



Appendix: Consumer-Submitted Digital Privacy Stories

Any website which incorporates AI in their technology solution is an invasion of privacy and a breach of consumer personal information data. One of the many examples include when I purchased a product at Amazon, only to find the product on a completely different website I visited. Amazon did request my authorization or consent to share my shopping product with any other company or affiliate company on the web. Additionally, my personal information data and credit card details was not deleted from Amazon and affiliate companies database when I deleted the information. This is misinforming the consumer when the consumer assumes (which I never assume) the personal information data and credit card details is deleted/removed/expunged from Amazon and affiliate company databases. Beware of AI!

--C., New York, NY

I got sick of being targeted by online ads on every website, based on my browsing history and purchases I'd made. So I installed a paid VPN (Virtual Private Network), Sophos At Home realtime anti-virus, anti-malware, anti-ransomware protection. If I really want safety, I'll use the Tor Browser on top of that, but Opera is good for most things. Now The New York Times, for which I pay, is asking me to allow ads, ha!

But I also pay for Amazon Prime, but if they can't track me, I can't stream or download from them. I'm not getting all the benefits of Prime membership; maybe a class-action suit is in order? After all, I pay for the service and I'm not getting what I pay for.

Google? Twice a year I clear unnecessary emails by marking them as spam and unsubscribe; it's a chore. To think government can protect us from this seems absurd to me.

--Cameron, Kingston, NY

I do notice marketing on my Facebook linked to my web browsing interests and online purchases and I have concerns as to whether my private information is protected. Would feel more secure with legislation to enforce my privacy.

--Christine, Camden, NY

I have a condition that emergency service providers might need to be aware of if I suffer a health emergency. Shortly after putting that information on the wallpaper of my cellphone to facilitate making EMTs aware, and using an app designed for that specific purpose, I began receiving ads for medical services using the precise language I had used in describing that condition.

--Dennis, Albany, NY

I receive more than 200 emails daily, it's out of control - it takes me too much time to "unsubscribe" from them & then they keep on coming anyway. It's obvious that Amazon keeps records of everything you've ordered & they advertise the same/similar items; as does FBk. The robocalls are repetitive as well; even if you hang up on them without any interaction, they continually call again. I'm registered with the DMA for no soliciting & even have "nomorobo" for calls, but they still get through. As a user, I should absolutely have the right to deny any internet company from selling my personal information for their profit.

--Holly, Brewster, NY

Of course I like everyone else received unsolicited e-mails and phone calls based on information searched or browsed on the internet and social media. It's annoying and at times have actually interrupted legitimate transaction or conversations. But please also help citizens protect their smartphone accounts from ruthless illegal hacks.

--James, Pearl River, NY

- Unsubscribe requests ignored or significantly delayed implementation. From political campaigns as well commercial interests.

- Advertising pops up on certain websites after any product search on Google.

- I left Facebook 1.5 years ago for privacy and security reasons. I believed I was targeted by political ads.

--John, Bellmore, NY

Between the obvious use of browsing history to inundate me with ads for products and services. The robo calls have taken over my day. No less than 10 a day and sometime many more are disrupting my life. Please help shut this down!

--Kent, Southampton, NY

I am flooded with emails from advertisers that I did not signed in for, but only visited.

--L.A., New York, NY

I looked up an address of a Hotel in New York City. I was interested only in address, not rates nor availability. I was meeting a friend who was going to stay at that hotel. Several days later, I received email and pop up ads for that same Hotel...Coincidence!!!I think not. There have been many other advertisements on my computer prompted by my earlier searches.

--Lisa, Gansevoort, NY

When I go online and look at something for sale, ads for that product pop up on other websites, making me feel I'm being watched as I browse products. It's like having someone follow you in the aisles of a store, then waving things you've looked at in your face.

--Marie, Baldwin, NY

I often receive ads in my email, both legitimate and clearly phishing expeditions, which I did not sign on for and have no idea how the sender got my email address. I opt out of information sharing whenever possible and almost never click on "more info" or "agree to receive email on products or services" buttons. But still they come. Sometimes I unsubscribe. For more suspicious messages, I am wary of unsubscribing, and simply mark them as spam. After unsubscribing they would pop up a few days later. Thanks for doing this work!

--Mark, Jamaica, NY

Increasingly, I'm seeing online ads that are apparently based on information that comes from phone conversation information. Other ads come from a particular article I read online. I'm feeling quite concerned about the massive invasiveness of all data collection in my life. I don't believe this is simply a case of paranoia, but an unchecked corporate manipulation far worse than the purported crimes of Cambridge Analytica.

--Matthew, Palmyra, NY

Why are social security numbers, birthdays, phone numbers, even street addresses, and other information collected by websites when not specifically needed? And then, when mishandled, or if there is a data breach, it's all out there!

--Neil, Forest Hills, NY

I shop at Staples etc. regularly. I receive their sales offers by emails. But most annoying thing is that their ads pop up 'forcefully' on my PC screen at bottom right corner, or, in between a 'you tube' program I am watching. I had to fix the problem by going through my Google Chrome help desk.

--Pradeep, Flushing, NY

I had two businesses refuse me as a customer because I wouldn't give them my personal information.

One occasion was when I borrowed someone's truck on the understanding that I have the oil changed before returning it. I went to [redacted] in Amherst, NY and the manager asked me for my phone number, address, and e-mail address. I asked why he needed that information to do an oil change. He said he needed it for the invoice. I told him I didn't want to divulge my personal information and that he didn't need it just to change the oil in the truck that I had borrowed. He responded by saying if I didn't provide the information he asked for, he couldn't/wouldn't do the oil change. I left without having any service performed on the truck.

Another occasion was when I went to a hearing specialist [redacted] in Tonawanda, NY to get a set of custom in-ear monitors made . . . The hearing center wanted my address, phone number, e-mail address, my health insurance card, the name of my physician, etc. I asked what for. I just wanted to get some custom in-ear monitors made and that I was going to pay for them outright. They said they needed to onboard me as a patient. I replied that I had no interest in becoming a patient. I just wanted some ear molds so I could have some custom fitted in-ear monitors made. Like my experience with [redacted], we hit an impasse. Unless I surrendered my personal information, they likewise refused to do business with me.

--Robert, North Tonawanda, NY

I constantly get pop ups from advertisers. There is no privacy. My wife who is a therapist and frequently works with young children and teenagers receives pop up ads based on her purchasing history. These pop ups sometimes contain advertisements for undergarments and other personal items. Very embarrassing. Mr. Orwell was indeed a prophet.

--Steven, Hicksville, NY

I have been a DirectV customer for many years. AT&T bought them, and when I tried to access my DirectV account online, I found that I needed to sign up for AT&T access. On reading their terms of service agreement, I found two sections which seemed to say that my personal information would become their property forever and they could do whatever they want with it. I wrote them (and you) and said I would never agree to those clauses and asked for another way to access my account online. I was then traveling and received an email sometime later saying that Mr. Mark Huston had tried to call me and wanted to talk about my letter. As soon as I returned home, I called the number he sent me at least three or four times. After the last call, he sent me another email with a lame excuse that they had switched their phone system. Imagine, communication is their business!! He said my privacy would be protected. At the bottom of his email was this statement: "Any other use, retention, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited." This is the old, What's yours is mine and what's

mine is mine. I would change my television service, except my husband has a meltdown when I mention it!

--Suzanne, NY

I purposely do not download APPS because if you read the fine print on almost every APP, they tell you in writing that by downloading their APP you are consenting to allow that company who's APP you downloaded, to sell or distribute your private information, which you never gave them to begin with.

How is ANY OF THIS LEGAL.

Legislation MUST be passed that completely does not allow ANY company to simply inform you that by purchasing or downloading their product that they are allowed all your information.

If you buy a product, a company does not have the right to be allowed your information. That is by definition, extortion. Plus absurd. How I know my information has been sold to thousands of companies? Because I have opted out of all APPS and do not give my information out to anyone for over two years. I'm getting bombarded and invaded daily today and this is a violation and I feel violated, stolen from and abused by this.

Pass new laws NOW to stop this violation and theft.

--Tiger, New York, NY