



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

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### **INTRODUCTION**

This report relates to the results of a survey carried out in schools in Gibraltar during the academic year 2017/18 concerning the use of technology and privacy. The survey is part of an awareness raising programme for schools organised by the Gibraltar Regulatory Authority ("GRA"), acting as the Information Commissioner (the "Commissioner"), in co-operation with the Department of Education ("DoE"). The campaign in schools consists of a survey and the delivery of thought-provoking presentations to students and is part of the Commissioner's wider "Control Your Privacy" Campaign to raise awareness of privacy issues in Gibraltar.

The awareness programme for schools was initiated during the academic year 2013/14 and has been repeated annually since.

This year the report details the results of this year's survey and analyses the results alongside the survey results of the three previous academic years, in order to identify any key changes or behavioural trends in privacy practices amongst students in Gibraltar when they use digital technology, particular when using Social Networking Sites ("SNS").

Detailed data of this year's results is included in Appendix 1. Detailed data of previous surveys, other than the information included in the 'conclusions' section of this report, is publicly available on the GRA's website at [www.gra.gi/dataprotection/public-awareness](http://www.gra.gi/dataprotection/public-awareness).

This year, the survey involved 841 students, consisting of 481 boys and 360 girls, with most being between the ages of 11 and 18. The students and schools covered this year were the following:

1) Year 7 students (aged 11-12) from Bishop Fitzgerald Middle School, St. Anne's Middle School, St Bernard's Middle School, St. Joseph's Middle School and Loreto Convent (the "Year 7 Students").

2) Year 8 students (aged 12-13) from Prior Park School<sup>1</sup>.

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<sup>1</sup> Whilst the report does not include statistics for year 8 students separately, they have been taken into account for the results of all the students.

3) Year 9 students (aged 13-14) from Prior Park School and Bayside Secondary School<sup>2</sup> (the "Year 9 Students").

4) Year 11 students (aged 15-16) from Bayside Secondary School and Westside Secondary School (the "Year 11 Students").

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

The survey was carried out between November 2017 and March 2018.

## **PURPOSE AND METHODOLOGY**

As was the case in previous years, the purpose of the survey was to obtain information on the extent of use of SNS and mobile devices amongst students between the ages of 11 and 18. The survey served to learn about the habits of these students in relation 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.

The survey consisted of eight multiple choice questions (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 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 and mobile devices responsibly.

## **CONCLUSIONS**

The following summarises the Commissioner's key conclusions from this year's results and its analysis alongside the results of previous years.

### **1. Virtually all students use SNS including 92% of Year 7 Students**

Over the years, results have consistently shown that virtually all students use SNS. In regard to the Year 9 Students and Year 11 Students whom are all 13 or over, the percentage use of SNS within each respective school year consistently remains close to 100%.

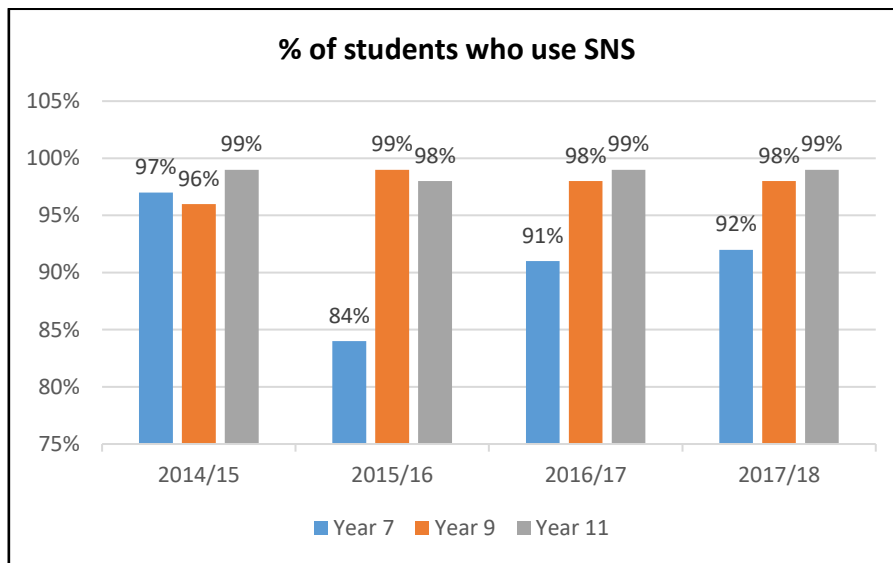
In regard to the use of SNS by Year 7 Students, results showed a significant drop in the 2015/16 survey however results in the two subsequent surveys have shown an increase in usage, although not as high as in 2014/15.

The high use of SNS amongst Year 7 Students is a concern as the most popular SNS are predominantly designed for persons aged 13 and over (see Appendix 1 Table 2). In

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<sup>2</sup> In respect of the Year 9 Students, it was only possible to conduct a survey at Bayside Secondary School and included year 9 students of Prior Park School. Notwithstanding the absence of Westside Secondary School students in this group, the results are consistent with the trends in other groups.

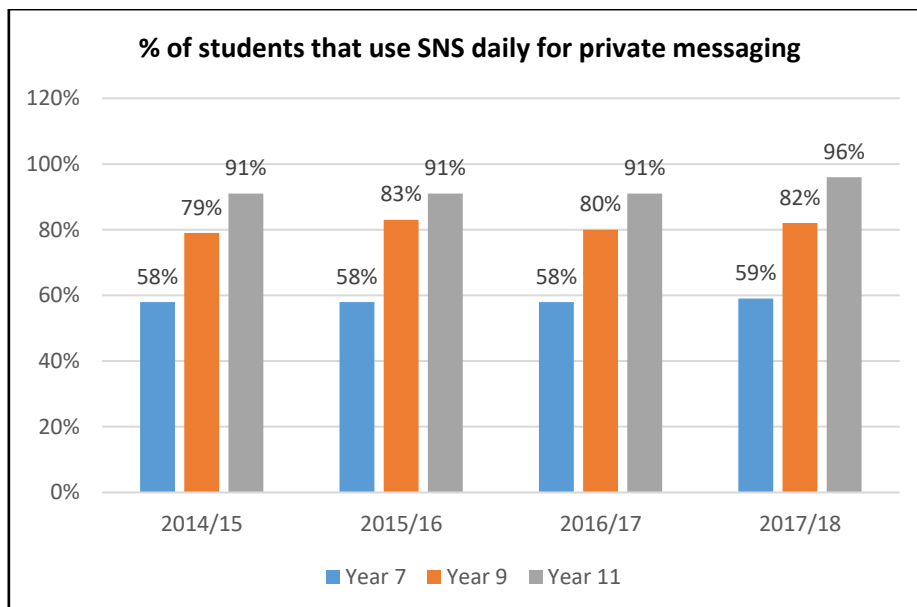
particular WhatsApp which is used by 81% of Year 7 Students but is designed for individuals aged 16+.



2. SNS is used mostly for private messaging and its use grows as students get older

Beyond statistics showing the percentage use of SNS, the Commissioner examined what each year group were actually using SNS for i.e. to post comments, to post images (photo/video), and/or to message friends privately.

The results indicate that students mostly use SNS to message friends privately and that a high percentage of students use it for said purpose daily. Further, as can be seen from the chart below SNS use for private messaging on a daily basis grows as the students get older. The survey results over the past four years have been very consistent.



3. Use of SNS to post images or comments by Year 7 and Year 9 Students is decreasing

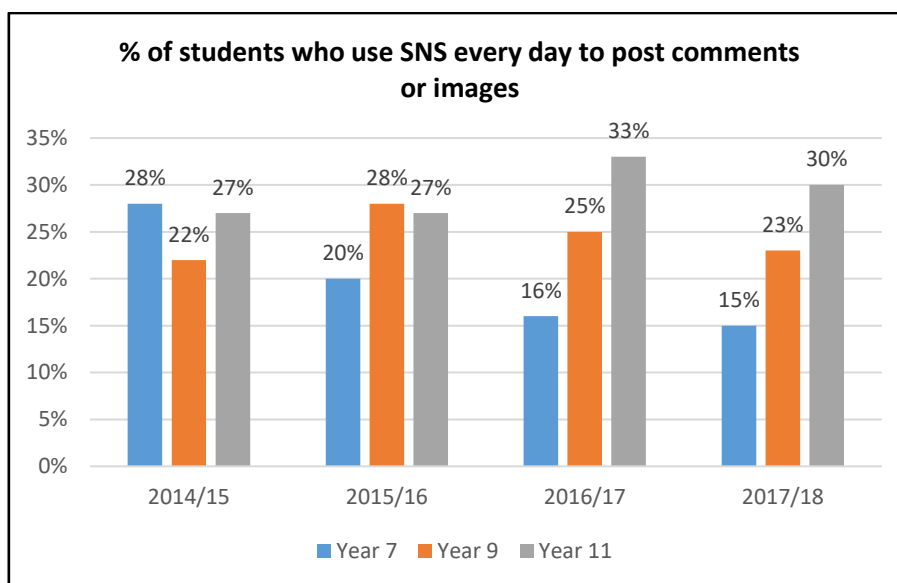
With the view that individuals share information about themselves with more people when posting comments or images than through private messaging, and that this is likely to

pose a greater risk to privacy, the Commissioner examined the results to identify trends in the percentage number of students that post comments or images every day.

As seen on the chart below, over the years there has been some fluctuation in the number of Year 11 Students that post comments or images on SNS every day (ranging between 27% and 33%), without appearing to show any clear trend other than a possible slight increase.

On the other hand the results show that the posting of comments or images by Year 9 Students and Year 7 Students has been declining, in particular for Year 7 Students. This reduction is seen as a positive trend by the Commissioner, although the use of SNS amongst Year 7 Students is still concerning.

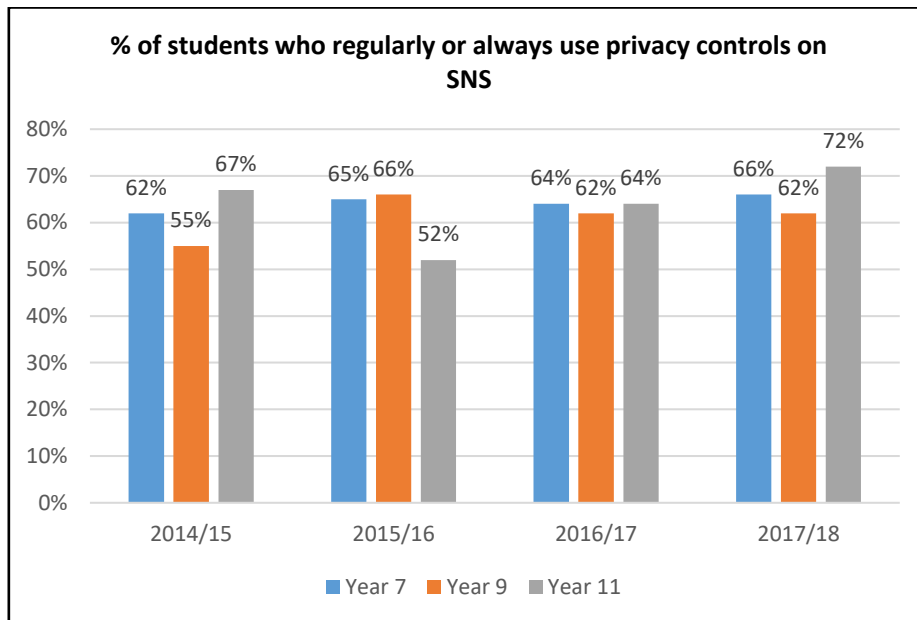
Equally the analysis shows that the use of SNS to post comments or images grows as individuals get older.



4. Marginal improvement in the use of privacy controls by the students with Year 11 Students using privacy controls the most. Although a third still don't use controls regularly.

The results indicate that 72% of Year 11 Students regularly or always use privacy controls/settings of the SNS; the highest of the school year groups selected. This represents an improvement of 8% from last year's results when the Year 11 Students also reported the highest use of privacy controls.

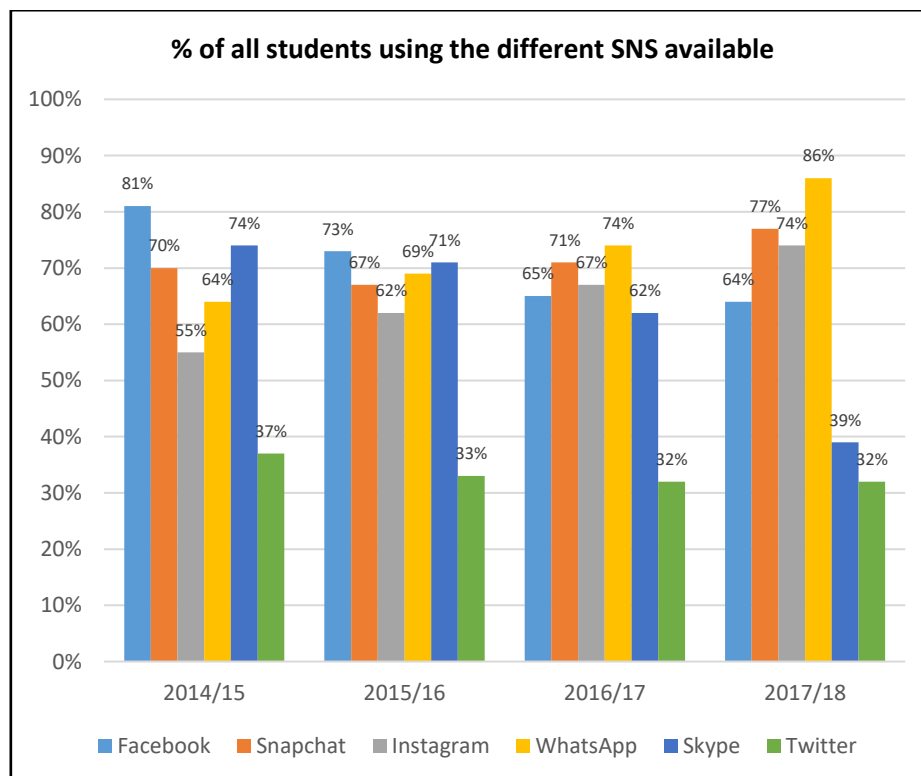
In regard to Year 9 Students the 2015/16 survey indicated an increase in the use of privacy controls with results remaining relatively consistent since. Results for Year 7 Students have also been relatively consistent since 2014/15, with a marginal trend towards a greater use of privacy controls.



Notwithstanding the abovementioned improvements, the results show that about a third of the students are not using privacy controls and in these cases their privacy may be exposed.

5. Increased risks to privacy from 'media rich' SNS

For the second year running, the three most popular SNS amongst all students are WhatsApp, Snapchat and Instagram, with all three applications increasing in popularity amongst all students. A clear trend can be seen where these SNS have been increasing in popularity, whilst Facebook's popularity has been decreasing.



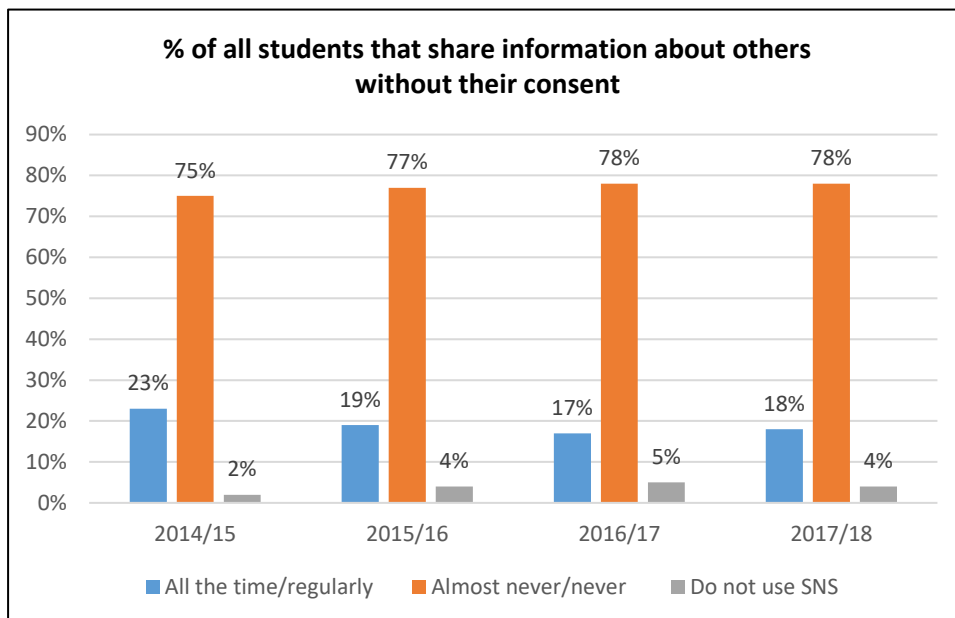
As noted in previous years, WhatsApp allows its users to communicate via messages, in which videos, voice clips and photographs can be shared easily. Further, Snapchat and Instagram are primarily designed for the exchange of images.

The popularity of these apps is a concern as there are potentially a large number of images being made available to others where there is an element of risk in relation to unauthorised disclosure to a third party and photographs being used maliciously in the future. It is particularly concerning given that Snapchat continues to be a popular application amongst Year 7 Students (Appendix 1 Table 2).

Further, Snapchat and WhatsApp are predominantly SNS mobile apps and as shown in point #7, the Year 7 Students are the age group which least uses security features on mobile devices.

6. A fifth of students reveal information about others without their consent<sup>3</sup>

Consistent with results in previous years, 18% of all students always or regularly post information about others on SNS without their consent.



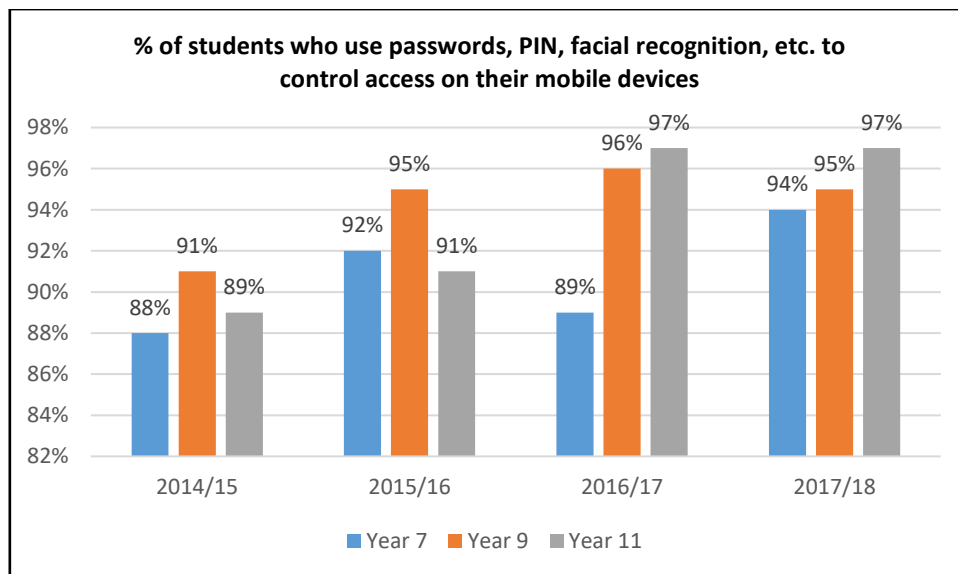
In these cases, a person may in effect lose control over their privacy and personal data as a result of the actions of others. In this context raising awareness of privacy is important so that individuals give appropriate consideration to the information posted about others on SNS as well as seeking consent.

7. Students are increasingly using security features such as a PIN to protect access to their mobile devices, with Year 11 Students being the most secure.

<sup>3</sup> Please note that whilst the report was issued in September 2018, it was updated on 25<sup>th</sup> November 2020, as a result of an error identified in the analysis pertaining to this section. In particular, in relation to Table 36 in Appendix 1 below, the answers to the questions “all the time” and “regularly” in the 2017/18 survey were erroneously swapped with the answers to “almost never” and “never” in the analysis provided above.

The surveys show some fluctuation in the results across all the school years in regard to the students' use of access controls such as passwords, PIN, and facial recognition when using mobile devices. However, generally the results show an upward trend in the use of security features to protect access to mobile devices. Given that mobile devices can carry large amounts of personal data, the Commissioner welcomes this trend.

The security features to protect access to mobile devices are used the least by Year 7 Students, however since the start of the survey the results have improved from 88% to 94%.



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.

This year's results including their analysis alongside survey results in previous years has identified some positive developments. For example –

- the use of SNS to post images/comments has been decreasing amongst the younger students;
- the use of privacy controls by the students, although marginal, has increased; and,
- the use of security features on mobile devices such as a PIN to protect access to the device has increased.

Notwithstanding the positive developments above, concerns still remain, such as the use of SNS by Year 7 Students and the low use of privacy controls by a third of the students. Further, the continuous and increasing use of SNS demands that continuous efforts are made in relation to raising privacy awareness.

The Commissioner welcomes the improvements in privacy practices but believes that it is appropriate and necessary to continue monitoring the user habits of new technologies including SNS amongst young persons and promoting the safe use of SNS and mobile devices.

## APPENDIX 1 – 2017/18 SURVEY RESULTS

The Tables 1 - 39 below provide the breakdown of the results for each age group, for the academic year 2017/18.

### Year 7 Students

Table 1. Percentage of Year 7 Students using SNS

	Use SNS	Do not use SNS
% of students	92%	8%

Table 2. Percentage of Year 7 Students use per SNS

SNS	% of students
WhatsApp	81%
Snapchat	67%
Instagram	57%
Musical.ly	45%
Skype	35%
Facebook	34%
Live.ly	22%
Google+	22%
YouTube	22%
Twitter	16%

Table 3. Breakdown of use by gender of the top 5 SNS used by Year 7 Students

SNS	Male	SNS	Female
WhatsApp	76%	WhatsApp	85%
Snapchat	60%	Snapchat	74%
Instagram	56%	Musical.ly	61%
Facebook	39%	Instagram	58%
Skype	34%	Skype	37%

Table 4. Breakdown of the use of SNS for Year 7 Students

Purpose of Use	Every day	At least once a week	At least once a month	Never
To post comments	15%	28%	18%	39%
To post photo/videos	10%	29%	32%	29%
Private messaging with friends	59%	23%	6%	12%

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	I do not use SNS
% of students	4%	10%	25%	54%	7%



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

Frequency	All the time	Regularly	Almost never	Never	I do not use SNS
% of students	47%	19%	9%	17%	8%

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	94%	2%	4%

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

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

## Year 9 Students

Table 9. Percentage of Year 9 Students using SNS

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

Table 10. Percentage of Year 9 Students use per SNS

SNS	% of students
WhatsApp	89%
Facebook	85%
Instagram	84%
Snapchat	79%
Twitter	50%
Skype	42%
Google+	26%
Omegle	10%
Tumblr	8%
Oovoo	8%

Table 11. Breakdown of the use of SNS for Year 9 Students

Purpose of Use	Every day	At least once a week	At least once a month	Never
To post comments	23%	28%	28%	21%
To post photo/videos	13%	23%	39%	25%
Private messaging with friends	82%	10%	3%	5%

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	I do not use SNS
% of students	5%	10%	34%	49%	2%

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

Frequency	All the time	Regularly	Almost never	Never	I do not use SNS
% of students	38%	24%	14%	22%	2%

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	95%	4%	1%

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

	Yes	No	Do not own a mobile device
% of students	85%	14%	1%

## Year 11 Students

Table 16. Percentage of Year 11 Students using SNS

	Use SNS	Do Not use SNS
% of students	99%	1%

Table 17. Percentage of Year 11 Students use per SNS

SNS	% of Users
Facebook	93%
Snapchat	93%
Instagram	92%
WhatsApp	89%
Twitter	46%
Skype	41%
Tumblr	18%
Google +	18%
Musical.ly	10%
Omegle	9%

Table 18. Breakdown of use by gender of the top 5 SNS used by Year 11 Students

SNS	Male	SNS	Female
Instagram	92%	Snapchat	94%
Facebook	92%	Facebook	94%
WhatsApp	92%	Instagram	92%
Snapchat	91%	WhatsApp	87%
Twitter	62%	Skype	36%

Table 19. Breakdown of the use of SNS for Year 11 Students

Purpose of Use	Every day	At least once a week	At least once a month	Never
To post comments	30%	31%	25%	14%
To post photo/videos	13%	29%	47%	11%
Private messaging with friends	96%	3%	0%	1%

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	I do not use SNS
% of students	6%	15%	41%	36%	2%

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

Frequency	All the time	Regularly	Almost never	Never	I do not use SNS
% of students	47%	25%	9%	18%	1%

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

Frequency	Yes	No	Do not own a mobile device
% of students	97%	2%	1%

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

Frequency	Yes	No	Do not own a mobile device
% of students	93%	6%	1%

## Gibraltar College Older Students

Table 24. Percentage of Gibraltar College Older Students using SNS

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

Table 25. Percentage of Gibraltar College Older Students use per SNS

SNS	% of Users
Facebook	95%
WhatsApp	94%
Instagram	86%
Snapchat	76%
Skype	33%
Twitter	29%
Google+	14%

Tumblr	14%
Musical.ly	5%
Yik Yak	3%

Table 26. Breakdown of use by gender of the top 5 SNS used by Gibraltar College Older Students

SNS	Male	SNS	Female
Facebook	92%	Facebook	97%
WhatsApp	92%	WhatsApp	95%
Instagram	88%	Instagram	85%
Snapchat	75%	Snapchat	77%
Twitter	42%	Skype	28%

Table 27. Breakdown of the use of SNS for Gibraltar College Older Students

Purpose of Use	Every day	At least once a week	At least once a month	Never
To post comments	35%	22%	14%	29%
To post photo/videos	11%	25%	44%	19%
Private messaging with friends	81%	13%	3%	3%

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

Frequency	All the time	Regularly	Almost never	Never	I do not use SNS
% of students	19%	17%	27%	37%	0%

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

Frequency	All the time	Regularly	Almost never	Never	I do not use SNS
% of students	41%	21%	10%	28%	0%

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

	Yes	No	Do not own a mobile device
% of students	97%	3%	0%

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

	Yes	No	Do not own a mobile device
% of students	90%	10%	0%

## All Students

Table 32. Percentage of All Students using SNS

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

Table 33. Percentage of All Students use per SNS

SNS	% of Users
WhatsApp	86%
Snapchat	77%
Instagram	74%
Facebook	64%
Skype	39%
Twitter	32%
Musical.ly	25%
Google+	21%
YouTube	12%
Live.ly	12%

Table 34. Breakdown of use by gender of the top 5 SNS used by All Students

SNS	Male	SNS	Female
WhatsApp	85%	WhatsApp	87%
Instagram	74%	Snapchat	82%
Snapchat	73%	Instagram	74%
Facebook	68%	Facebook	59%
Twitter	41%	Musical.ly	37%

Table 35. Breakdown of the use of SNS for All Students

Purpose of Use	Every day	At least once a week	At least once a month	Never
To post comments	22%	28%	22%	28%
To post photo/videos	11%	27%	38%	24%
Private messaging with friends	75%	14%	4%	7%

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	I do not use SNS
% of students	6%	12%	31%	47%	4%

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

Frequency	All the time	Regularly	Almost never	Never	I do not use SNS
% of students	45%	21%	10%	20%	4%

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	95%	3%	2%

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

	Yes	No	Do not own a mobile device
% of students	89%	9%	2%

## APPENDIX 2 – QUESTIONNAIRE USED FOR SURVEY



### 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 [ ]	Tumblr [ ]	Skype [ ]	Oovoo [ ]	Yik Yak [ ]
Kik [ ]	Groupme [ ]	Musical.ly [ ]	YouNow [ ]	Live.ly [ ]
Whisper [ ]	Meetme [ ]	Omegle [ ]	Tinder [ ]	None [ ]
Other, please specify _____				

<b>4. If you use any Social Networking Sites 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>	<i>Never</i>
To post comments	[ ]	[ ]	[ ]	[ ]	[ ]
To post photos/videos	[ ]	[ ]	[ ]	[ ]	[ ]
Private messaging with friends	[ ]	[ ]	[ ]	[ ]	[ ]
I do not use Social Networking Sites	[ ]				

<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 [ ]	I do not use Social Networking Sites [ ]

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

**6. If 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?**

All the time [ ] Regularly [ ] Almost never [ ] Never [ ] I do not use Social Networking Sites [ ]

**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 [ ]