

CHANGES IN VIEWS ON DATA PRIVACY IN AUSTRALIA DURING COVID-19

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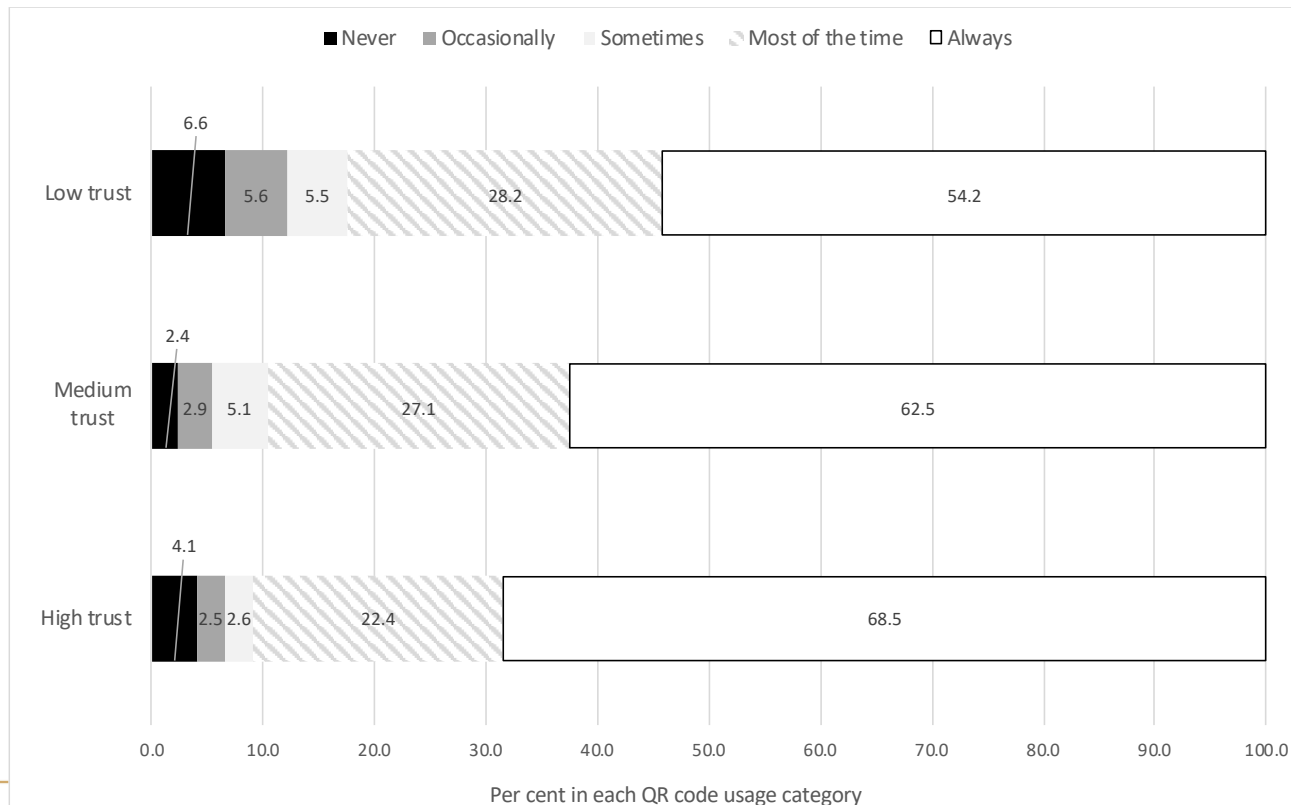
**ANU Centre for Social Research and Methods and
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Intro: Why do we care about data privacy?

- Australian Productivity Commission (2022)
 - 'community trust in new applications of technology is critical for future uptake, as businesses and governments need to maintain their social licence to deliver digital and data-enabled services'
 - <https://www.pc.gov.au/inquiries/current/productivity/productivity-interim2-data-digital>
- Use of QR codes for COVID-19 check-in in August 2021 by trust in institutions
 - https://csrcm.cass.anu.edu.au/sites/default/files/docs/2021/11/The_use_of_QR_codes_to_identify_COVID-19_contacts_and_the_role_of_data_trust_and_data_privacy.pdf



Intro: Country and survey context

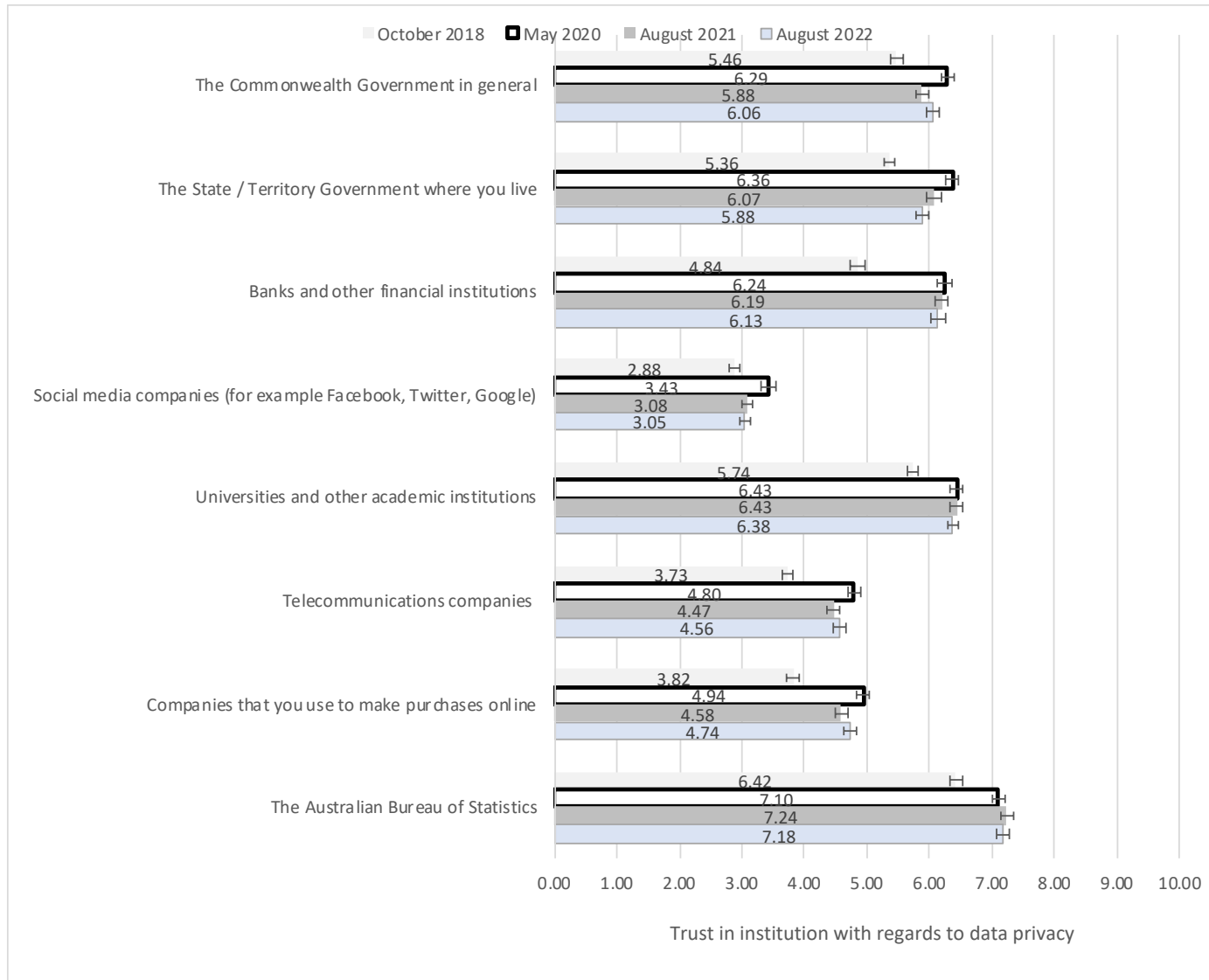
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- Australia had a relatively successful COVID-19 period
 - Low mortality, high vaccination rates, positive economic growth, minimal social disruption, substantial reporting of data
- Two very large data breaches in 2022 (including large telecommunications company in September) and many smaller ones
 - Around one-third of Australians exposed to a data breach in previous 12 months
- COVID-19 Impact Monitoring series
 - Life in Australia panel: Aged 18 years +; Online and offline population; English speaking; Longitudinal; Probability recruited
 - 13 waves of data collection (first in April 2020, most recent in October 2022)
 - 6,690 respondents that completed at least one of the waves of data collection.
 - 18.3 per cent completed one wave and 7.4 per cent completed two waves.
 - 20.5 per cent completed all thirteen waves and 6.3 per cent completed twelve of the thirteen waves.



Change in trust – October 2018 to August 2022

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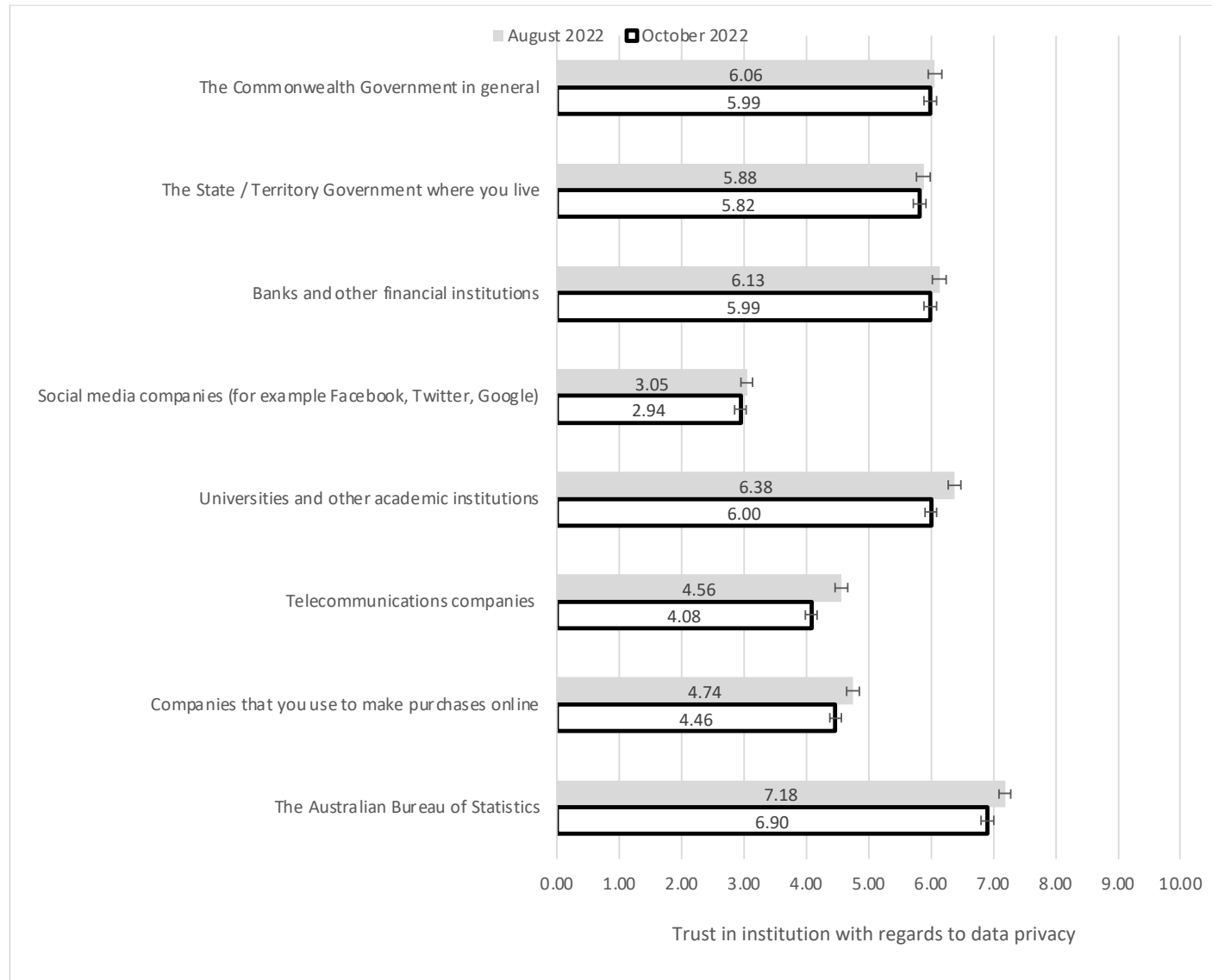


Question: On a scale of 1 to 10, where 1 is no trust at all and 10 is trust completely, how much would you trust the following types of organisations to maintain the privacy of your data?



Change in trust – August 2022 to October 2022

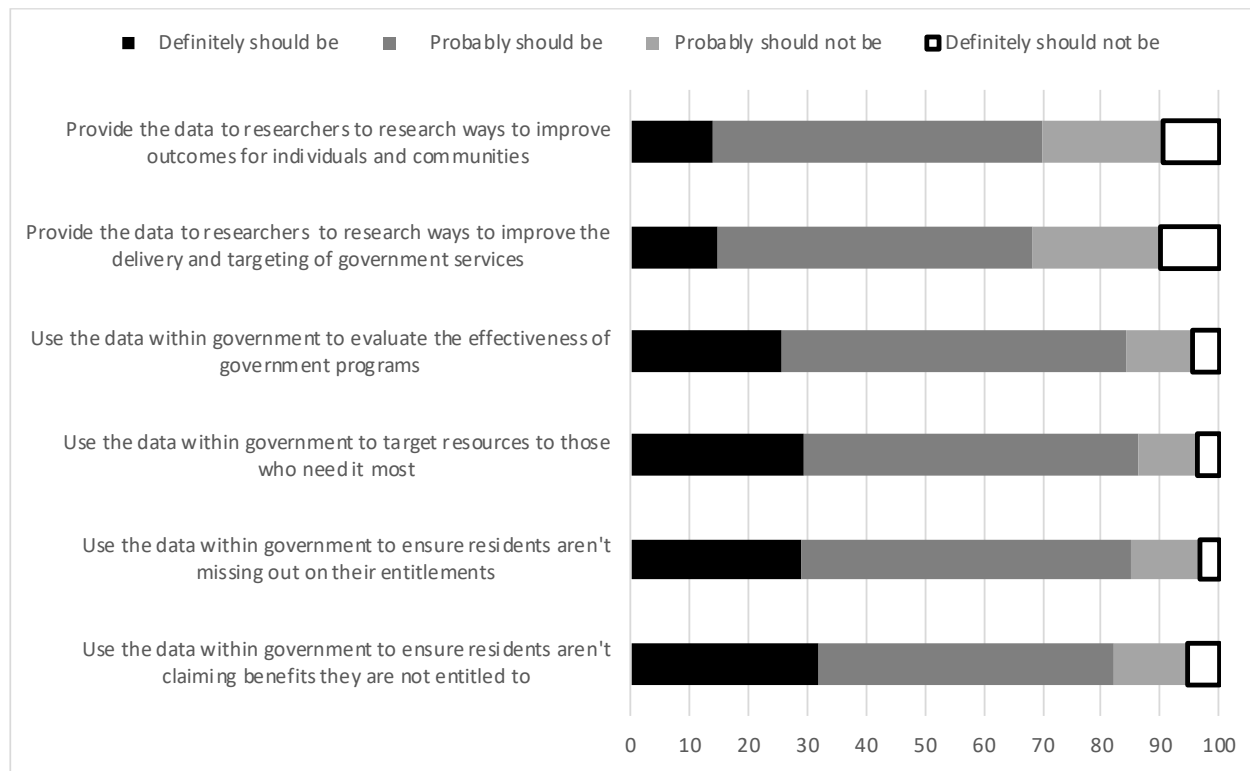
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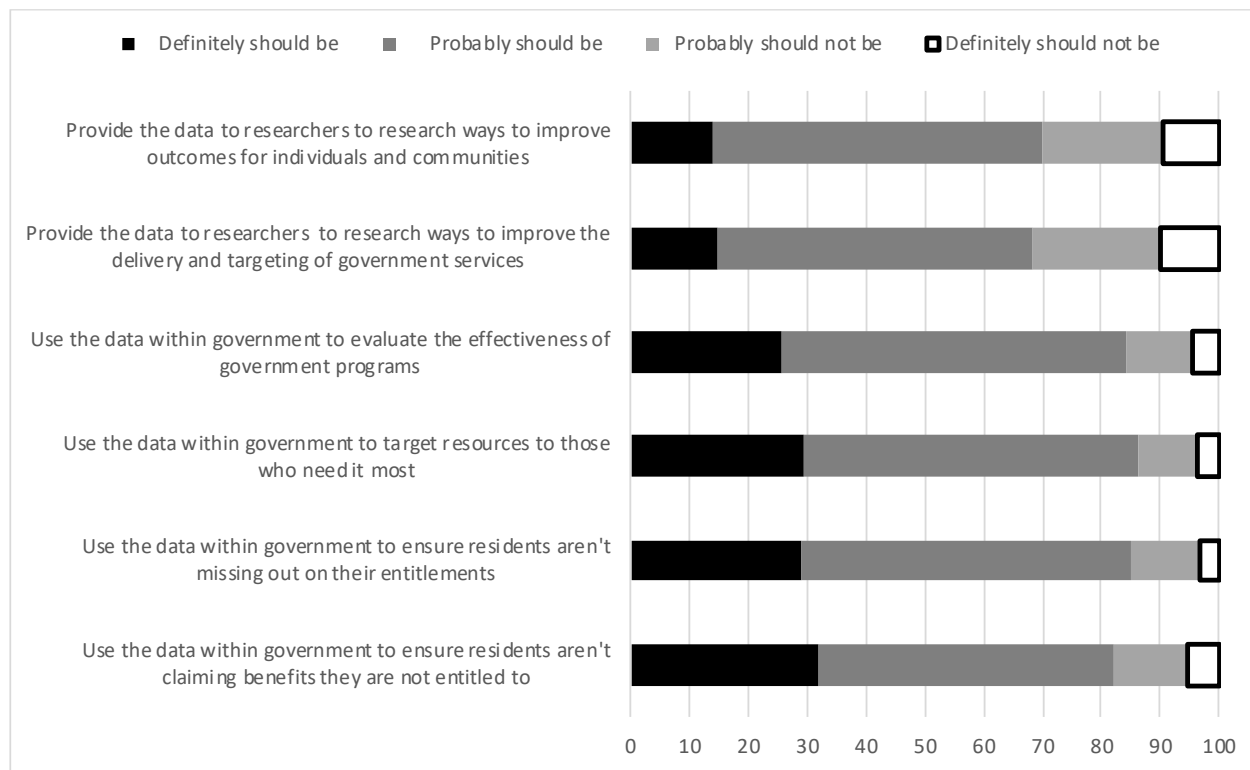
Levels and change for support for data use



Question: Governments across Australia collect a range of information on Australian residents. On the whole, do you think the Commonwealth Government should or should not be able to do the following?



Levels and change for support for data use

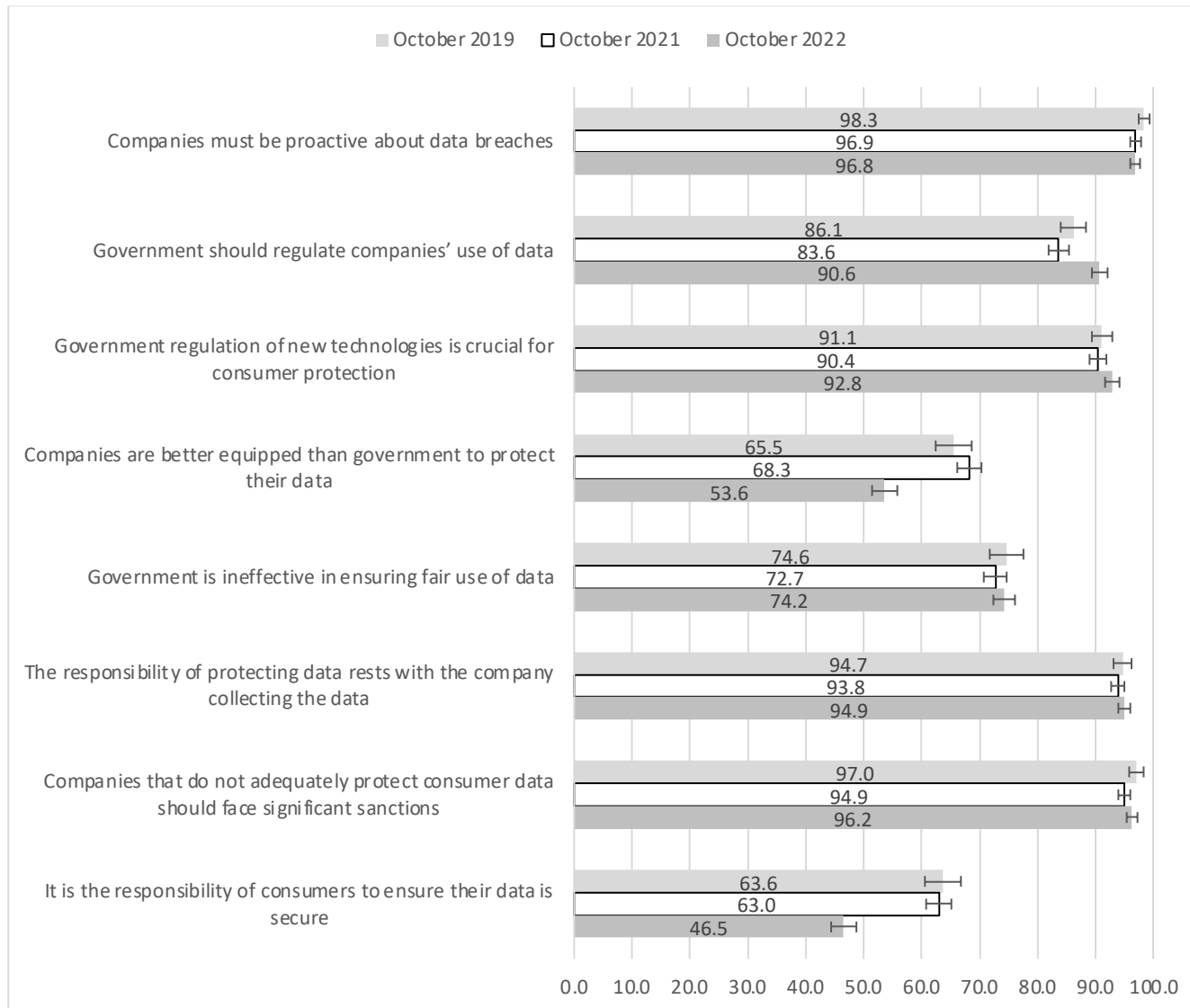


	Provide the data to researchers ... to improve outcomes	Provide the data to researchers to ... improve ... government services	Use the data ... to evaluate	Use the data ... to target resources	Use the data ... to ensure residents aren't missing out	Use the data ... to ensure residents aren't claiming benefits they are not entitled to
October 2018	82.0	80.7	91.8	92.7	89.5	88.4
August 2022	70.1	68.4	84.2	86.1	85.0	82.0

Question: Governments across Australia collect a range of information on Australian residents. On the whole, do you think the Commonwealth Government should or should not be able to do the following?



Agreement on statements regarding data breaches – October 2019 to October 2022



- Modelling of factors associated with data trust (August 2022)
 - Lower level of trust for young Australians (particularly those aged under the age of 35) and a higher level of trust for those aged 75 years and over.
 - Those who speak a language other than English at home had a higher level of trust.
 - Those who had not completed Year 12 and those with a Certificate III/IV having a lower level of trust.
 - Those in the lowest household income quintile having much lower levels of trust than the rest of the population.
- Relationship between change in trust (October 2021 to 2022) and exposure to a data breach
 - Conditional on above factors and trust at baseline, exposure to a data breach associated with a decline in average trust ($0.117 * 1SD$)
 - Significant effects for trust in telecommunications companies, but also state/territory governments; banks; and social media
- Concluding thoughts
 - Initial increase in trust during COVID-19 has held, but converging to baseline
 - National and individual-level exposure to data breaches reduces trust and increases support for government intervention
 - Worrying decline in support for data to be shared with academic researchers.

