



## **REPORT ON RESULTS DERIVED FROM SCHOOLS QUESTIONNAIRE**

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### **INTRODUCTION**

Last year, the Gibraltar Regulatory Authority (“GRA”), acting as the Data Protection Commissioner (the “Commissioner”), launched its “Control Your Privacy” Campaign to raise awareness of privacy. As part of the Campaign, the GRA, with the co-operation of the Department of Education, initiated an awareness raising program for schools. The initiative consists of a survey and the delivery of thought provoking presentations to students at the schools. During this academic year, namely 2014/15, the GRA completed the delivery of presentations and conducted the survey for its second consecutive year. This report relates to the findings of this year's survey.

Firstly, it is important to note that last year the survey was conducted on Year 7 students between the ages of 11 and 12 from Gibraltar's middle schools, and this year the survey was expanded to include students of both middle and comprehensive schools. In terms of numbers, participation in the survey more than doubled in comparison to last year, with students from four different “year groups” taking part. The survey comprised of 893 students, consisting of 558 boys and 335 girls, with most being between the ages of 11 and 18, and a minority being over 18. The students and schools covered were the following:

- 1) Year 7 students from Bishop Fitzgerald Middle School, St. Anne’s Middle School, Sacred Heart Middle School, St. Joseph’s Middle School and Loreto Convent (the “Year 7 Students”),
- 2) Year 9 students from Bayside School<sup>1</sup> (the “Year 9 Students”),

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<sup>1</sup> In respect of the Year 9 students, it was only possible to conduct a survey at the Bayside School Comprehensive. Notwithstanding the absence of females in this group, the results are consistent with the trends in other groups.

3) Year 11 students from Bayside School and Westside School, and 15 to 16 year old students from the Gibraltar College (the "Year 11 Students"), and

4) Students aged 17 and over from the Gibraltar College (the "Older College Students").

The survey was carried out from November 2014 to March 2015.

## **PURPOSE AND METHODOLOGY**

The purpose of the survey was to obtain an understanding on the extent of use of social networking sites ("SNS") amongst students between the ages of 11 and 18 (the "Students"). Additionally, the survey also served to learn about the habits of these students with regards to SNS, in particular, which SNS are being used, the reasons and frequency of use, and the extent to which available privacy controls are being used. Finally, the survey also enabled the Commissioner to establish the extent to which the students using mobile devices, use available security, namely password or PIN.

The survey consisted of 8 questions, namely multiple choice (see Appendix 2 for a copy of the questionnaire). The questionnaires were delivered to the schools and completed by the students prior to a presentation being given to them by the Information Rights Division of the GRA. The presentations focused on the topic of protecting oneself online, in particular when using SNS. The message delivered by the presentations was namely that there is a risk of losing control of your privacy when using new technologies, including SNS, and that failure to control your privacy today, could prove costly in the future. Guidance was also provided on how to use SNS responsibly.

## **CONCLUSIONS**

Whilst many of the results do not show significantly alarming traits nor reflect tendencies which are of grave concern to the Commissioner, there are, however, some notable results.

### 1. 97% of Year 7 Students use SNS

It was found that 97% of Year 7 Students (aged 10-11) use at least one SNS. In this respect, it should be noted that, in many cases, certainly for 2 of the 3 most popular SNS used by the Year 7 Students, the minimum age for use is 13. This statistic in itself is worrying, not only because it shows a disregard of the age restrictions imposed by SNS, but also because of the high percentage of the Year 7 Students using platforms which are not designed for their age group.

### 2. Virtually all of the Students use SNS and 3 quarters use it daily

98% of the Students use at least one SNS, with Facebook, Skype, and Snapchat being the most popular overall (Tables 32 and 33). Furthermore, three quarters of the Students use SNS every day, in particular, to message friends.

The high amount of usage highlights the importance of continually emphasising the significance of safe use of personal data in SNS.

### 3. 37% of the Students hardly ever, or never use appropriate privacy controls

Considering that virtually all the Students use SNS, the most worrying result is that 37% of the Students hardly ever, or never, use the privacy controls (see Table 37). To be specific, 25% never use the privacy controls, whereas 12% hardly ever use them. The positive aspect

of this statistic is that nearly two thirds of the Students do use privacy controls, meaning that overall, there is a large awareness of the use of privacy controls in SNS. The Commissioner, however, still believes that 37% is a very high percentage, in particular, for the younger students. It is highly recommend that this is addressed at all levels.

#### 4. Risks to privacy from the unauthorised disclosure and interception of photographs

The three most popular SNS are Skype, Facebook, and Snapchat. In this respect, Skype and Facebook provide a number of functions; Facebook, for example, allows users to post comments, photographs and videos, and Skype allows its users to communicate via message, voice and video. However, Snapchat is specifically designed for the exchange of photographs and little else. In other words, given that 70% of the Students use Snapchat, for example, it may be implied that there are a large number of photographs being made available to another party and, in every case, there is an element of risk as regards unauthorised disclosure to a third party, interception by hackers and the photograph being used maliciously in the future. In each of these scenarios, the sender is putting his/her privacy at risk where appropriate controls are not in place to safeguard privacy. It is also interesting to note that whilst there appears to be a relatively even split in the number of boys and girls who use Facebook and Skype, Snapchat appears to be more favoured by girls.

#### 5. 1 in 4 the Students reveal information about others without their consent

The Commissioner welcomes that 77% of the Students never or hardly ever post information about others on SNS without their consent (Table 36). However, the survey found that 5% of students post about other individuals without their consent all the time, and 18% do so regularly. This is a worrisome statistic as in these cases, a person may in effect lose control over their privacy and personal data, as a result of the actions of other individuals.

#### 6. 9 out of 10 students use access controls on their mobile phones

It is commonly known that the majority of, if not all, mobile devices such as smartphones, tablets and laptops do provide for password protection either in the form of PINs, password and lately, facial and/or fingerprint recognition. In this respect, the survey found that 89% of the Students use the security features on their mobile devices to protect the information, including personal data, held in these devices. As such, the Students show a very high level of awareness as regards the use of available security measures. The Commissioner considers this to be a very welcomed statistic, particularly because mobile devices are used by individuals for a substantial and broad range of matters, and as a result tend to contain or provide access to a significant amount information including personal data.

It is still worth noting that 1 in 10 students do not use these security features, and their information, as well as that of others, may be vulnerable as a result.

#### 7. Students increase their use of SNS as they get older

Although there is a high percentage use of SNS across all of the groups surveyed, the results indicate that the use of SNS grows as students gets older. This is both in terms of number of students who use SNS, and the frequency of use. This highlights the ongoing importance of raising awareness on the protection of personal data across all ages.

8. Year 9 Students are the least secure when using SNS and portable devices.

At 45%, the Year 9 Students are the group with the highest percentage of students who do not use privacy controls or almost never use them. Furthermore, with regards to the use of the automatic phone locking feature on their mobile phones, this age group also had the lowest percentage use. This is a cause for concern given the relatively young age of these students (13 to 14 year olds), and the risks they are being exposed to from the potential loss of privacy.

It is important to note that the Students surveyed, namely between the ages of 11 and 18, represent the majority of students in Gibraltar over the age of 11, as most students over 18 proceed to further develop their studies abroad. Thereby, the results provide a strong indication of the use of new technologies by all students in Gibraltar as from the age of 11.

Given the results, the Commissioner believes that it is appropriate, and to a certain extent necessary, to continue monitoring the user habits of new technologies including SNS amongst children, in particular because of some of the worrying results obtained.

## RESULTS

The Tables 1- 39 below provide the breakdown of the results for each age group, some of which are also presented graphically for ease of reference.

### Year 7 Students

Table 1. Percentage of Year 7 Students using SNS

	Use SNS	Do not use SNS
% of students	97%	3%

Table 2. Percentage of Year 7 Students use per SNS

SNS	% of users
Skype	71%
Facebook	61%
Snapchat	59%
WhatsApp	52%
Instagram	50%
Google +	28%
Twitter	23%
Oovoo	18%
Youtube	14%
Pinterest	9%

Table 3. Breakdown of use by gender of the top 3 SNS used by Year 7 Students

SNS	Male	Female
Skype	70%	73%
Facebook	62%	60%
Snapchat	47%	73%

Table 4. Frequency of use vs. purpose of use for Year 7 Students

Purpose of Use	Every day	At least once a week	At least once a month	Never
To post comments	28%	29%	13%	30%
To post photos/ videos	16%	32%	22%	30%
Private messaging with friends	58%	22%	5%	15%

Table 5. Frequency of Year 7 Students posting comments, pictures and videos about other people without their consent

Frequency	All the time	Regularly	Almost never	Never
% of students	4%	21%	34%	41%

Table 6. Breakdown of Year 7 students using available privacy controls in SNS

Frequency	All the time	Regularly	Almost never	Never
% of students	34%	28%	10%	28%

Table 7. Breakdown of Year 7 students using security features such as passwords, PIN, facial recognition on mobile devices

	Yes	No	Do not own a mobile device
% of students	88%	4%	8%

Table 8. Breakdown of Year 7 students using automatic lock feature on mobile devices

	Yes	No	Do not own a mobile device
% of students	83%	9%	8%

## Year 9 Students

Table 9 Percentage of Year 9 Students using SNS

	Use SNS	Do not use SNS
% of students	96%	4%

Table 10. Percentage of Year 9 Students use per SNS

SNS	% of users
Facebook	90%
Skype	78%
Snapchat	66%
WhatsApp	60%
Instagram	46%
Twitter	45%
Google +	34%
Oovoo	21%
Pinterest	7%
Youtube	6%

Table 11. Frequency of use vs. purpose of use for Year 9 Students

Purpose of Use	Every day	At least once a week	At least once a month	Never
To post comments	22%	32%	21%	25%
To post photos/ videos	13%	21%	28%	38%
Private messaging with friends	79%	13%	1%	7%

Table 12. Frequency of Year 9 Students posting comments, pictures and videos about other people without their consent

Frequency	All the time	Regularly	Almost never	Never
% of students	6%	15%	32%	47%

Table 13. Breakdown of Year 9 students using available privacy controls in SNS

Frequency	All the time	Regularly	Almost never	Never
% of students	30%	25%	15%	30%

Table 14. Breakdown of Year 9 students using security features such as passwords, PIN, facial recognition on mobile devices

	Yes	No	Do not own a mobile device
% of students	91%	3%	6%

Table 15. Breakdown of Year 9 students using automatic lock feature on mobile devices

	Yes	No	Do not own a mobile device
% of students	80%	14%	6%

## Year 11 Students

Table 16. Percentage of Year 11 Students using SNS

	Use SNS	Do not use SNS
% of students	99.65%	0.35%

Table 17. Percentage of Year 11 Students use per SNS

SNS	% of users
Facebook	95%
Snapchat	87%
Skype	77%
WhatsApp	76%
Instagram	67%
Twitter	48%
Google +	33%
Oovoo	24%
Pinterest	14%

Table 18. Breakdown of use by gender of the top 3 SNS used by Year 11 Students

SNS	Male	Female
Skype	78%	76%
Facebook	95%	96%
Snapchat	82%	91%

Table 19. Frequency of use vs. purpose of use for Year 11 Students

Purpose of Use	Every day	At least once a week	At least once a month	Never
To post comments	27%	30%	20%	23%
To post photos/videos	18%	25%	31%	26%
Private messaging with friends	91%	5%	1%	3%

Table 20. Frequency of Year 11 Students posting comments, pictures and videos about other people without their consent

Frequency	All the time	Regularly	Almost never	Never
% of students	5%	14%	46%	35%

Table 21. Breakdown of Year 11 students using available privacy controls in SNS

Frequency	All the time	Regularly	Almost never	Never
% of students	39%	28%	12%	21%

Table 22. Breakdown of Year 11 students using security features such as passwords, PIN, facial recognition on mobile devices

	Yes	No	Do not own a mobile device
% of students	89%	6%	5%

Table 23. Breakdown of Year 11 students using automatic lock feature on mobile devices

	Yes	No	Do not own a mobile device
% of students	86%	8%	6%

## Older College Students

Table 24. Percentage of Older College Students using SNS

	Use SNS	Do not use SNS
% of students	100%	0%

Table 25. Percentage of Older College Students use per SNS

SNS	% of users
Facebook	93%
WhatsApp	80%
Snapchat	72%
Skype	64%
Instagram	54%
Twitter	42%
Google +	16%
Oovoo	9%
Pinterest	8%

Table 26. Breakdown of use by gender of the top 3 SNS used by Older College Students

SNS	Male	Female
WhatsApp	80%	79%
Facebook	98%	88%
Snapchat	83%	61%



Table 27. Frequency of use vs. purpose of use for Older College Students

Purpose of Use	Every day	At least once a week	At least once a month	Never
To post comments	32%	26%	14%	28%
To post photos/videos	20%	34%	26%	20%
Private messaging with friends	88%	5%	1%	6%

Table 28. Frequency of Older College Students posting comments, pictures and videos about other people without their consent

Frequency	All the time	Regularly	Almost never	Never
% of students	8%	23%	43%	26%

Table 29. Breakdown of Older College students using available privacy controls in SNS

Frequency	All the time	Regularly	Almost never	Never
% of students	36%	31%	15%	18%

Table 30. Breakdown of Older College students using security features such as passwords, PIN, facial recognition on mobile devices

	Yes	No	Do not own a mobile device
% of students	91%	3%	6%

Table 31. Breakdown of Older College students using automatic lock feature on mobile devices

	Yes	No	Do not own a mobile device
% of students	86%	7%	7%

## All Students

Table 32. Percentage of All Students using SNS

	Use SNS	Do not use SNS
% of students	98%	2%

Table 33. Percentage of All Students use per SNS

SNS	% of users
Facebook	81%
Skype	74%
Snapchat	70%
WhatsApp	64%
Instagram	55%
Twitter	37%
Google +	30%
Oovoo	20%

Pinterest	10%
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Table 34. Breakdown of use by gender of the top 3 SNS used by All Students

SNS	Male	Female
Skype	75%	72%
Facebook	83%	78%
Snapchat	65%	79%

Table 35. Frequency of use vs. purpose of use for All Students

Purpose of Use	Every day	At least once a week	At least once a month	Never
To post comments	27%	30%	17%	26%
To post photos/videos	16%	28%	27%	29%
Private messaging with friends	75%	13%	3%	9%

Table 36. Frequency of All Students posting comments, pictures and videos about other people without their consent

Frequency	All the time	Regularly	Almost never	Never
% of students	5%	18%	38%	39%

Table 37. Breakdown of All students using available privacy controls in SNS

Frequency	All the time	Regularly	Almost never	Never
% of students	35%	28%	12%	25%

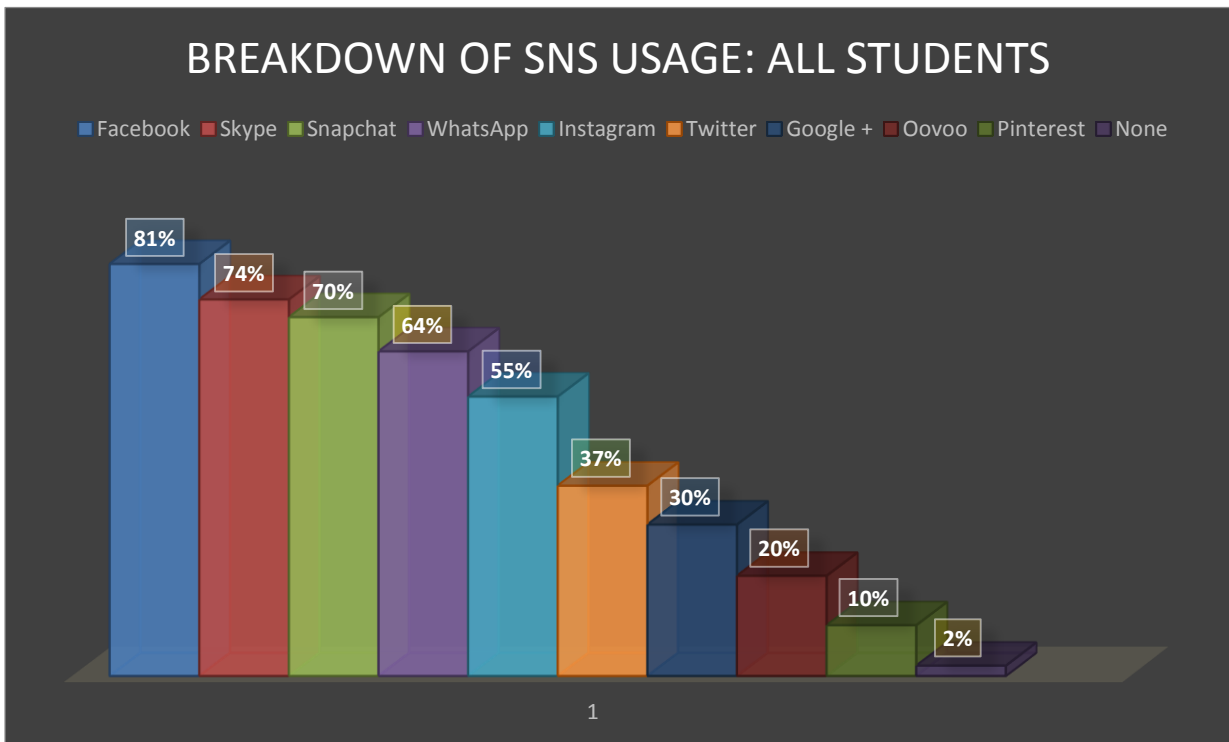
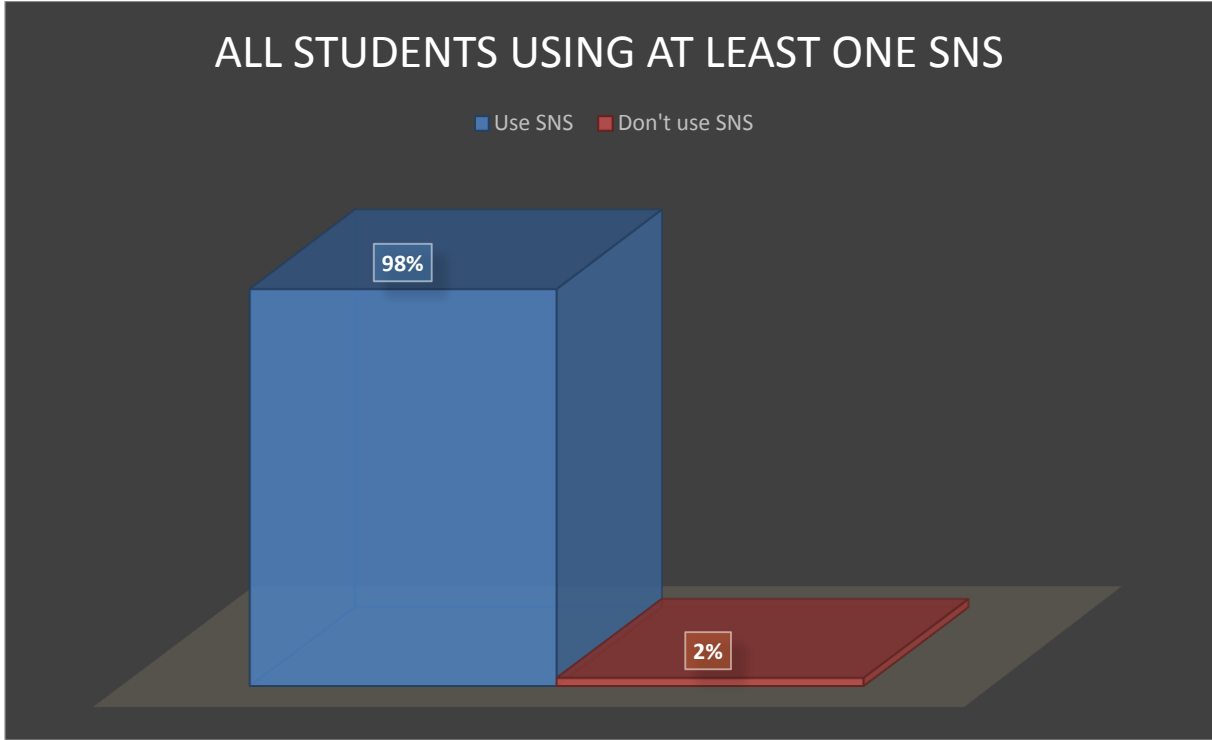
Table 38. Breakdown of All students using security features such as passwords, PIN, facial recognition on mobile devices

	Yes	No	Do not own a mobile device
% of students	89%	4%	7%

Table 39. Breakdown of All students using automatic lock feature on mobile devices

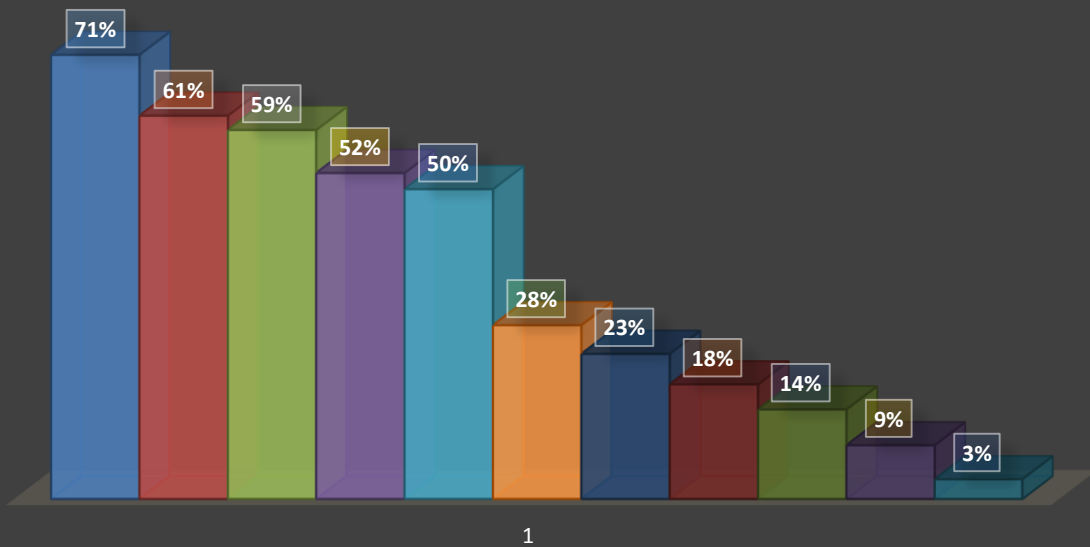
	Yes	No	Do not own a mobile device
% of students	84%	10%	6%

## APPENDIX 1 - GRAPHICAL REPRESENTATION OF SELECTED RESULTS



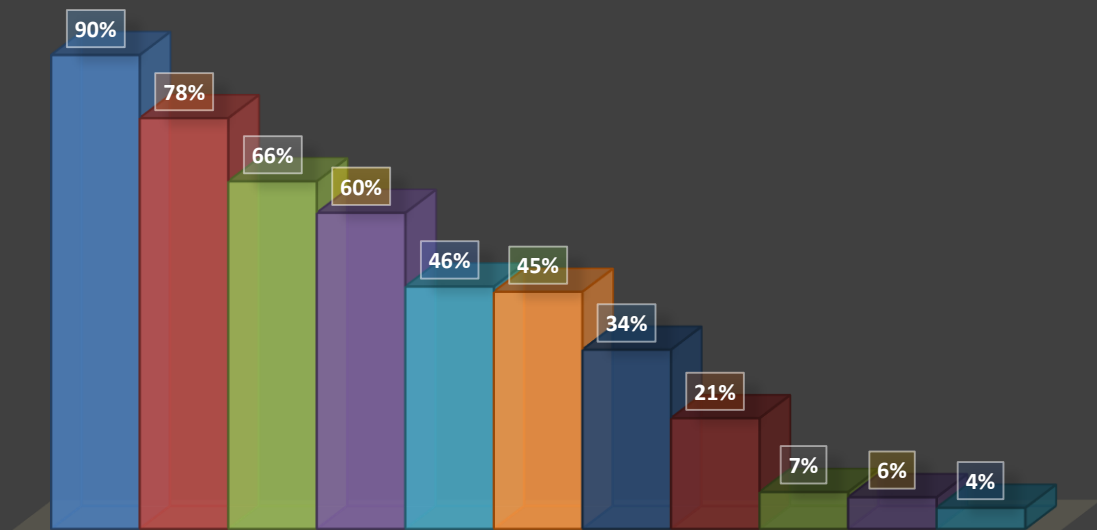
## BREAKDOWN OF USAGE: YEAR 7 STUDENTS:

■ Skype ■ Facebook ■ Snapchat ■ WhatsApp ■ Instagram ■ Google +  
■ Twitter ■ Oovoo ■ Youtube ■ Pinterest ■ None



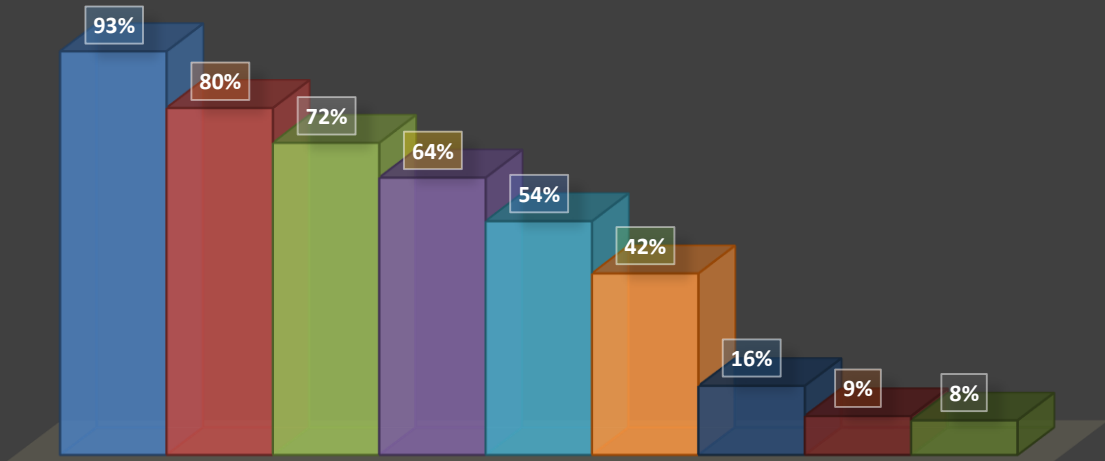
## BREAKDOWN OF USAGE: YEAR 9 BOYS

■ Facebook ■ Skype ■ Snapchat ■ WhatsApp ■ Instagram ■ Twitter  
■ Google + ■ Oovoo ■ Pinterest ■ Youtube ■ None



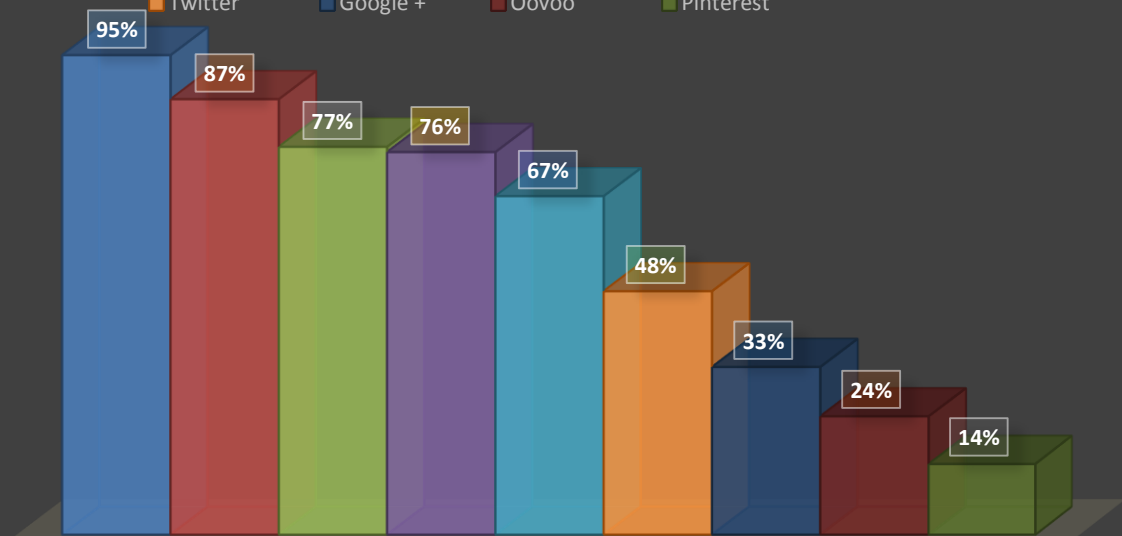
## BREAKDOWN OF USAGE: OLDER COLLEGE STUDENTS

Facebook WhatsApp Snapchat Skype Instagram Twitter Google + Oovoo Pinterest



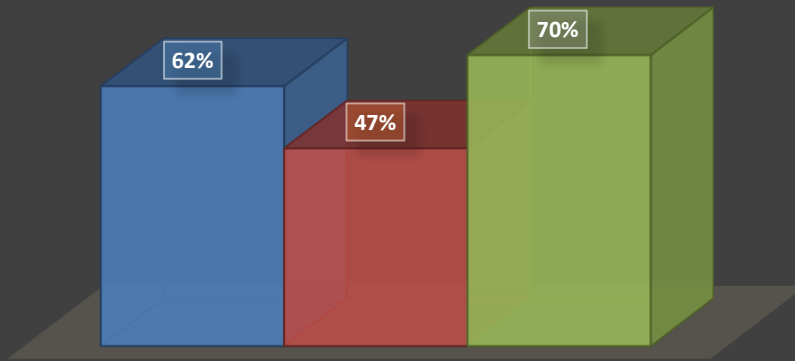
## BREAKDOWN OF SNS USAGE: YEAR 11 STUDENTS

Facebook Snapchat Skype WhatsApp Instagram  
Twitter Google + Oovoo Pinterest



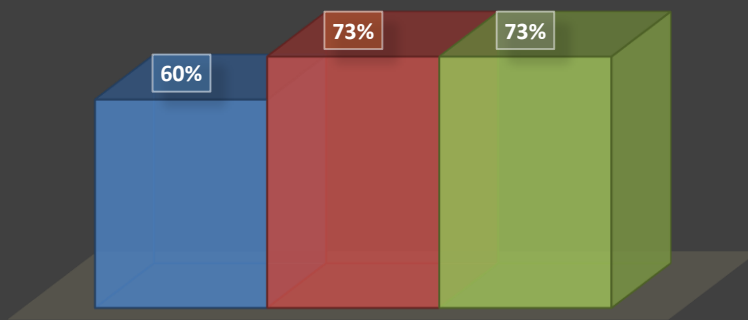
## TOP THREE SNS: YEAR 7 MALE

Facebook Snapchat Skype



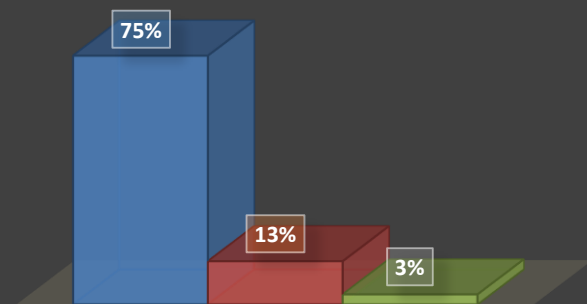
## TOP THREE SNS: YEAR 7 FEMALE

Facebook Snapchat Skype



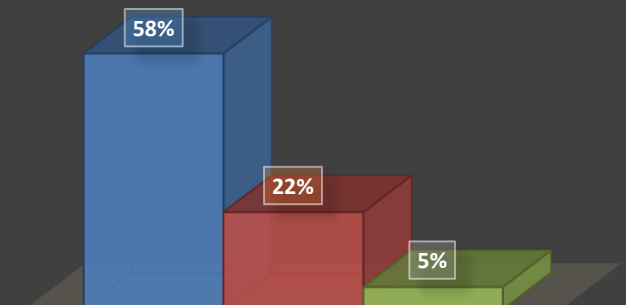
## PRIVATE MESSAGING WITH FRIENDS: ALL SCHOOLS

Every day At least once a week At least once a month



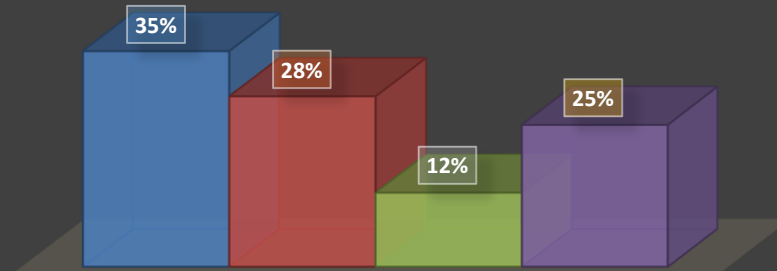
## PRIVATE MESSAGING WITH FRIENDS: YEAR 7 STUDENTS

Every day At least once a week At least once a month



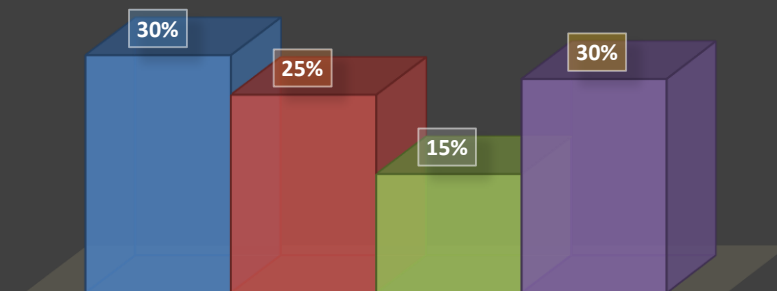
## USE OF CONTROLS WHEN USING SNS: ALL STUDENTS

■ All the time ■ Regularly ■ Almost Never ■ Never



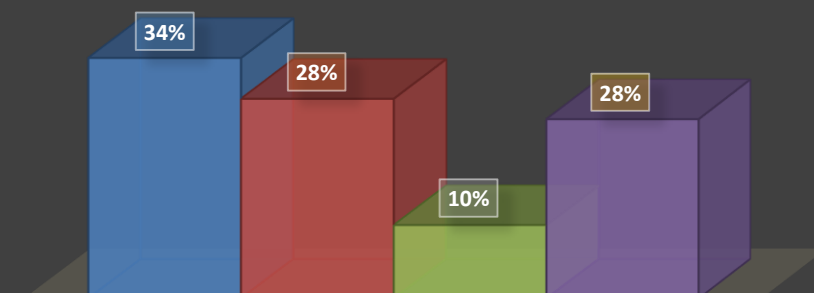
## USE OF CONTROLS WHEN USING SNS: YEAR 9 STUDENTS

■ All the time ■ Regularly ■ Almost Never ■ Never



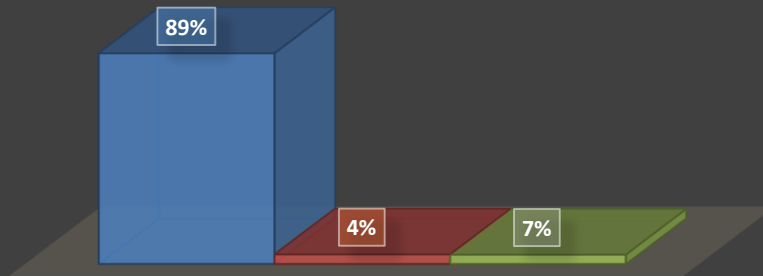
## USE OF CONTROLS WHEN USING SNS: YEAR 7 STUDENTS

■ All the time ■ Regularly ■ Almost Never ■ Never



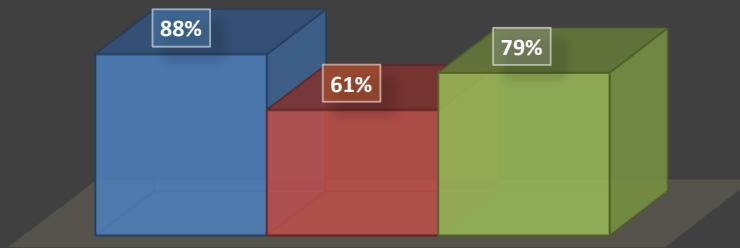
## USE OF SECURITY FEATURES ON MOBILE DEVICES: ALL STUDENTS

■ Yes ■ No ■ Don't own one



## THREE MOST POPULAR SNS: OLDER COLLEGE STUDENTS FEMALE

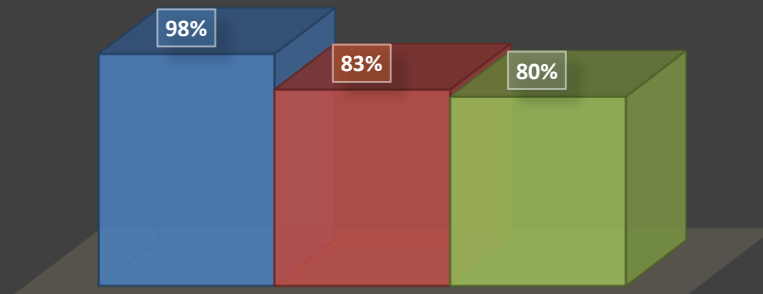
■ Facebook ■ Snapchat ■ WhatsApp



1

## THREE MOST POPULAR SNS: OLDER COLLEGE STUDENTS MALE

■ Facebook ■ Snapchat ■ WhatsApp





## APPENDIX 2 – QUESTIONNAIRE



# CONTROL YOUR PRIVACY – SCHOOLS QUESTIONNAIRE

Please tick the appropriate boxes.

<b>1. Are you?</b>	Male [ ]	Female [ ]
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<b>2. How old are you?</b>	9-10 [ ]	11-12 [ ]	13-14 [ ]	15-16 [ ]	17-18 [ ]	19-20 [ ]	21 or over [ ]
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<b>3. Do you use any of the following, and if so, which ones?</b>				
Facebook [ ]	WhatsApp [ ]	Google Plus [ ]	Twitter [ ]	Snapchat [ ]
Instagram [ ]	Pinterest [ ]	Skype [ ]	Oovoo [ ]	None [ ]
Other, please specify _____				

<b>4. If you use any of the above in question 3, what do you use it for, and how often?</b>		<i>Every day</i>	<i>At least once a week</i>	<i>At least once a month</i>
To post comments [ ]	[ ]	[ ]	[ ]	[ ]
To post photos/videos [ ]	[ ]	[ ]	[ ]	[ ]
Private messaging with friends [ ]	[ ]	[ ]	[ ]	[ ]
I do not use for any of the above [ ]	[ ]			

<b>5. If you post comments, pictures and/or videos about other people (e.g. family and friends) without their knowledge, how often do you do it?</b>			
All the time [ ]	Regularly [ ]	Almost never [ ]	Never [ ]

<b>6. When you use any of the above in question 5, do you use the options available to control who can see your comments, pictures, and/or videos?</b>			
All the time [ ]	Regularly [ ]	Almost never [ ]	Never [ ]

**Please turn over, more questions on back**

**7. If you have a mobile phone or mobile device, do you use any feature to secure your device such as a password, pin, facial recognition, etc?**

Yes [ ]

No [ ]

I don't own one [ ]

**8. If the answer to question 7 above is yes, does your phone or device lock automatically?**

Yes [ ]

No [ ]

I don't own one [ ]