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EU-Survey

Public consultation of the evaluation and review of the e-privacy directive

Media Governance and Industries Research Lab
University of Vienna
2016

QUESTIONNAIRE FOR THE PUBLIC CONSULTATION ON THE EVALUATION AND REVIEW OF THE E-PRIVACY DIRECTIVE

Fields marked with * are mandatory.

QUESTIONNAIRE FOR THE PUBLIC CONSULTATION ON THE EVALUATION AND REVIEW OF THE E-PRIVACY DIRECTIVE

The e-Privacy Directive (Directive 2002/58/EC on privacy and electronic communications) concerns the protection of privacy and personal data in the electronic communication sector. The Communication on a Digital Single Market Strategy for Europe (COM(2015) 192 final) of 6 May 2015 (DSM Communication) sets out that once the new EU rules on data protection are adopted, the ensuing review of the e-Privacy Directive should focus on ensuring a high level of protection for data subjects and a level playing field for all market players.

Given that the e-Privacy Directive particularises and complements the Data Protection Directive 95/46/EC that will be replaced by the General Data Protection Regulation (**GDPR**), this questionnaire contains several questions related to the interplay between the e-Privacy Directive and the future GDPR.

In December 2015 the European Parliament and the Council of Ministers reached a political agreement on the final draft of the GDPR. All references to the GDPR in this questionnaire and background document are based on the text adopted in December[1]. After a legal and linguistic review, which may result in small changes to the text, the GDPR will be formally adopted by the European Parliament and Council and the official texts will be published in the Official Journal of the European Union in all official languages.

The purpose of this questionnaire is twofold: First, to gather input for the evaluation process of the ePD (see Section I of the questionnaire) and second, to seek views on the possible solutions for the revision of the Directive (see Section II). The Commission invites citizens, legal entities and public authorities to submit their answers by the 5th of July 2016.

The Commission will summarise the results of this consultation in a report, which will be made publicly available on the website of the Directorate General for Communications Networks, Content and Technology. The results will feed into a Staff Working Document describing the Commission findings on the overall REFIT evaluation of the e-Privacy Directive.

This questionnaire is available in **3** languages (French, English and German). You can skip questions that you do not wish to answer, except the ones marked with an asterisk. You can pause at any time and continue later. Once you have submitted your answers, you would be able to download a copy of your completed responses as well as upload additional material.

Please note that except for responses from visually impaired, in order to ensure a fair and transparent consultation process, only responses received through the online questionnaire will be taken into account and included in the summary.

[1]

http://www.emeeeting.europarl.europa.eu/committees/agenda/201512/LIBE/LIBE%282015%291217_1/sitt-

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PRIVACY STATEMENT

Please indicate your preference for the publication of your response on the Commission's website (see specific privacy statement):

Please note that regardless the option chosen, your contribution may be subject to a request for access to documents under Regulation 1049/2001 on public access to European Parliament, council and Commission documents. In this case the request will be assessed against the conditions set out in the Regulation and in accordance with applicable data protection rules.

- Under the name given:** I consent to publication of all information in my contribution and I declare that none of it is subject to copyright restrictions that prevent publication.
- Anonymously:** I consent to publication of all information in my contribution and I declare that none of it is subject to copyright restrictions that prevent publication.
- Please keep my contribution confidential:** it will not be published, but will be used internally within the Commission.

Specific privacy statement e-Privacy

[Specific 20privacy 20statement ePrivacy.pdf](#)

Before filling in the questionnaire, we suggest that you consult the background document at the right-hand side of the survey.

Background document

[05 2004 20Background 20document.pdf](#)

GENERAL INFORMATION

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Question I: If you answer on behalf of your organisation: Is your organisation registered in the Transparency Register of the European Commission and the European Parliament?

- Yes.
- No (if you would like to register now, please [click here](#)). If your entity responds without being registered, the Commission will consider its input as that of an individual.
- Not applicable (I am replying as an individual in my personal capacity).

*

Question I A: Please indicate your organisation's registration number in the Transparency Register.

Media3314401793

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Question II: Please enter the name of your institution/organisation/business:

Media Governance and Industries Research Lab

Question III: Please enter your organisation's address:

Währingerstr. 29, 1090 Wien, Austria

Question IV: Please enter your organisation's website:

<http://mediagovernance.univie.ac.at/>

*

Question V: Please enter the name of a contact person:

Izabela Korbiel

Question VI: Please enter the phone number of a contact person:

*

Question VII: Please enter the e-mail address of a contact person:

izabela.korbiel@univie.ac.at

*

Question VIII: In which capacity are you participating in this consultation:

- Citizen
- Consumer association or user association
- Civil society association (e.g. NGO in the field of fundamental rights)
- Electronic communications network provider or provider of electronic communication services (e.g. a telecom operator)
- Association/umbrella organisation of electronic communications network providers or providers of electronic communication services
- Association/umbrella organisation/ trade association (other than associations of electronic communication service provider/network providers)
- Internet content provider (e.g. publishers, providers of digital platforms and service aggregators, broadcasters, advertisers, ad network providers)
- Other industry sector
- Government authority
- Competent Authority to enforce (part of) the e-Privacy Directive
- Other public bodies and institutions

*

Question VIII G: Please provide the name of the public body or institution:

University of Vienna, Media Governance and Industries Research Group

*

Question IX: Please indicate your country of residence? (In case of legal entities, please select the primary place of establishment of the entity you represent)

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Sweden
- Slovenia
- Slovak Republic
- Spain
- United Kingdom
- Other

I. REFIT EVALUATION OF THE E-PRIVACY DIRECTIVE

Preliminary Question: How much do you know about the e-Privacy Directive?

	Very much	Much	Some	A little	Hardly anything	No opinion
Its objectives	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Its provisions	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Its implementation	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Its relation to GDPR	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I.1. EFFECTIVENESS OF THE E-PRIVACY DIRECTIVE

The e-Privacy Directive aims to harmonise the national provisions required to ensure an equivalent level of privacy protection in connection with the processing of data in the electronic communications sector and to ensure the free movement of such data and electronic communication equipment. This section seeks to explore the extent to which the objectives of the e-Privacy Directive have been achieved. For more information please refer to the background document (see Section III).

Question 1: Based on your experience, do you consider that the e-Privacy Directive objectives have been achieved? More particularly:

	significantly	moderately	little	not at all	do not know
Full protection of privacy and confidentiality of communications across the EU	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free movement of personal data processed in connection with the provision of electronic communication services	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free movement of electronic communications equipment and services in the EU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Question 1 A: Please specify your reply. You may wish to focus on presenting the reasons why certain objectives were achieved/not achieved, please also consider whether factors other than the e-Privacy Directive influenced the outcome.

Text of 1 to 1500 characters will be accepted

The mass gathering of citizens' data and the passing/amending/planning of surveillance legislation in EU member states continue to pose a threat to citizens' privacy. The legislation is overly intrusive and disproportionate. It is creating a chilling effect among citizens who are reluctant to express minority dissenting views online. The journalistic community is in danger of losing its ability to perform its watchdog role because sources / whistleblowers are much more reticent to talk to journalists because they are sure they can be identified through legal or illegal surveillance. There are numerous examples in EU member states of journalists' communications being secretly or overtly accessed, both legally and illegally, with a view to identifying confidential sources and / or whistleblowers. The Investigatory Powers Bill, which has passed through the British Parliament despite enormous criticism from three parliamentary committees, as well as from politicians, the media and privacy and human rights groups, would oblige Internet providers to store the records of all Internet users - including journalists - for a year. Clearly, this creates a risk not just for the privacy of journalists' communications but also a risk of invasion of online privacy of journalists who are involved in sensitive stories holding state entities to account. All of this is a grave threat to democracy.

Question 2: Have you encountered problems in applying/understanding the rules (in your role of provider or as individual)? More in particular in relation to:

	Yes	No	No opinion
Notification of personal data breaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidentiality of electronic communications	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific rules on traffic and location data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsolicited marketing communications sent and received though the Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Itemised billing of invoices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentation and restriction of calling and connected line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automatic call forwarding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directories of subscribers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 2 A: If you answered “Yes”, please specify your reply.

Text of 1 to 1500 characters will be accepted

In the course of academic research by the University of Vienna's Media Governance & Industries Lab, headed by Prof. Katharine Sarikakis, focusing on the impact of surveillance on the ability of watchdog journalists in the EU to perform their role, which is vital for democracy, it became clear that a lack of confidence in the protection (legislative and other) of the confidentiality of electronic communications continues to threaten their ability to do so. Interviews with investigative journalists reporting on sensitive national security stories, including those involving surveillance, such as the Snowden revelations, revealed a grey zone in which there was no longer any faith that the confidentiality of electronic communications between colleagues and with confidential sources / whistleblowers remained secured. The interviews revealed of paramount concern is, in this context, the suffocation of communicative space (with journalists) of whistleblowers and other confidential sources. The legislative, judicial, and executive processes involving creation and application of surveillance laws is disproportionate, and lacks transparency or genuine independent oversight mechanisms. Consequently, journalists feel there is a great deal of room for state entities to operate in a grey zone using the surveillance tools at their disposal to a) identify sources b) surveil journalists c) harrass journalists through surveillance.

Question 3: It is currently up to Member States to set up the national bodies entrusted with the enforcement of the e-Privacy Directive. Article 15a of the e-Privacy Directive refers indeed to the “competent national authority” and, where relevant, “other national bodies” as the entities entrusted with supervisory and enforcement powers in relation to the national provisions implementing the e-Privacy Directive.

On the basis of your experience, did the fact that some Member States have allocated enforcement competence to different authorities lead

	significantly	moderately	little	not at all	do not know
to divergent interpretation of rules in the EU?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
to non-effective enforcement?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 4: If you answered 'significantly' or 'moderately' to the previous question, has this in your view represented a source of confusion for:

	Yes	No	Do not know
Providers of electronic communication services, information society services and data controllers in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Citizens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competent Authorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 4 A: Please specify your reply.

Text of 1 to 1500 characters will be accepted

I.2. RELEVANCE OF THE E-PRIVACY DIRECTIVE

The Data Protection Directive 95/46/EC, which will be replaced by the General Data Protection Regulation (GDPR), is the central legislative instrument in the protection of personal data in the EU. More detailed rules were considered necessary for the protection of privacy and data protection in the electronic communications sector, which led to the adoption of the e-Privacy Directive. This section seeks to assess the relevance of the objectives of the e-Privacy Directive and each of its articles, taking into account technological, social and legal developments. For more information please refer to the background document.

Question 5: In your opinion, are specific rules at EU level necessary to ensure the following objectives:

	Yes	No	No opinion
An equivalent level of protection (full protection) across the EU regarding the right to privacy and confidentiality with respect to the processing of personal data in the electronic communications sector	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The free movement of personal data processed in connection with the provision of electronic communication services	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Free movement of electronic communications equipment and services	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 6: Is there an added value to have specific rules for the electronic communications sector on...?:

	Yes	No	No opinion
Notification of personal data breaches	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidentiality of electronic communications	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific rules on traffic and location data	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsolicited marketing communications sent and received though the Internet	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Itemised billing of invoices	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentation and restriction of calling and connected line	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automatic call forwarding	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directories of subscribers	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 6 A: Please specify your reply if needed.

Text of 1 to 1500 characters will be accepted

One of the main ambitions of the European Commission in proposing a new data protection framework was to bolster the rights of individuals. This desire is clearly reflected in the strengthened rights of data subjects. These include, for example, a right to require information about data being processed about themselves, access to the data in certain circumstances, and correction of data which is wrong. There is also a right to restrict certain processing and a right to object to their personal data being processed for direct marketing purposes. Individuals can also ask to receive back their personal data in a structured and commonly used format so that it can easily be transferred to another data controller.

It allows individuals to require the data controller to erase their personal data without undue delay in certain situations, such as where they withdraw consent and no other legal ground for processing applies. Alongside this is an obligation to take reasonable steps to inform third parties that the data subject has requested erasure of any links to, or copies of, that data. Companies claim this might often be difficult to manage in practice but for the first time they are obliged to undertake measures if required from the users.

I.3. COHERENCE OF THE E-PRIVACY DIRECTIVE

This section aims to assess whether the existing rules fit with each other and whether they are coherent with other legal instruments. See background document for more details (see Sections III.3 and III.6).

Question 7: Are the security obligations of the e-Privacy Directive coherent with the following security requirements set forth in the different legal instruments:

	significantly	moderately	little	not at all	do not know
<p>The Framework Directive (Article 13a): requiring providers of publicly available electronic communication services and networks to take appropriate measures to manage the risks posed to the security and integrity of the networks and services and guarantee the continuity of supply.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>The future General Data Protection Regulation setting forth security obligations applying to all data controllers: imposing on data controllers and processors to implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk, including, as appropriate, the pseudonymisation and encryption of personal data and the ability to ensure the ongoing confidentiality, integrity, availability and resilience of systems and services processing personal data.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<p>The Radio Equipment Directive: imposing privacy and data protection requirements upon all terminal equipment attached to public telecommunication networks.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>The future Network and Information Security (NIS) Directive: obliging Member States to require that digital service providers and operators of certain essential services take appropriate and proportionate technical and organisational measures to manage the risks posed to the security of networks and information systems which they use in their operations.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 7 A: Please specify your reply if needed.

Text of 1 to 1500 characters will be accepted

Question 8: The e-Privacy Directive prohibits the use of electronic mail, fax and automatic calling machines for direct marketing unless users have given prior consent (Article 13.1). However, it leaves to Member States the choice of requiring prior consent or a right to object to allow placing person-to-person telemarketing calls (Article 13.3).

In your opinion, is the choice left to Member States to make telemarketing calls subject either to prior consent or to a right to object, coherent with the rules of Art 13.1 (which require opt in consent for electronic mail, fax and automatic calling machines), given the privacy implications and costs of each of the channels?

- Yes
- No
- No opinion

Question 8 A: Please specify your reply if needed.

Text of 1 to 1500 characters will be accepted

It creates double standards, companies can potentially move from one legislation to another without an umbrella regulation.

Question 9: There is legal uncertainty as to whether messages sent through social media are covered by the opt-in provision applying to email (Art 13.1) or by opt-out provisions (Art 13.3). Please indicate whether you agree or not with the following statements.

	Yes	No	No opinion
I find it more reasonable to apply to marketing messages sent through social media the same rules as for email (opt in)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find it more reasonable to apply to marketing messages sent through social media opt out rules (Art 13)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

I.4. EFFICIENCY OF THE E-PRIVACY DIRECTIVE

In the following section we would like stakeholders to assess the costs and benefits of the e-Privacy Directive, including for citizens at large.

Question 10: The protection of privacy and personal data in the electronic communications sector is also aimed to increase users' trust in these services. To what extent have the national provisions implementing the e-Privacy Directive contributed to raising users' trust in the protection of their data when using electronic communication services and networks?

- Significantly
- Moderately
- Little
- Not at all
- Do not know

Question 10 A: Please specify your reply if needed.

Text of 1 to 1500 characters will be accepted

Some improvements can be observed. Discussions at both national and European level have contributed to significant raise in awareness about the need for data protection.

Data Protection Day takes place on January 28 every year commemorating the signing of Convention 108, the first legally binding international treaty dealing with privacy and data protection.

Question 11: To what extent did the e-Privacy Directive create additional costs for businesses?

- Significantly
- Moderately
- Little
- Not at all
- Do not know

Question 11 A: Please provide an estimation of the percentage of the total cost and/or any other information.

Text of 1 to 1500 characters will be accepted

Costs of reaching targeted groups will be higher, access is limited with the aim to protect individual users, however many DPAs adapted and found a way to overcome the restrictions. Estimated costs might be 10% higher.

International transfers are affected in particular. The process has been improved by the removal of the need for prior authorisation for transfers based on approved safeguards such as Commission or DPA approved contracts. What is more, the GDPR removes self-assessment as a basis for transfer: this is currently only used as a stand alone basis in a few Member States and is arguably a necessary sacrifice in order to achieve uniformity. The consent derogation has also been amended: data exporters who rely on consent to move data outside the EU will need to look carefully at whether data subjects have been sufficiently informed of the risks of transfer. This procedure causes additional costs.

Not complying with the GDPR will be costly for the DPAs. The GDPR establishes a tiered approach to penalties for breach which enables the DPAs to impose fines for some infringements of up to the higher of 4% of annual worldwide turnover and EUR20 million (eg breach of requirements relating to international transfers or the basic principles for processing, such as conditions for consent). Other specified infringements would attract a fine of up to the higher of 2% of annual worldwide turnover and EUR10m.

Question 12: In your opinion, are the costs of compliance with the e-Privacy Directive proportionate to the objectives pursued, in particular the confidentiality of communication as a measure to safeguard the fundamental right to privacy?

- Yes
- No
- No opinion

Question 12 A: Please specify your reply if needed.

Text of 1 to 1500 characters will be accepted

Yes in relation to the profit made by those companies. Moreover it will be a relief to many that an outright ban on transfers to foreign regulators without DPA approval has been removed in the final text.

The most relevant measure to safeguard the fundamental right to privacy is an introduced consent rule. The data subject's consent to processing of their personal data must be as easy to withdraw as to give consent. Consent must be "explicit" for sensitive data. The data controller is required to be able to demonstrate that consent was given. The GDPR states that in assessing whether consent has been freely given, account shall be taken, for example, of whether the performance of a contract is made conditional on the consent to processing data that is not necessary to perform that contract. consent is not freely given if the data subject had no genuine and free choice or is unable to withdraw or refuse consent without detriment.

I.5. EU ADDED VALUE OF THE ERIVACY DIRECTIVE

This section seeks to assess the EU added value of the e-Privacy Directive especially in order to evaluate whether action at EU level is needed for this specific sector. See background document for more details (see Section III).

Question 13: Do you think that national measures would have been/be needed if there were no EU legislation on e-Privacy for the electronic communication sector?

- Yes
- No
- No opinion

Question 14: In your experience, to what extent has the e-Privacy Directive proven to have a clear EU added value to achieve the following objectives:

	Strongly agree	Agree	Disagree	Strongly disagree	Do not know
Increasing confidentiality of electronic communications in Europe	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Harmonising confidentiality of electronic communications in Europe	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensuring free flow of personal data and equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

II. REVISING THE E-PRIVACY DIRECTIVE: LOOKING AHEAD

This section covers forward looking questions to assess the possible solutions available to revise the e-Privacy Directive, in case its evaluation demonstrates the need for review.

Question 15: Based on your experience with the e-Privacy Directive and taking due account of the content of the GDPR, what should be the priorities for any future legal instrument covering privacy and data protection issues in the electronic communications sector? Multiple answers possible:

- Widening the scope of its provisions to over-the-top service providers (OTTs)
- Amending the provisions on security
- Amending the provisions on confidentiality of communications and of the terminal equipment
- Amending the provisions on unsolicited communications
- Amending the provisions on governance (competent national authorities, cooperation, fines, etc.)
- Others
- None of the provisions are needed any longer

Questions 16: In your opinion, could a directly applicable instrument, one that does not need to be implemented by Member States (i.e. a Regulation), be better to ensure an equivalent level of privacy protection in connection with the processing of data in the electronic communications sector and to ensure the free movement of such data?

- Yes
- No
- Other

Question 16 A: If you answered 'Other', please specify.

Text of 1 to 1500 characters will be accepted

II.1. REVIEW OF THE SCOPE

The requirements set forth by the e-Privacy Directive to protect individual's privacy apply to publicly available electronic communication services (**ECS**). Such rules do not apply to so called Over-The-Top (**OTT**) services (e.g. unmanaged Voice over IP, instant messaging, web mail, messaging in social networks). This may result in both a void of protection for citizens and in an uneven playing field in this market. Although the rules to protect personal data of Directive 95/46/EC and the future GDPR apply to OTT communications services, some specific rules of the e-Privacy Directive, such as the principle of confidentiality of communications, do not apply to these services. See background document for more details (see Section III.2).

Question 17: Should the scope be broadened so that over-the-top service providers (so called "OTTs") offer the same level of protection when they provide communications services such as Voice over IP, instant messaging, emailing over social networks).

- Yes
- In part
- Do not know
- Not at all

Question 18: If you answered "yes" or "in part" to the previous question, please specify which e-Privacy principles & obligations should apply to so called OTTs (multiple replies possible):

	Strongly agree	Agree	Disagree	Strongly disagree	Do not know
Security obligations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidentiality of communications (prior consent to intercept electronic communications)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic and location data (prior consent to process)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsolicited marketing communications (i.e. should Article 13 apply to messages sent via OTT services?)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 19: In your opinion, which obligations should apply to the following types of networks (eventually subject to adaptations for different actors on proportionality grounds)?

	All networks, whether public, private or closed	Non-commercial WIFI Internet access (e.g. ancillary to other activities) provided to customers/public in, e.g. airport, hospital, mall, universities etc.	Only publicly available networks (as currently)
Security obligations	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidentiality of communications	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obligations on traffic and location data	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

II.2. ENSURING SECURITY AND CONFIDENTIALITY OF COMMUNICATIONS

The e-Privacy Directive requires Member States to ensure confidentiality of communications in public communication networks and for related traffic data. Listening, tapping, storage or other kinds of interception or surveillance of communications and the related traffic data by persons other than users without the consent of the citizen concerned, except when legally authorised, is prohibited. The requirement for prior consent is extended to cover the information stored in users' terminal, given that users have very sensitive information in their computers, smartphones and similar devices. See background document for more details (see Sections III.3 and III.4).

Question 20: User empowerment and the possibility for users to protect their communications, including, for example, by securing their home WiFi connections and/or by using technical protection measures, is increasingly relevant given the number of security risks.

Do you think that legislation should ensure the right of individuals to secure their communications (e.g. set forth appropriate passwords for home wireless networks, use encryption apps), without prejudice of law enforcement needs to safeguard important public interests in accordance with the procedures, conditions and safeguards set forth by law?

- Yes
- No
- Do not know

Question 20 A: Please explain, if needed.

Text of 1 to 1500 characters will be accepted

Also financial aspects, without these security measures financial damage can be easily done to the users.

Confidentiality of communication is a not questioned rule in democratic systems and quaranted by law. In accordance to that an analogical rule should apply to online communication where the information should not be diclosed without an user consent. The personal information economy is growing providing many opportunities for business, however individuals have to be protected for security reasons and because of their lack of power it this relationship.

Question 21: While an important number of laws imposing security requirements are in place, numerous publicly reported security breaches point to the need for additional policy measures. **In your opinion, to what extent would the following measures improve this situation?**

	significantly	moderately	little	not at all	do not know
Development of minimum security or privacy standards for networks and services	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extending security requirements to reinforce coverage of software used in combination with the provision of a communication service, such as the operating systems embedded in terminal equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Extending security requirements to reinforce coverage of Internet of Things devices, such as those used in wearable computing, home automation, vehicle to vehicle communication, etc.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extending the security requirements to reinforce coverage of all network components, including SIM cards, apparatus used for the switching or routing of the signals, etc.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 22: The practice of websites to deny access to those users who refuse to accept cookies (or other technologies) have generated critics that citizens do not have a real choice. **To what extent do you agree to put forward the following measures to improve this situation?**

	strongly agree	agree	disagree	strongly disagree	do not know
Information society services should be required to make available a paying service (without behavioural advertising), as an alternative to the services paid by users' personal information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Information service providers should not have the right to prevent access to their non-subscription based services in case users refuse the storing of identifiers in their terminal equipment (i.e., identifiers not necessary for the functioning of the service)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 22 A: Please explain, if needed.

Text of 1 to 1500 characters will be accepted

Question 23: As a consumer, do you want to be asked for your consent for the processing of your personal data and other information stored on your smart devices as regards the following? Select the option for which you want to be asked for your consent (several options possible):

- Identifiers placed/collected by a third party information society service (not the one that you are visiting) for online behavioural advertising purposes
- Identifiers placed/collected by an information society service you are visiting – when their purpose is website analytics, measuring number of website visitors, where visitors go within the website, etc. (e.g. "first party" cookies or equivalent technologies)
- Identifiers placed/collected by an information society service you are visiting whose purpose is to support user experience, such as language preference cookies[1]
- Identifiers collected/placed by an information society service to detect fraud
- Identifiers collected/placed by an information society service for frequency capping (number of times a user sees a given ad)
- Identifiers collected and immediately anonymised in a way that it is impossible to identify the users' device
- Other

[1] See Article 29 Working Party Opinion 04/2012 on Cookie Consent Exemption of 7.06.2012

Question 23 A: Please explain, if needed.

Text of 1 to 1500 characters will be accepted

Question 24: It has been argued that requesting users' consent to the storage/access of information in their devices, in particular tracking cookies, may disrupt Internet experience. To facilitate this process and users' ability to consent, a new e-Privacy instrument should (several options possible):

- Require manufacturers of terminal equipment including operating systems and browsers to place on the market products with privacy by default settings (e.g. third party cookies off by default)
- Adopt legislation, delegated acts for example, defining mechanisms for expressing user preferences regarding whether they want to be tracked
- Mandate European Standards Organisations to produce standards (e.g. Do Not Track; Do not Store/Collect)
- Introducing provisions prohibiting specific abusive behaviours, irrespective of user's consent (e.g. unsolicited recording or filming by smart home devices)
- Support self-co regulation
- Others

Question 24 A: Please explain, if needed.

Text of 1 to 1500 characters will be accepted

Self- and co regulation are alternatives to traditional regulations, they are not bureaucratic and low costs solutions to situations where two or more actors (public or private) decide to work together to improve the status quo, by resolving a problem or exploiting an opportunity. These alternatives to traditional statutory regulation are marked by a stronger involvement of non-governmental actors in regulatory processes. Both industry and policymakers can consider alternative modes of regulation to have great potential for solving contemporary problems of communications regulation. Under communications and media legislation, self- and co-regulatory arrangements require industry participants to assume responsibility for regulatory detail within their own sectors, and this is underpinned by clear legislative obligations, with the regulator maintaining reserve powers. Effective self- and co-regulation includes:

Industry— minimising regulatory burdens on business and clarifying the application of any regulation to new industry participants and services.

Citizen—regulatory processes and decisions that improve citizen engagement, incorporate citizen perspectives, are transparent and accountable, and ultimately further citizens' participation in society.

Consumer—the interests of the public as consumers relate to having adequate consumer protection and safeguards, and being able to make informed choices about their purchase and and the use of communications and media services

Question 25: The e-Privacy Directive contains specific privacy protections for the processing of traffic and location data in order to ensure confidentiality of the related communications. In particular, they must be erased or made anonymous when they are no longer needed for the purpose of the transmission of a communication or consent to users should be asked in order to use them for added value services (e.g. route guidance, traffic information, weather forecasts and tourist information). Under the existing exemptions, the processing of traffic data is still permitted for a limited time if necessary e.g. for billing purposes. See background document for more details.

Do you consider that the exemptions to consent for processing traffic and location data should be amended? You can choose more than one option. In particular, the exceptions:

- should be broadened to include the use of such data for statistical purposes, with appropriate safeguards
- should be broadened to include the use of such data for public purposes (e.g. research, traffic control, etc.), with appropriate safeguards
- should allow the data to be used for other purposes only if the data is fully anonymised
- should not be broadened
- the provision on traffic and location data should be deleted

Question 25 A: Please explain, if needed.

Text of 1 to 1500 characters will be accepted

Limited use for statistics justified only with data is fully anonymised. The anonymisation of personal data is possible and can help service society's information needs in a privacy-friendly way. Anonymisation is of particular relevance at the moment, given the increased amount of information being made publicly available through Open Data initiatives and through individuals posting their own personal data online. Anonymisation safeguards individuals' privacy and is a practical example of the 'privacy by design' principles that data protection law promotes.

Advantages of data anonymisation are:

- minimising the risk of breaking the law and consequent enforcement action by the regulators
- instilling greater confidence when dealing with the 'transparency agenda' imperatives for the publication of information or with legal duties to publish
- improving decision making when handling freedom of information requests involving personal data
- developing greater public trust through ensuring that legally required safeguards are in place and are being complied with
- promoting a better understanding of a difficult area of the law, particularly the data protection - freedom of information interface
- better public authority accountability through the availability of data about service outcomes and performance
- public confidence that data is being used for the public good while privacy is being protected

II. 3. NON-ITEMISED BILLS, CONTROL OVER CALL LINE IDENTIFICATION, AUTOMATIC CALL FORWARDING AND SUBSCRIBERS DIRECTORY

The e-Privacy Directive provides for the right of subscribers to receive non-itemised bills. The e-Privacy Directive also gives callers the right to prevent the presentation of the calling-line identification if they wish so to guarantee their anonymity. Furthermore, subscribers have the possibility to stop automatic call forwarding by a third party to their terminals. Finally, subscribers must be given the opportunity to determine whether their personal data is included in a public directory (printed, electronic or obtainable through directory inquiry services). See background document for more details (see Section III.5).

Question 26: Give us your views on the following aspects:

	This provision continues being relevant and should be kept	This provision should be amended	This provision should be deleted	Other
Non-itemised bills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentation and restriction of calling and connected line identification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automatic call forwarding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subscriber directories	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 26 A: Please specify, if needed.

Text of 1 to 1500 characters will be accepted

II.4. UNSOLICITED COMMERCIAL COMMUNICATIONS

The e-Privacy Directive requires prior consent to send commercial communications through electronic mail (which includes SMS), fax and automatic calling machines without human interaction). However, companies which have acquired an end-user's email in the context of a sale of products or services can send direct marketing by email to advertise their own similar products or services, provided that the end-user is given the possibility to object (often referred to as '**opt-out**'). Member States can decide whether to require opt in or opt out for marketing calls (with human interaction). Furthermore, the protection against all types of commercial communications also benefits to legal persons but the e-Privacy Directive leaves it to Member States to decide whether they are protected by an opt-in or opt-out regime. See background document (see Section III.6) for more details.

Question 27: Do you think that the Member States should retain the possibility to choose between a prior consent (opt-in) and a right to object (opt-out) regime for:

	Yes	No	Do not know
Direct marketing telephone calls (with human interaction) directed toward individual citizens	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Direct marketing communications to legal persons, (automatic calling machines, fax, e-mail and telephone calls with human interactions)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Question 28: If you answered "no" to one or more of the options in the previous question, please tell us which system should apply in your view?

	consent (opt-in)	right to object (opt-out)	do not know
Regime for direct marketing communications by telephone calls with human interaction	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regime of protection of legal persons	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 28 A: Please explain, if needed.

Text of 1 to 1500 characters will be accepted

II.4. FRAGMENTED IMPLEMENTATION AND INCONSISTENT ENFORCEMENT

Some provisions of the e-Privacy Directive may be formulated in too broad and general terms. As a consequence, key provisions and concepts may have been implemented and transposed differently by Member States. Moreover, while the Data Protection Directive entrusts the enforcement of its provisions to data protection supervisory authorities, the e-Privacy Directive leaves it up to Member States to designate a competent authority, or where relevant other national bodies. This has led to a fragmented situation in the Union. Some Member States have allocated competence to data protection supervisory authorities (DPAs), whereas others to the telecom national regulatory authorities (NRAs) and others to yet another type of bodies, such as consumer authorities. See section III. 7 of background document for more details.

Question 29: Do you consider that there is a need to allocate the enforcement to a single authority?

- Yes
- No
- Do not know

Question 30: If yes, which authority would be the most appropriate one?

- National data protection authority
- National (telecom) regulatory authority
- National Consumer protection authority
- Other

Question 30 A: If 'Other', please specify.

Text of 1 to 1500 characters will be accepted

Question 31: Should the future consistency mechanism created by the GDPR apply in cross-border matters covered by the future e-Privacy instrument?

- Yes
- No
- Do not know

Question 32: Do you think that a new e-Privacy instrument should include specific fines and remedies for breaches of the relevant provisions of the new e-Privacy legal instrument, e.g. breaches of confidentiality of communications?

- Yes
- No
- Do not know

Question 33: These questions aim to provide a comprehensive consultation on the functioning and review of the e-Privacy Directive. Please indicate if there are other issues that should be considered. Also please share any quantitative data reports or studies to support your views.

Text of 1 to 3000 characters will be accepted

Our concern relates to parental consent being required for children to receive information society services. The compromise (that Member States can lower the age from 16 to 13) will result in a lack of harmonisation and companies who operate across several Member States generally choosing to meet the highest standard. The Recitals provide, however, that parental consent is not required in the context of preventative or counselling services offered directly to a child. Moreover the regulation doesn't touch the privacy of children on social media.

Please upload any quantitative data reports or studies to support your views.

Background Documents

[document de rfrence \(/eusurvey/files/c6df1ba2-dd8d-4833-829d-5d777561d8c6\)](/eusurvey/files/c6df1ba2-dd8d-4833-829d-5d777561d8c6)

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