTLE ABOUT GOV'T COLLECTING INFO [N=417]**

Q29 (Q35). Since learning about U.S. phone and internet monitoring, have you adopted any of the following tools or strategies to make your communications and activities more private?

| | I have adopted this | I have not adopted this, but have considered it | I have not adopted this and have not considered it | I don't know what this is | Not applicable to me | Refused | NET Have not adopted this | |
|----|---|---|--|---------------------------|----------------------|---------|----------------------------------|-----------|
| a. | Used a search engine that doesn't keep track of your search history | 10 | 12 | 53 | 13 | 12 | 1 | 64 |
| b. | Adopted email encryption, such as PGP | 2 | 10 | 46 | 31 | 11 | 1 | 55 |
| c. | Adopted mobile encryption for calls or text messages | 4 | 8 | 48 | 24 | 15 | 2 | 56 |
| d. | Used more complex passwords | 25 | 12 | 48 | 6 | 8 | 1 | 60 |
| e. | Proxy servers | 3 | 7 | 41 | 33 | 13 | 2 | 49 |

| | | | | | | | | |
|----|--|----|---|----|----|----|---|-----------|
| f. | Added a privacy-enhancing browser plugin like DoNotTrackMe or Privacy Badger | 5 | 7 | 43 | 31 | 13 | 1 | 50 |
| g. | Changed your privacy settings on social media such as Facebook or Twitter | 19 | 6 | 44 | 4 | 26 | 1 | 50 |
| h. | Used locally-networked communications such as FireChat | 1 | 4 | 42 | 37 | 14 | 1 | 47 |
| i. | Used anonymity software such as Tor | 2 | 5 | 40 | 39 | 13 | 1 | 45 |
| j. | Used another software or network tool to make your activities more private | 3 | 9 | 60 | 14 | 12 | 1 | 69 |

AMONG THOSE WHO ADOPTED PRIVACY TOOLS OR CONSIDERED IT [N=200]

Q30 (Q36). Could you explain a bit more about why you felt it was important to adopt or consider one of those tools or strategies?

OPEN-END RESPONSES NOT SHOWN**[RANDOMIZE A-G]****[GRID, SP ACROSS]****AMONG ALL ADULTS [N=475]**

Q37 Is it acceptable or unacceptable for the government to monitor the communications of U.S. citizens if the person...

| | Acceptable | Unacceptable | Refused |
|---|------------|--------------|---------|
| a. Visited a child pornography site | 77 | 19 | 4 |
| b. Was reported by a bank to be making unusual withdrawals | 51 | 45 | 4 |
| c. Made such engine queries for the keywords "explosives" and "automatic weapons" | 65 | 30 | 4 |

START NEW SCREEN

| | | | |
|---|----|----|---|
| d. Visited websites of known anti-American groups | 67 | 29 | 4 |
| e. Exchanged emails with an imam who preached against infidels | 68 | 28 | 4 |
| f. Used encryption software to hide files | 49 | 47 | 4 |
| g. Had friends and followers on social media who used hateful language about American leaders | 49 | 47 | 4 |

[RANDOMIZE RESPONSE OPTIONS 1 AND 2]**AMONG ALL ADULTS [N=475]**

PARTY.

In politics TODAY, do you consider yourself a Republican, Democrat, or independent?

| | |
|----|----------------|
| 24 | Republican |
| 36 | Democrat |
| 33 | Independent |
| 6 | Something else |
| 2 | Refused |