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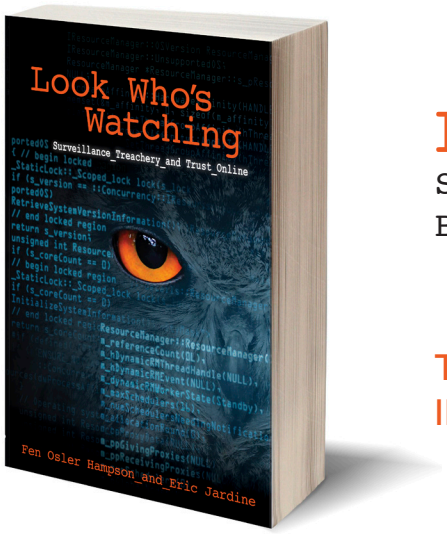

LOOK WHO'S WATCHING

Surveillance_Treachery_and Trust_Online

By Fen Osler Hampson_and_Eric Jardine

THE EROSION OF TRUST THREATENS TO UNRAVEL, IF NOT RAVAGE, THE INTERNET.

Internet security breaches happen almost daily. Edward Snowden's revelations that the US National Security Agency and other government organizations are spying on Internet users fundamentally changed what Internet users do and say online. Acts of cybercrime and data theft threaten online privacy and pose real risks to keeping the Internet open and secure. The collection and use of data on people's online habits by companies such as Facebook, Google or Amazon contribute further still to our loss of faith in the Internet.

Illustrated with telling anecdotes on why Internet users are losing trust and the impact this has on Internet use, LOOK WHO'S WATCHING explores the hack of Ashley Madison profiles, the growth of cyber mercenaries, national security breaches, the future of the Internet of Things, and the explosion of the Dark Net and its faceless audience of users who are using it for both illicit activities and social change.

The social and commercial capital of the Internet is unparalleled, but only if we continue to trust that the network is safe, secure, private, reliable and does what we want. Fen Osler Hampson and Eric Jardine argue that restoring trust in the Internet is not just necessary, but imperative. Based on extensive research and two major opinion polls of more than 24,000 people in 24 countries, LOOK WHO'S WATCHING presents a compelling and accessible journey through the Internet.

LOOK WHO'S WATCHING is for anyone interested in how the Internet really works, the benefits and the dangers it poses to society, and crucially, what the future of the Internet could and should look like.

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The CENTRE FOR INTERNATIONAL GOVERNANCE INNOVATION (CIGI) is an independent, non-partisan think tank led by experienced practitioners and distinguished academics that support research, networks, debate and policy for multilateral governance improvement.

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LOOK WHO'S WATCHING DRAWS ON SURVEY RESULTS FROM 2014 & 2016 CIGI-IPSOS SURVEYS

Edward Snowden fundamentally changed the way the world views the Internet and how people behave online

- Following Snowden's revelations, more than 739 million people changed their behavior because they lost faith in the idea that the Internet facilitated private communication.
- 62% of those surveyed had heard of Snowden. Among those, 30% had taken concrete steps to protect their online privacy.
- One such step has been to use Tor and the Dark Net, or Dark Web, far more frequently, with usage rates increasing by 284% shortly after Snowden's revelations.
- After the Snowden revelations, concerns about privacy and the security of data stored online grew substantially, reaching 57% this year.
- A slightly larger number (13%) also reported that they now use the Internet less often than in 2014.

Internet users are concerned that they are being watched by private companies

- 74% of respondents in 2014 had serious concerns about the amount of information private companies collect.
- 77% of the respondents also cared strongly about the possibility of hackers stealing their personal data.

Cybercrime and data theft are also eroding people's trust of the Internet and forcing Internet users to change their behavior

- 78% were concerned that hackers might steal their personal financial information.
- A thriving market for "zero-day vulnerabilities" that allow hackers to steal data is thriving, with prices in some cases reaching $200,000 per exploit.

Online data breaches are costing us trillions

- The authors estimate the accumulated costs of data breaches in the countries surveyed to be between US$5.3 trillion and $15.7 trillion.
- By contrast, the economic contribution of the Internet is estimated to be US$4.2 trillion in 2016.

Internet users do not trust their governments to help rebuild trust or regulate online

- Less than half (47%) believe their government does a very good job of making sure the Internet in their country is safe and secure.
- 57% would rather trust a joint body to run the Internet.

Online censorship is not just a concern in traditionally authoritarian countries

- Contrary to expectations, the more authoritarian states do not top the list of countries with populations most concerned with censorship. For example, China's so-called "Great Firewall", Pakistan's "YouTube Ban", and Egypt Arab Spring response are around the middle of the list.
- Concern over censorship is actually highest in mixed regimes such as Mexico, South Korea, Turkey and Tunisia that are neither wholly free nor highly repressive.

Not just for illegal activities, the Dark Net is also used to escape online surveillance

- More than 80% of traffic on the Tor services went to child abuse sites, with other traffic going to porn, marketplaces, drugs, wikis (collaborative content), news and directory sites.
- But a separate study actually found that 94-97% of all traffic on the Tor network actually stays on the surface Web and does not go anywhere near the Dark Net websites that Owen and Savage catalogued in their own study (e.g., child abuse sites).

Internet users throughout the world do not unanimously agree that the Dark Net should be shut down

- While 71% of respondents voted for the Dark Net to be shut down, 29% did not.
- This may be explained by the desire of global citizens to preserve the anonymity and benefits that are part of the Dark Net.

Author Interviews

Fen Osler Hampson:
October 4 and 5 - Toronto
October 3, 6, 7 – By phone or studio link

Eric Jardine:
October 3-7 – By phone

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