Privacy Attitudes and Concerns Towards Remote Communications During the COVID-19 Pandemic

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We Launched a Survey in the Transition Phase of the Pandemic

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We Surfaced Unprompted Privacy Concerns and Attitudes

- Working from Home
- Learning from Home
- Socializing from Home
- Conferencing Tools
- Modes of Remote Communications
- Locations of Remote Communications
We Answered Three Research Questions

Aspects of Remote Communications
Role of Privacy and Security
Empowering Decision-Making
Lack of Agency to Activate Microphone and Webcam in Meetings

“\nIf the manager asks me to turn on the video, I have to do it, but I personally prefer to maintain it switched off at all times.\n”
Privacy was an Important Factor in Choosing Meeting Locations

Locations of Remote Communication

"I am concerned about my co-workers seeing my space. The kitchen is the least personal place in the house to have such meetings."
Employers and Educators should Provide Flexible Meeting Policies

- Conferencing Tools
- Privacy/Security Controls
- A/V Usage
- Managing Privacy Concerns
Tool Developers should Provide Inclusive Privacy by Design

Enabling Virtual Backgrounds for All

Detecting Sounds in Hearing Range
The Pandemic May End, but Not the Remote Communications
Need for Continuously Learning from People’s Remote Communication Experience

Understanding Privacy Attitudes and Concerns Towards Remote Communications During the COVID-19 Pandemic