



REPORT ON THE 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 2018/19 academic year which examines the relationship between the use of new digital technology and privacy matters. 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. This programme forms part of the Commissioner’s “Control Your Privacy” campaign, the aim of which is to provide different sectors of the community with information about data protection and privacy rights.

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

The report details the results from this year’s survey and analyses the information gathered by comparing them to the results collated from previous years. In doing so, the Commissioner’s office is able to identify any key changes or behavioural trends in privacy practices amongst students in Gibraltar when using digital technology, particularly when using Social Networking Sites (“SNS”).

Results from this year’s survey are tabulated in Appendix 1. However, all data collated from previous surveys, over and above the information included in the ‘Conclusions’ section of the report, is publicly available on the GRA’s website at www.gra.gi/dataprotection/public-awareness.

This year, the survey involved 1038 students, consisting of 538 boys and 500 girls between the ages of 11 and 16. 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 School¹ (the "Year 8 Students").

3) Year 9 students (aged 13-14) from Prior Park School, Bayside Comprehensive School and Westside School² (the "Year 9 Students").

4) Year 11 students (aged 15-16) from Bayside Comprehensive School, Westside School and the Gibraltar College³ (the "Year 11 Students").

The survey was carried out between November 2018 and April 2019.

PURPOSE AND METHODOLOGY

As was the case in previous years, the purpose of the survey was to obtain information on the extent of the usage of SNS and mobile devices amongst students aged 11-16 years, in particular the Year 7, Year 9 and Year 11 students in Gibraltar. The survey provided the Commissioner's office with an opportunity to learn about the habits of these students in relation to SNS, and above all determine which SNS were most popular, the reasons for their use and more importantly, the extent to which the privacy controls were being used.

The survey consisted of eight multiple choice questions⁴ (see Appendix 2). The questionnaires were delivered to the schools and completed by the respective students. This was followed by an interactive presentation regarding data protection issues delivered to the target year groups by the Commissioner's office. The presentation focused on the importance of protecting personal data on SNS and how to use the available privacy controls responsibly, with the aim of ensuring students were appropriately safeguarding their privacy. A series of exercises and examples were incorporated into each presentation to enable a fun yet informative session. The exercises and topics included in the presentation were current and touched upon elements of social media and online gaming which, according to previous surveys, a high percentage of students are familiar with.

During the presentation, students were made aware of the risks of losing control of their privacy when using new digital technologies, including SNS, and were reminded that failure to control their privacy today could have consequential repercussions in the future. The Commissioner's office further discussed ongoing and developing privacy concerns given the ever-increasing dependence on social media platforms and engaged with the students during a two-way question and answer session, providing relevant guidance and an insightful understanding of the world of data protection.

CONCLUSIONS

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

¹ Whilst the report does not isolate the data collated from the Year 8 Students at Prior Park, the report does take into account this information when presenting a general overview of statistics for all students surveyed.

² This year is the first time that Year 9 students from Westside School have participated in our survey, which makes this year's findings a true representative sample of Year 9 Students in Gibraltar.

³ It should be noted that the data collated from the Gibraltar College included a minority of students who were older than 15-16 years of age. However, it is highly unlikely that the few older students who completed the survey will skewer the overall trends and result patterns.

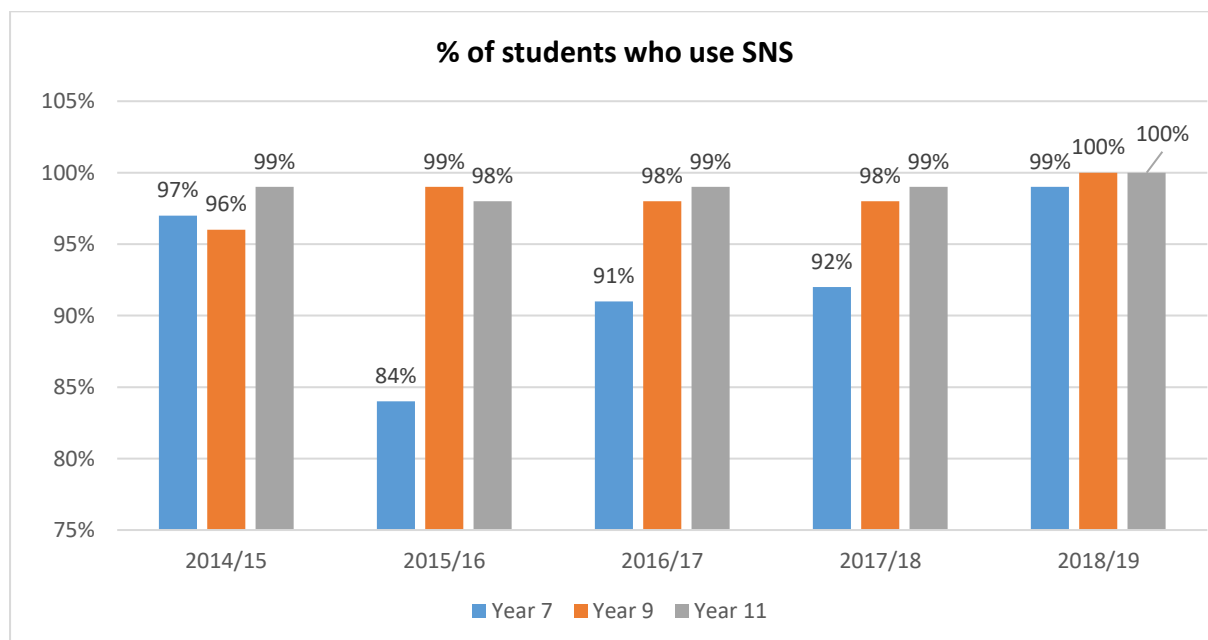
⁴ Question 3 of this year's questionnaire included three new options (i.e. Sony PlayStation App, Nintendo App and Xbox app) given the increased popularity of online gaming on the aforesaid platforms.

1. Virtually all students use SNS, including 99% of Year 7 Students

Over the years, results have consistently shown that the majority of students use SNS. In regard to the Year 9 Students and Year 11 Students whom are over the age of 13, it is noted that, in previous years, the percentage use of SNS has remained close to the 100% mark. This year however, results show that 100% of the Year 9 Students and Year 11 Students surveyed use SNS.

In regard to the use of SNS by Year 7 Students, results show that the percentage use of SNS by Year 7 students dipped from 97% in 2014/15 to 84% in 2015/16. Nevertheless, in subsequent years, there has been a steady increase, with 99% of Year 7 Students using SNS in 2018/19.

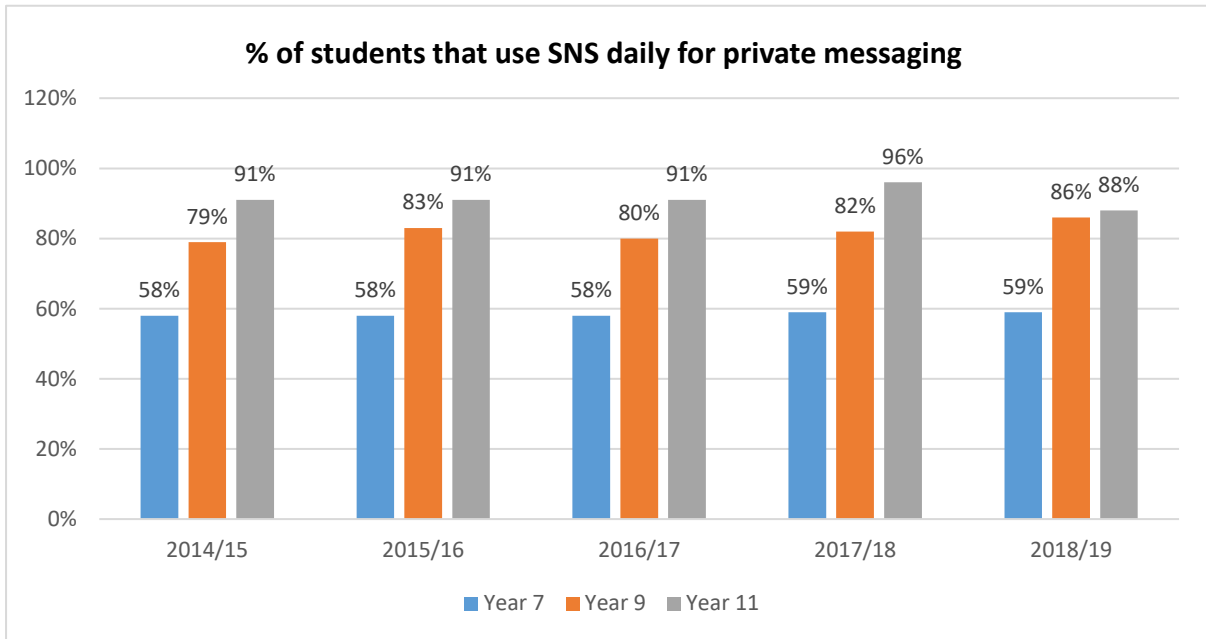
The high use of SNS amongst Year 7 Students remains a concern given that most SNS are predominantly designed to target individuals over the age of 13 (see Appendix 1, Table 2). Of striking importance is the use of WhatsApp which is designed for use by individuals aged 16 and over and this year's results show that 86% of Year 7 Students, between the ages of 11-12 use it.



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's office examined what each year group were using SNS for. For example, particular consideration was given to whether students were using SNS to present an opinion or comment on a social media post, upload photos or videos and/or message friends privately.

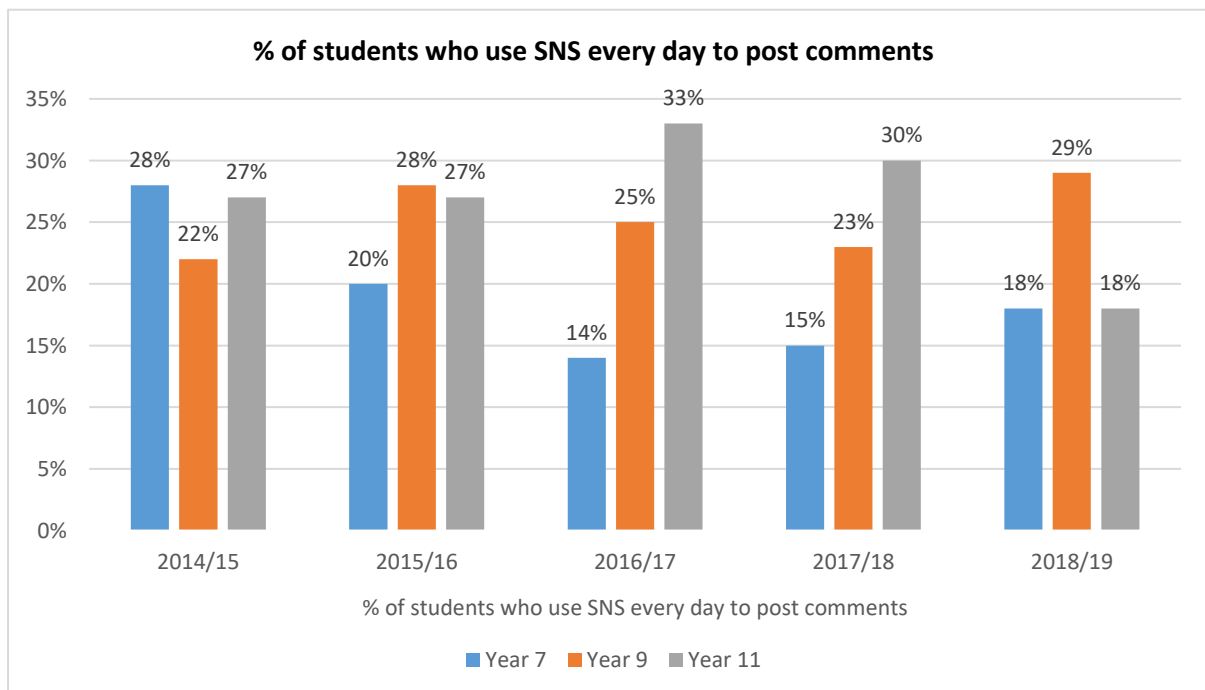
The results gathered indicate that students mostly use SNS to message friends privately and that a high percentage of students use it for this purpose daily. Further, the chart below shows that the daily use of SNS for private messaging increases with age. The survey results over the past five years have been very consistent in this regard. Interestingly however, there has been a slight drop in the percentage of Year 11 Students using SNS daily for private messaging. Although the Year 11 Students are still the year group which most use SNS for private messaging, their usage has decreased by 8% from last year.



3. Use of SNS to post comments by Year 11 Students has decreased

With the view that individuals share information about themselves when posting comments on SNS, which is likely to pose a greater risk to privacy, the Commissioner’s office examined the results to identify trends in the percentage of students that post comments every day.

As seen in the chart below, there was some fluctuation in the percentage of Year 11 Students that use SNS every day to post comments between the academic year 2014/15 and 2017/18. However, this year the results show that there has been a dramatic decrease from last year for the Year 11 Students who use SNS to post comments every day, with the new figures dropping by 12%.

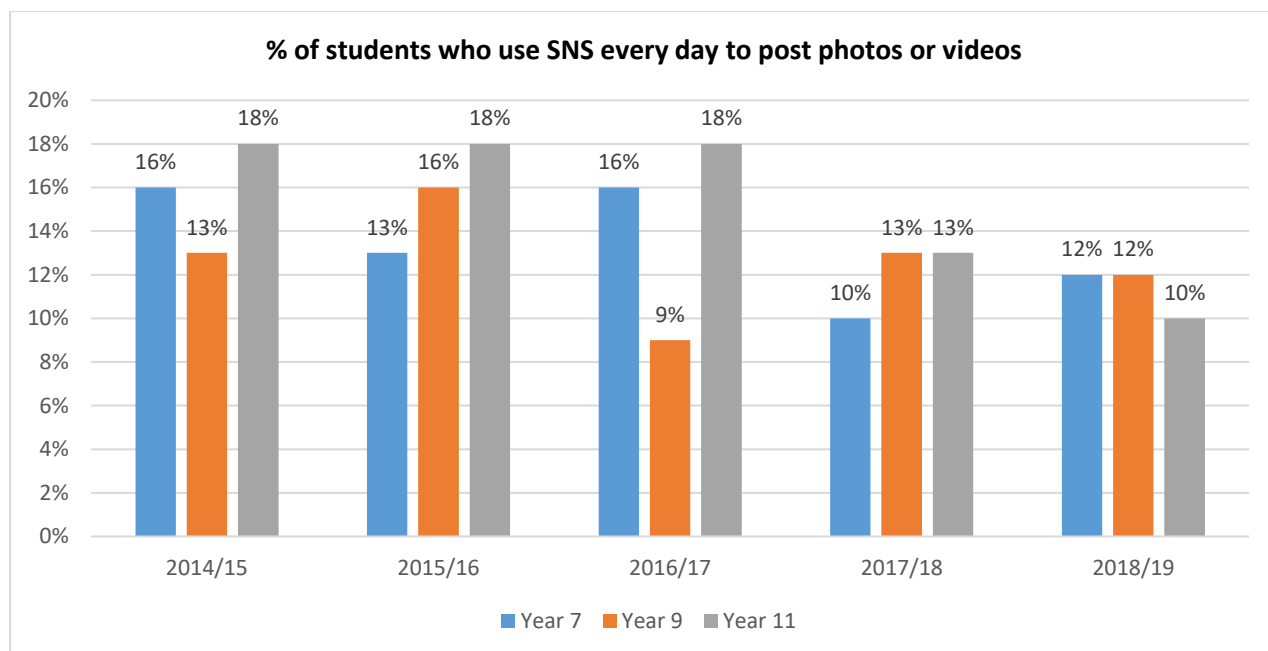


Notably, this year's results show that the posting of comments by Year 9 Students has increased to 29% which is the greatest percentage for that age group achieved since the introduction of the school surveys. The use of SNS by the Year 9 Students to post comments daily is clearly concerning.

4. Use of SNS to post photos or videos by students has decreased

Students who post photos or videos, may end up sharing more information about themselves than they realise, especially if the photos or videos uploaded are of a personal nature, featuring themselves, friends or even family members.

As seen in the chart below, from academic years 2014/15 to 2017/18, there were minor variations amongst the students, with one significant dip in the percentage of Year 9 Students using SNS every day to post photos/videos in 2016/17. This year, the results for all three year groups are quite similar, with 10-12% of the students surveyed acknowledging that they use SNS every day to post photos/videos. This harmonization between the groups in 2018/19 is positive in comparison to the results gathered in 2014/15.



5. Year 11 Students are still the year group using privacy controls the most. A third of students still do not use privacy controls regularly

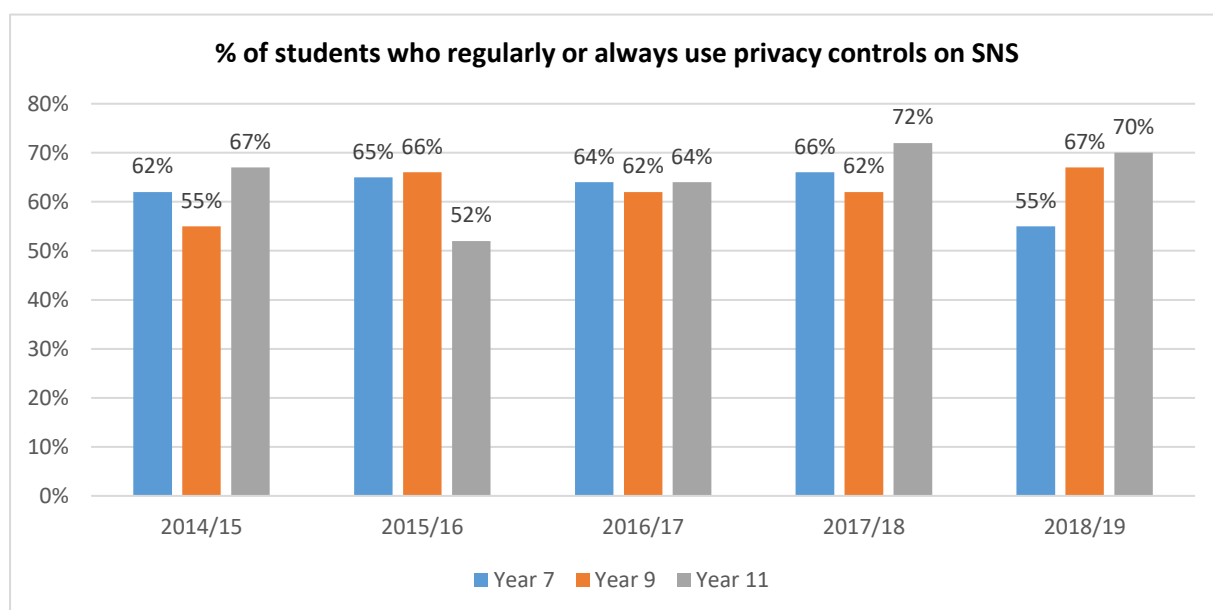
With a result of 70%, there has been a very slight decrease in Year 11 Student's regularly or always using privacy controls on SNS, in comparison to last year. However in general terms, with the exception of 2015/16, the Year 11 Students still tend to be the year group that remain consistently above other year groups in this regard.

This year's results also indicate that 67% of Year 9 Students regularly or always use privacy controls/settings when using SNS. This represents an improvement of 5% from last year's results and is also the highest percentage reached by Year 9 Students since the introduction of the school surveys.

However, the Commissioner's office is nevertheless concerned about the lack of use of privacy controls amongst the Year 7 Students (given that this year's results show that the number of

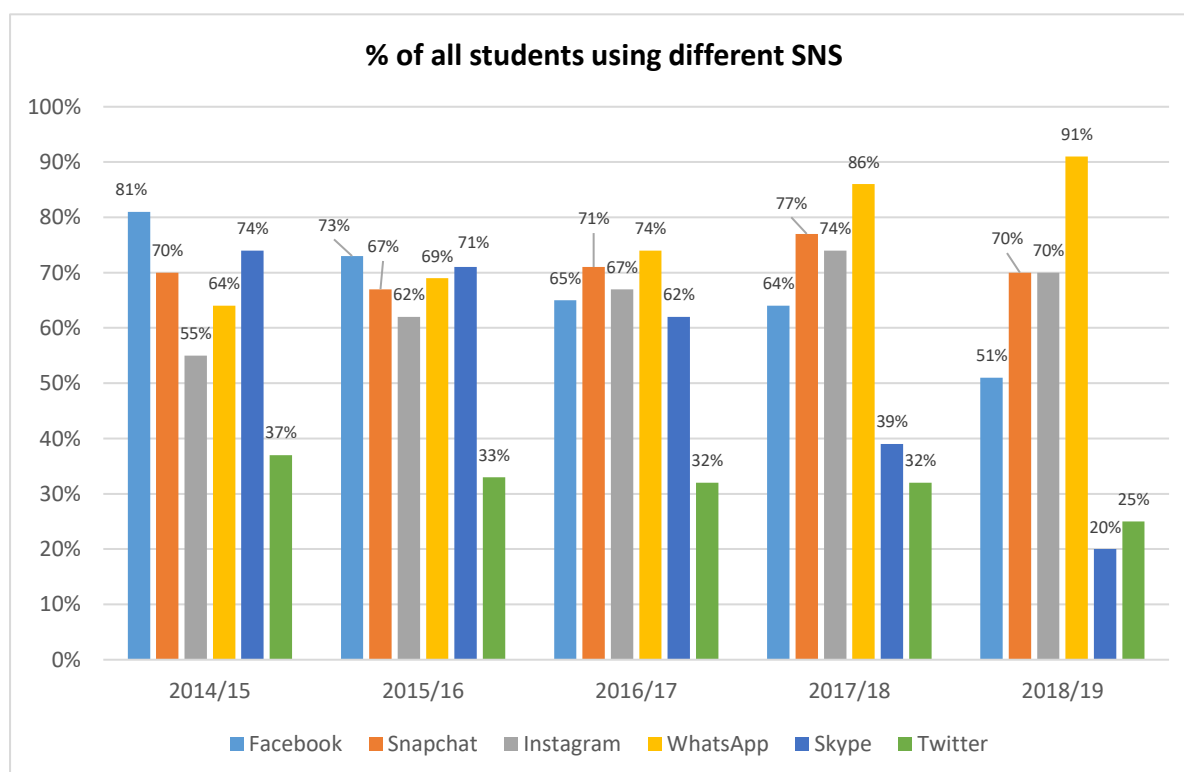
11-12 year olds using privacy controls has decreased by 11% from last year), particularly given their young age.

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



6. Continued risks to privacy from 'media rich' SNS

For the fifth year running, SNS such as Facebook, Snapchat, Instagram and WhatsApp remain amongst the most popular SNS used amongst all students (see Appendix 1, Table 26). However, it is noted that YouTube is becoming increasingly popular with a total of 92% of all students acknowledging its use. This is further explored in Point 9 below, and therefore YouTube has been left out of this analysis.



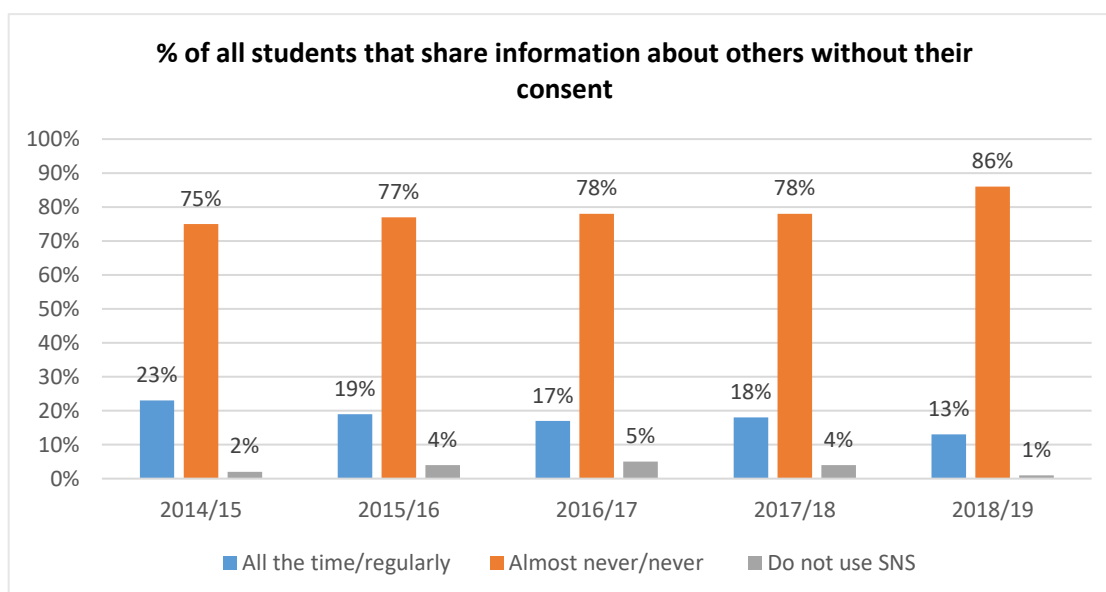
It can be noted that in 2018/19, results show that WhatsApp is one of the most popular SNS, with 91% of students disclosing that they use this SNS. In contrast, previous favourites such as Facebook and Skype which were used in 2014/15 by 81% and 74% of all students respectively, are this year only being used by 51% and 20% of students.

In regard to Instagram, Snapchat and WhatsApp, whilst the former two SNS remain largely popular, the increasing prevalence of the use of WhatsApp is notable. It may be assumed that the reason for this change in the results is down to WhatsApp allowing users to communicate via messages in which videos, voice clips and photographs can be shared easily, whereas Instagram and Snapchat are primarily designed for the uploading of images to create media stories.

The overall popularity and use of the aforesaid SNS is alarming, given the high volume of images, videos and messages that may be exchanged, shared publicly and made available to others, over and above those who may be known friends/followers. This gives rise to the element of risk brought on by the unauthorised disclosure or accidental sharing of personal data to third parties and the potential dangers of having photographs edited and used maliciously in the future. It is a given that there exists an increased risk to privacy from these media rich SNS which are used by all but 1% of the students surveyed this year (Appendix 1, Table 25).

7. Slight decrease in students revealing information about others without their consent⁵

This year, there has been a slight decrease in students always or regularly posting information about others without their consent. A total of 13% of all students have this year acknowledged that they reveal information about others on SNS without their consent, the lowest total since the Commissioner began the awareness raising programme, which is welcomed.



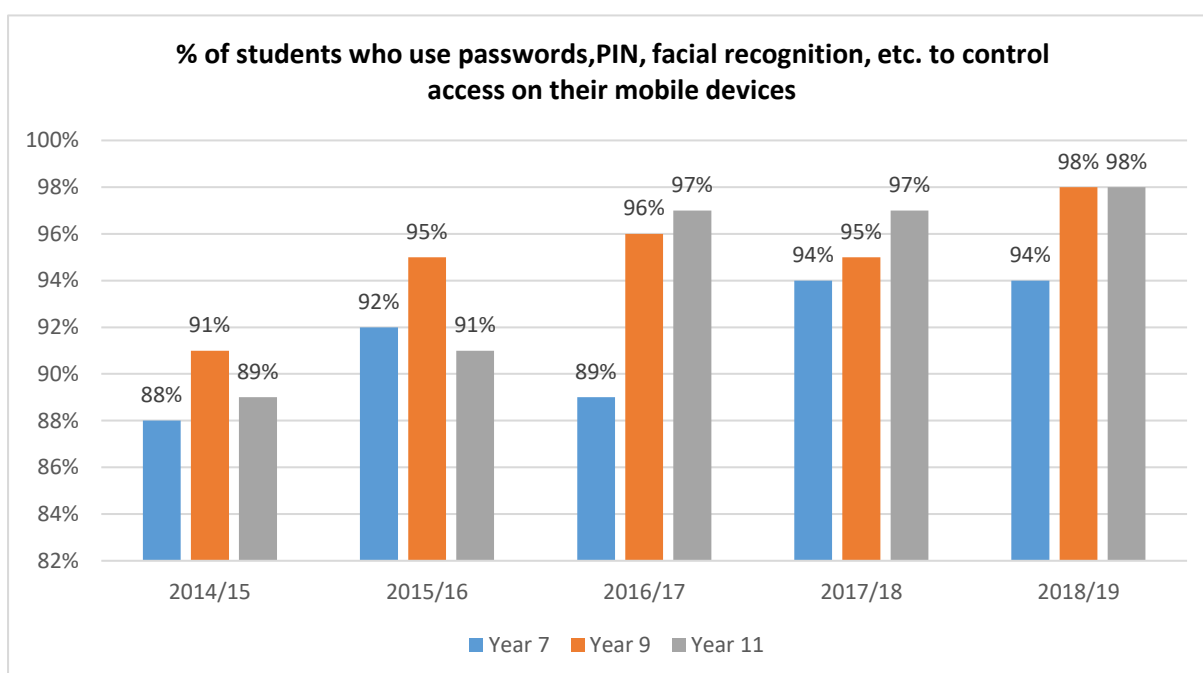
In such cases however, a person may, in effect, lose control over their privacy and personal data as a result of the actions of others. In this context, raising awareness of privacy is

⁵ Please note that whilst the report was issued in June 2019, it was updated on 25th November 2020, as a result of an error identified in the analysis pertaining to this section. In particular, in relation to Table 29 in Appendix 1 below, the answers to the questions “all the time” and “regularly” in the 2018/19 survey were erroneously swapped with the answers to “almost never” and “never” in the analysis provided above.

important so that individuals give appropriate consideration to the information posted about others on SNS as well as seek consent. Therefore, whilst the Commissioner’s office welcomes this decrease, in the next academic programme, more emphasis should be laid on consent and the issues arising from sharing personal data without it.

8. Students are increasingly using security features such as a PIN to protect access to their mobile devices, however Year 7 Students are the least secure in this regard.

When comparing survey results for all students, there is some fluctuation in regard to the students’ use of access controls such as passwords, PIN, and facial recognition when using mobile devices. In general terms however, the results show an upward trend in the use of security features to protect access to mobile devices. Even though the above-mentioned security features are used the least by Year 7 Students, results have improved from 88% in 2014/15 to 94% in 2018/19. Considering that mobile devices can carry large amounts of personal data the Commissioner’s office welcomes this positive trend.



Notably, an average of 97% of all students surveyed this year said they have access controls on their mobile devices. Ironically however, only 63% of all students surveyed use, to a certain extent, the available privacy controls on the different SNS (Appendix 1, Table 30) . This brings to light the likely misunderstanding amongst students when differentiating between access controls on a mobile device and the independent privacy controls for each SNS.

9. The rise of YouTube and the online console gaming apps.

This year, survey results revealed that YouTube has become the most popular SNS for all students (Appendix 1, Table 26), particularly amongst the Year 9 Students (Appendix 1, Table 10).

It should be noted that YouTube differs to other SNS in that it is primarily used for viewing videos, following influencers⁶ and listening to music playlists. Whilst YouTube presents users with the chance to upload their own videos on their YouTube account and interact with

⁶ An influencer is a person with the ability to influence potential buyers of a product or service by promoting or recommending the items on social media/YouTube.

subscribers, its use is more autonomous, and the desire to share an opinion or post a comment may be less when compared to other SNS where daily interaction and engagement is more prevalent.

This year's survey also saw the emergence of online console gaming apps, such as the Nintendo App and Sony PlayStation App (Appendix 1 Table 2, Table 10 and Table 18). These platforms allow users to play online games with other users worldwide, and also participate in online forums where users interact and share information. It should be noted that although these apps allow for private messaging sessions, most users discuss player performance and hold discussions in real-time which may pose a potential risk to the younger users given their vulnerability and predisposition to online prowling and persuasion.

The Commissioner's office will consider how future surveys impact these results and assess whether students continue to use online gaming apps despite the threat to their privacy if not used appropriately.

CLOSING STATEMENT

It is important to note that the results of the survey this year and in previous years provide a strong indication of the use of new technologies by students in Gibraltar, in particular Year 7 Students, Year 9 Students and Year 11 Students.

This year's results, when examined against previous years' results, identify some positive developments. For example –

- the everyday use of SNS to post comments has significantly reduced among Year 11 Students;
- the everyday use of SNS to post photos or videos is relatively low amongst all three-year groups;
- the use of security features on mobile devices such as a PIN, facial recognition, etc. to control access to the mobile device has increased.

Notwithstanding the positive developments above, concerns remain, such as the increased use of SNS by Year 7 Students. In addition, the emergence of the use of online console apps, provides new challenges from a data protection perspective. In this regard, the continuous and increasing use of SNS demands that continuous efforts are made in relation to raising privacy awareness to help the younger generations better understand the importance of controlling their privacy.

The Commissioner's office welcomes the slight improvements in privacy practices; however, it is appropriate and necessary to continue monitoring these user habits and endeavour to promote the safe use of SNS and mobile devices.

APPENDIX 1 – 2018/19 SURVEY RESULTS

The Tables 1 - 32 below provide a detailed breakdown of the results collated for the 2018/19 school survey.

Year 7 Students

Table 1. Percentage of Year 7 Students using SNS

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

Table 2. Percentage of Year 7 Students use per SNS

SNS	% of students
YouTube	89%
WhatsApp	86%
Snapchat	56%
Instagram	48%
Sony PlayStation App	39%
Musical.ly (TikTok)	29%
Skype	22%
Facebook	18%
Nintendo App	18%
Google+ ⁷	17%

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

SNS	Male	SNS	Female
YouTube	88%	WhatsApp	92%
WhatsApp	81%	YouTube	74%
Sony PlayStation App	59%	Snapchat	61%
Instagram	45%	Instagram	58%
Snapchat	44%	Musical.ly (TikTok)	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	I do not use SNS
To post comments	18%	26%	16%	38%	2%
To post photo/videos	12%	26%	27%	33%	2%
Private messaging with friends	59%	21%	6%	12%	2%

⁷ Google+ is included in the Survey Results as it was part of an option in the questionnaire. However it is noted that Google+ shut down for business use and consumers in April 2019 and therefore will not be included in next year's questionnaire.

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	2%	10%	26%	60%	2%

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	37%	18%	12%	31%	2%

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	86%	10%	4%

Year 9 Students

Table 9. Percentage of Year 9 Students using SNS

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

Table 10. Percentage of Year 9 Students use per SNS

SNS	% of students
WhatsApp	96%
YouTube	95%
Instagram	83%
Snapchat	76%
Facebook	63%
Sony PlayStation App	39%
Twitter	29%
Skype	26%
Google+	19%
Musical.ly (TikTok)	13%

Table 11. Breakdown of use by gender of the top 5 SNS used by Year 9 Students

SNS	Male	SNS	Female
YouTube	93%	WhatsApp	99%
WhatsApp	92%	YouTube	97%

Instagram	75%	Snapchat	92%
Sony PlayStation App	66%	Instagram	91%
Snapchat	59%	Musical.ly (TikTok)	67%

Table 12. 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	I do not use SNS
To post comments	29%	32%	21%	18%	0%
To post photo/videos	12%	28%	45%	15%	0%
Private messaging with friends	86%	8%	3%	3%	0%

Table 13. 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	3%	8%	35%	54%	0%

Table 14. 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	47%	20%	13%	20%	0%

Table 15. 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	98%	2%	0%

Table 16. Breakdown of Year 9 Students using automatic lock feature on mobile devices

	Yes	No	Do not own a mobile device
% of students	95%	5%	0%

Year 11 Students

Table 17. Percentage of Year 11 Students using SNS

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

Table 18. Percentage of Year 11 Students use per SNS

SNS	% of Users
YouTube	94%
WhatsApp	90%
Instagram	86%
Snapchat	86%
Facebook	85%
Sony PlayStation App	43%
Twitter	40%
Google +	15%
Skype	12%
Tumblr	11%

Table 19. Breakdown of use by gender of the top 5 SNS used by Year 11 Students

SNS	Male	SNS	Female
YouTube	96%	WhatsApp	96%
Facebook	88%	YouTube	93%
WhatsApp	86%	Snapchat	92%
Instagram	81%	Instagram	92%
Snapchat	81%	Facebook	82%

Table 20. 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	I do not use SNS
To post comments	18%	30%	23%	29%	0%
To post photo/videos	10%	23%	44%	23%	0%
Private messaging with friends	88%	9%	0%	3%	0%

Table 21. 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	4%	13%	37%	46%	0%

Table 22. 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	40%	30%	12%	18%	0%

Table 23. 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	98%	2%	0%

Table 24. Breakdown of Year 11 Students using automatic lock feature on mobile devices

Frequency	Yes	No	Do not own a mobile device
% of students	93%	7%	0%

All Students

Table 25. Percentage of All Students using SNS

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

Table 26. Percentage of All Students use per SNS

SNS	% of Users
YouTube	92%
WhatsApp	91%
Snapchat	70%
Instagram	70%
Facebook	51%
Sony PlayStation App	40%
Twitter	25%
Skype	20%
Musical.ly (TikTok)	17%
Google+	17%

Table 27. Breakdown of use by gender of the top 5 SNS used by All Students

SNS	Male	SNS	Female
YouTube	91%	WhatsApp	96%
WhatsApp	86%	YouTube	94%
Instagram	64%	Snapchat	83%
Sony PlayStation App	63%	Instagram	76%
Snapchat	58%	Facebook	51%

Table 28. 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	I do not use SNS
To post comments	21%	30%	19%	29%	1%
To post photo/videos	12%	25%	38%	24%	1%

Private messaging with friends	75%	13%	4%	7%	1%
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Table 29. 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	3%	10%	32%	54%	1%

Table 30. 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	41%	22%	12%	24%	1%

Table 31. 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	96%	2%	2%

Table 32. Breakdown of All Students using automatic lock feature on mobile devices

	Yes	No	Do not own a mobile device
% of students	91%	7%	2%



CONTROL YOUR PRIVACY – SCHOOLS QUESTIONNAIRE

Please tick the appropriate boxes.

1. Are you?	Male []	Female []
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2. How old are you?	9-10 []	11-12 []	13-14 []	15-16 []	17-18 []	19-20 []	21 or over []
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3. Do you use any of the following, and if so, which ones?				
Facebook []	WhatsApp []	Google Plus []	Twitter []	Snapchat []
Instagram []	Tumblr []	Skype []	Oovoo []	Yik Yak []
Kik []	Groupme []	Musical.ly []	YouNow []	Live.ly []
YouTube []	Meetme []	Omegle []	Tinder []	Whisper []
Nintendo (Online App) []	Xbox (Online App) []	Sony PlayStation (Online App) []	None []	
Other, please specify _____				

4. <u>If you use any Social Networking Sites in question 3</u> , what do you use it for, and how often?				
	<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 []				

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

Please turn over, more questions on back

