



Perceptions of Privacy & Personal Data Protection in the Occupied Palestinian Territory

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7amleh –The Arab Center for Social Media Advancement

Perceptions of Privacy and Personal Data Protection in the Occupied Palestinian Territory

Researcher and analysis: Data New Vision for Research and Consulting

Editors: Inas Khatib and Cathrine Abuamsha

Arabic edition proofread by: Ritaj Managerial Solutions

Translated into English by: Ritaj Managerial Solutions

English edition Proofread by: Yasmineen Iraqi

Designed by: Amal Shoufany

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The Representative Office of Norway
to the Palestinian Authority

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Contact Us:

info@7amleh.org | www.7amleh.org

Tel: +972 (0)774020670

Find us on Social Media: **7amleh**    

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Executive Summary

Through the prism of *Privacy and Personal Data Protection in the 1967 Occupied Palestinian Territory: A Survey Research*, Tamleh - The Arab Center for the Advancement of Social Media attempts to present and analyze the knowledge and understanding of the Palestinian society in the occupied Palestinian territory since 1967 (oPt) of several dimensions of the right to privacy, personal data protection, and the handling of this right in the local context. To that end, a representative sample of 509 Palestinian men and women was drawn—including respondents from the various governorates of the West Bank and the Gaza Strip of different age groups (18 years or above) and educational levels. This research survey set out to examine the extent of the respondents' knowledge and understanding of issues related to the right to privacy as well as their experiences on this front. It also sheds light on the scope of their background knowledge about the protection of their privacy and personal data and the performance of the Palestinian Authority (PA) in terms of the respect and protection of privacy and monitoring and accountability of violations of this entitlement. In a similar vein, this survey highlights how the private sector acts regarding the privacy and data of citizens and the extent of commitment to respect and protect it.

Survey results provided an array of significant criteria, revealing specific deficiencies and compelling needs for a revisit and an analysis of the right to privacy in the oPt. This action will inform serious steps aimed at a more positive reality in line with international law standards through a human rights-based approach. The list below presents some of the main findings and criteria:

- In the opinion of about 66 percent of the respondents, the concept of privacy is clear.
- About 52% of the respondents believe that their privacy and personal data need protection.
- About 32% of the respondents have had their privacy breached or their personal data used without their knowledge or consent.
- About 48% of the respondents believe that Palestinian curricula or university courses do not contain awareness content about privacy and personal data protection.
- About 69% of the respondents support the adoption of a Palestinian law to protect personal privacy and data, including electronic data.

- About 29% of the respondents stated that the PA or one of its bodies had infringed on their personal data.
- About 32% of the respondents do not know whether an official Palestinian body is assigned to receive and deal with complaints of privacy violations.
- About 48% of respondents believe that Palestinian telecom service providers can access and use their personal data without their knowledge or consent.
- About 24% of the respondents admitted that the telecom service providers shared their data with a third party without their consent.

Introduction

Through its various strategies, plans, and activities, 7amleh endeavors to create a safe, fair, and free digital space where Palestinians can enjoy their basic rights, especially digital rights. Instrumental in allowing people to enjoy other digital rights and freedoms and engage in diverse online activities, the right to privacy is basic and necessary for a safe digital space. Therefore, 7amleh's mission is to guarantee the right to privacy and protect personal data with a view to enhancing the respect and protection for these entitlements at the individual and state levels. This vision comes from a thorough examination of the reality of the right to privacy—including the policies, semblances, and factors that fall under this umbrella right to identify the needs and necessities at this forefront. Additionally, this plan guides the collection, analysis, and discussion of as much information and statistics as possible to raise awareness about them and refine plans and possible solutions with available and innovative means. Furthermore 7amleh engages concerned official and unofficial stakeholders in a constructive discussion and criticism to arrive at a comprehensive vision to meet the needs and the necessities, protect the citizen, and become more compatible with international standards.

Moreover, this research is an essential part of the dissection of the reality of privacy, societal and official interaction with it, and the extent to which private sector praxes respect citizens' personal data, especially in digital format. We see a building block in this research upon which the development plan and advocacy mechanisms will be built.

Preface

This survey research explores Palestinians' knowledge and attitudes about privacy and data protection on the local scene. The research measured this knowledge and attitudes through a set of criteria—including the concept of privacy, awareness programs about the right to privacy and the participation of respondents in these activities; the PA's approach to this right; official policies, oversight, accountability for privacy breaches, and telecommunications companies and their personal data policies, and privacy standards of social media applications. To measure these lines of research, the study used a survey form that was answered by a representative sample of 509 respondents from the West Bank and the Gaza Strip who participated either electronically or over the phone.

Methodology

Sampling

For this research, a sample of 509 Palestinian citizens living in the governorates of the West Bank and the Gaza Strip was selected. The data was collected through an electronic survey (about 209 respondents) and a telephone survey (about 300 respondents). For either method, the respondents answered the same set of questions. The form included twenty-three questions to measure the Palestinians' knowledge about the status quo of privacy and data protection in the oPt (see Annex: Survey Form). The results of this survey help detect the strengths and weaknesses in the respondents' knowledge, the challenges community members face, and their need to develop the status quo of privacy and data protection in Palestinian society.

Geographically, the 509 participants from the West Bank and Gaza Strip were distributed as follows:

- * From the West Bank, 340 participants—including
 - Southern governorates (Hebron, Bethlehem): 125 participants;
 - Central governorates (Ramallah, Jerusalem, Jericho): 115 participants;
 - Northern governorates (Nablus, Tulkarm, Qalqilya, Salfit, Tubas): 100 participants;
- * From the Gaza Strip: 169 participants.

Organization of the Survey

In addition to the demographic questions, the questionnaire includes twenty-three questions to measure the criteria derived from the main lines of research as follows:

Section 1:

This section collects the demographic data of the respondents—including age group, gender, level of education, job sector, place of residence, and type of residential area.

Section 2:

This section moves to the extent of the respondents' knowledge of their right to privacy and personal data protection and the status quo of these entitlements in Palestinian society.

Section 3:

The questions in this section place a niche focus on the PA and its role—including privacy and personal data protection policies and accountability and control policies for privacy breaches. Besides, some questions tackle Palestinian law in relation to personal data protection.

Section 4:

In this section, respondents were asked about the role of private telecom service companies, their access to, and use of, users' personal data, and their respect for social media privacy and protection standards.

Data Processing

Once the data were collected from the electronic and telephone surveys, they were statistically analyzed via Microsoft Excel.

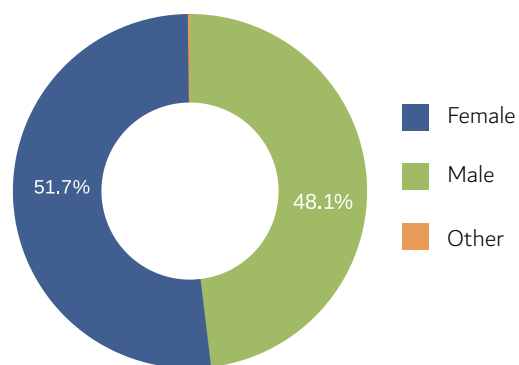
Database

The research sample statistically represents the Palestinian society in the West Bank and the Gaza Strip. For example, the sampling process considered the ratio of males and females, level of education, job sector, and the type of residential area of the respondents. These considerations were taken to build a catchall review of the attitudes and knowledge of the various sections of Palestinian society concerning privacy and data protection. (See Tables 1–6).

1. Distribution of the respondents by gender:

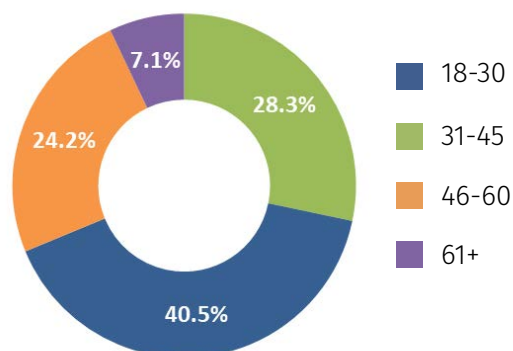
Gender	Number	Percentage (%)
Female	263	51.7
Male	245	48.1
Other	1	0.2

Although the questionnaires were distributed equally between males and females, the number of male participants slightly exceeded that of females.



2. Distribution of the respondents by age group:

Age group (Years)	Number	Percentage (%)
18-30	144	28.3
31-45	206	40.5
46-60	123	24.2
61+	36	7.1



The results above indicate that the largest percentage of participation was among the section aged 31–45 years old (40.5 percent). On the other hand, the participation rate of the sections aged 18–30 years old and 40–60 was close. This can be attributed to the assumption that the former section (31–45) pays particular attention to the issue of privacy and data protection.

3. Distribution of respondents by the level of education:

Qualification	Number	Percentage (%)
N/A	94	18.5
General Secondary Examination Certificate	119	23.4
Diploma	86	16.9
Bachelor’s degree	161	31.6
Master’s degree	40	7.9
PhD degree	9	1.8

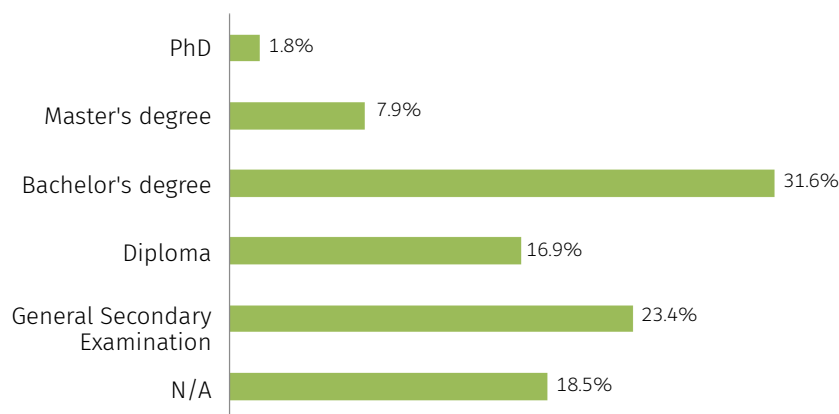
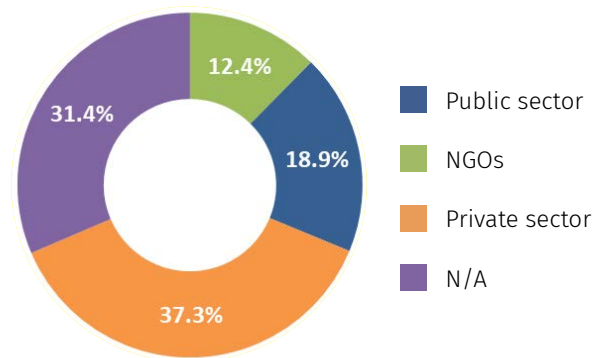


Table 3 shows that degree holders, particularly BA degree holders, are more involved in this research (32 percent). We attribute this engagement to the widespread concern among this group over their right to privacy and data protection, driven by their knowledge and experience of this issue and its effects. The results also highlight the need to raise the awareness of the least involved respondents about this issue and develop their capacities.

4. Distribution of respondents by job sector:

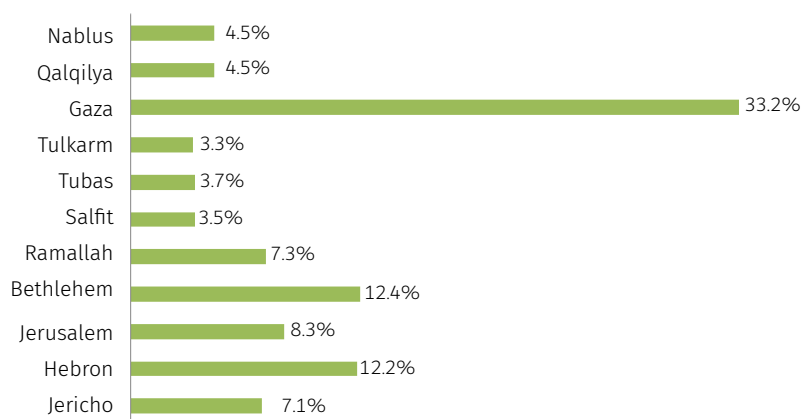
Job Sector	Number	Percentage (%)
Nongovernmental organizations (NGOs)	63	12.4
Public sector	96	18.9
Private sector	190	37.3
N/A	160	31.4

Private sector workers' participation rate in the survey is the highest at about 37 percent, followed directly by the unemployed at about 31 percent.



5. Distribution of respondents by governorate:

Governorate	Jericho	Hebron	Jerusalem	Bethlehem	Ramallah	Salfit	Tubas	Tulkarm	Gaza	Qalqilya	Nablus
Number	36	62	42	63	37	18	19	17	169	23	23
(%)	7.1	12.2	8.3	12.4	7.3	3.5	3.7	3.3	33.2	4.5	4.5

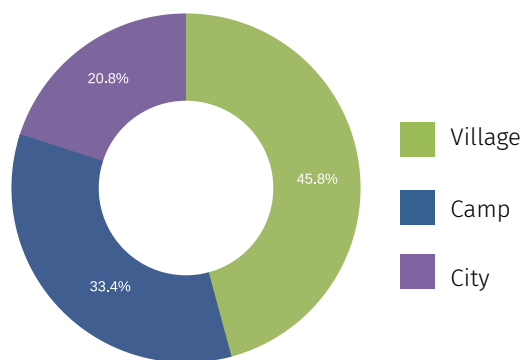


The survey was distributed to respondents across the oPt governorates to ensure that the sample is representative of Palestinian society and thus detect the differences among the governorates in relation to privacy and data protection. Whenever Gaza is mentioned alone in this survey research, it means the entire Gaza Strip. According to the survey results, the participation from Gaza was the highest (about 33 percent) compared to other governorates of the West Bank. Gaza was followed by the governorates of Bethlehem and Hebron at 12.4 percent and 12.2 percent respectively. These results stress the need for programs to raise the awareness of these and other governorates' residents about privacy and data protection and shine a light on the issues related to these entitlements.

6. Distribution of respondents by administrative division:

Administrative division	Number	Percentage (%)
Village	170	33.4
Camp	107	20.8
City	233	45.8

In a similar vein, these results highlight the need for programs to raise awareness about privacy and data protection in the refugee camps.



Preliminary Results

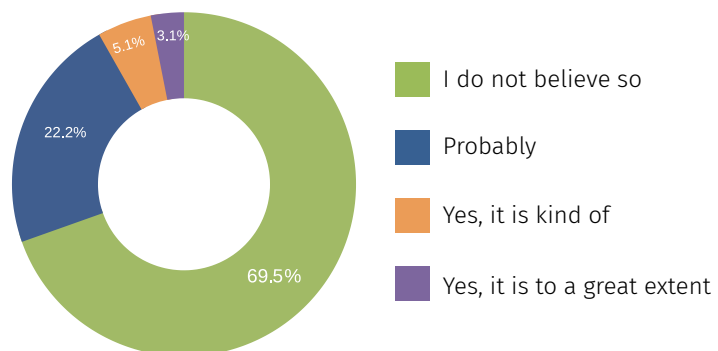
This survey examined three main lines of research, each of which included a set of questions to measure specific criteria. The results of these criteria contributed, among other things, to the development of indicators that helped us identify the strengths and weaknesses in the knowledge and attitudes of the respondents in relation to privacy and data protection.

Line 1: Respondents' knowledge of their right to privacy and personal data protection:

This section looks into the respondents' background and knowledge about their right to privacy and personal data protection and their perception of privacy in Palestinian society. Following are the results this section arrived at:

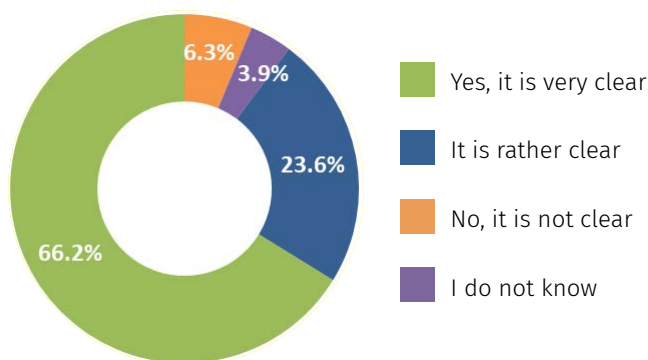
7. To what extent do you think that privacy is a human right?

Response	Number	Percentage (%)
I do not believe so	16	3.1
Probably	26	5.1
Yes, it is kind of	113	22.2
Yes, it is to a great extent	354	69.5



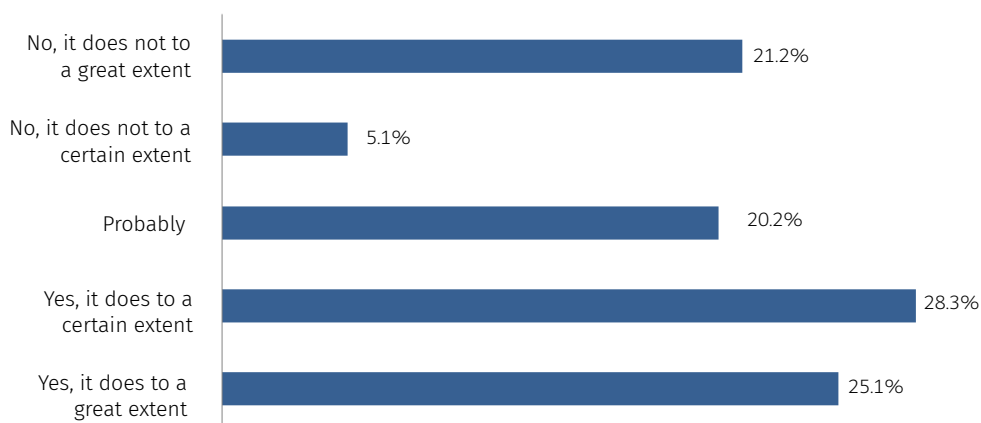
8. Do you think the concept of privacy as well as its importance is clear to you?

Response	Number	Percentage (%)
I do not know	20	3.9
No, it is not clear	32	6.3
It is rather clear	120	23.6
Yes, it is very clear	337	66.2



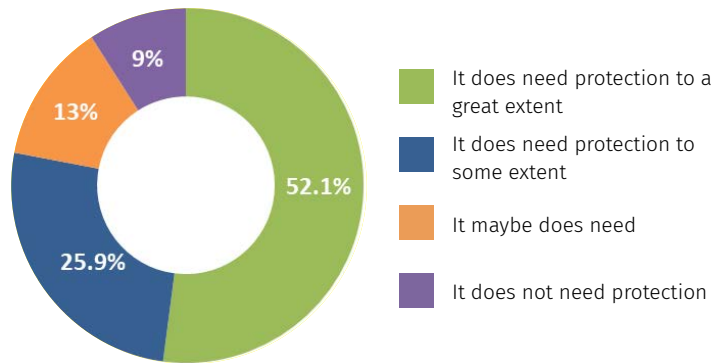
9. In your opinion, does Palestinian society take into account considerations of personal privacy?

Response	Number	Percentage (%)
No, it does not to a great extent	108	21.2
No, it does not to a certain extent	26	5.1
Probably	103	20.2
Yes, it does to a certain extent	144	28.3
Yes, it does to a great extent	128	25.1



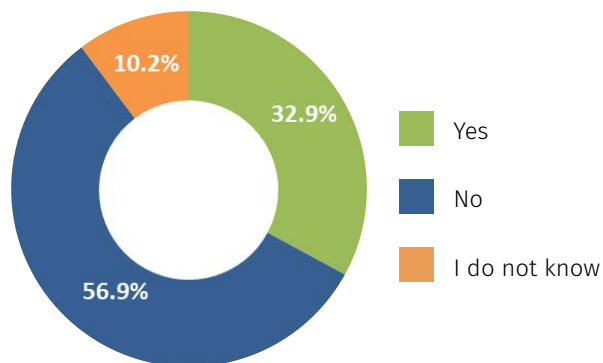
10. To what extent do you think your privacy and personal data need protection?

Response	Number	Percentage (%)
It does need protection to a great extent	265	52.1
It does need protection to some extent	132	25.9
It maybe does need	66	13
It does not need protection	46	9



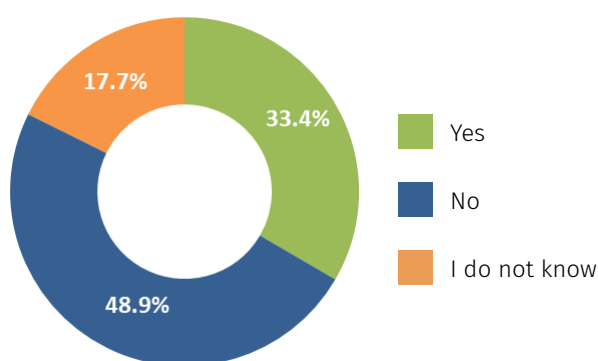
11. Has your personal data ever been breached, used without your knowledge or consent, or both?

Response	Number	Percentage (%)
Yes	167	32.9
No	289	56.9
I do not know	52	10.2



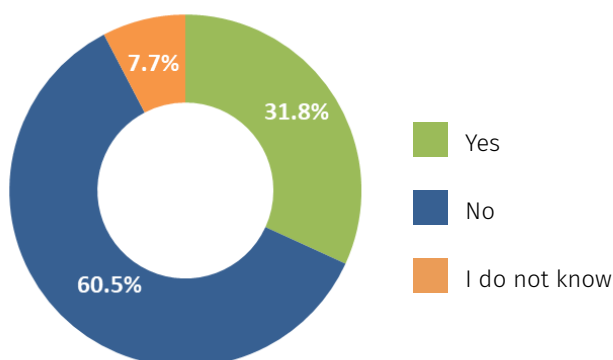
12. Do Palestinian curricula or university courses provide educational information or content about privacy and personal data protection?

Response	Number	Percentage (%)
Yes	170	33.4
No	249	48.9
I do not know	90	17.7



13. Have you ever participated in awareness programs organized by Palestinian NGOs about the right to privacy?

Response	Number	Percentage (%)
Yes	162	31.8
No	308	60.5
I do not know	39	7.7



The data above sheds light on a set of indicators that must be considered:

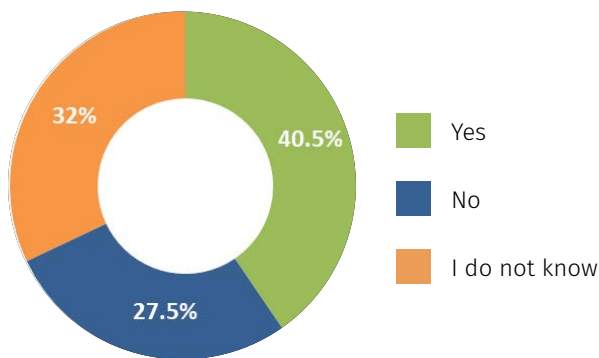
- Concerning privacy as a human right, the percentage of respondents who expressed their positive knowledge in this regard was about 90 percent. A similar percentage responded that the concept of privacy and the importance of privacy and data protection are clear to them. The percentage of respondents who believe that the Palestinian society is somewhat considerate and considers personal privacy is more than 50 percent. As for awareness programs provided through educational curricula or NGOs, the results indicate that half of the participants believe that the curricula do not cover the issue of privacy and personal data protection.
- In relation to the community awareness of privacy, about 60 percent of the respondents said that they did not partake in any awareness program on the issue of privacy and personal data protection and about 57 percent of the respondents stated that they had not been exposed to data penetration without their knowledge or consent.
- In the same regard, about 10 percent of the respondents indicated they do not know if their privacy or personal data have been breached. These former two facts call for intensive awareness programs to raise the awareness of the sample population about privacy violations and personal data breaches.

Line 2: The PA and the right to privacy:

This research line moves to the PA's performance, including its privacy and personal data protection policies, legal framework, accountability, and control of privacy breaches.

14. Has the State of Palestine joined international conventions that bind it to respect privacy?

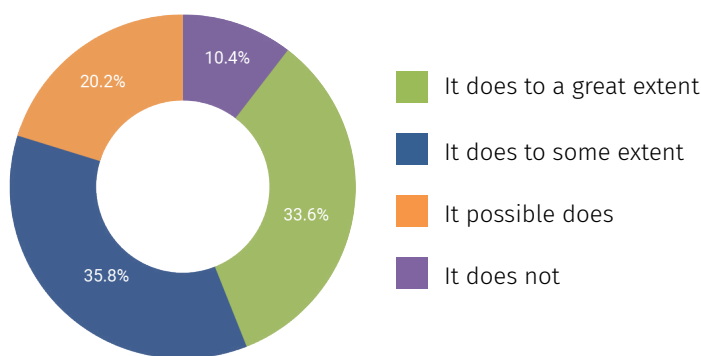
Response	Number	Percentage (%)
Yes	206	40.5
No	140	27.5
I do not know	163	32



Strangely enough, about 32% do not know if the State of Palestine has acceded to international agreements that bind it to safeguard the right to privacy. Therefore, public awareness needs to be raised about the international conventions safeguarding the right to privacy that the State of Palestine has signed.

15. In your opinion, to what extent does Palestinian legislation protect personal data, including electronic data, from official or unofficial control?

Response	Number	Response
It does to a great extent	171	33.6
It does to some extent	182	35.8
It possible does	103	20.2
It does not	53	10.4



The results in table 15 indicate that about 30 percent of the participants believe that the Palestinian law does not protect or may protect the right to privacy and personal data. On the contrary, about 70 percent believe that it protects it. These insights

highlight the need to shine further light on the Palestinian legislation on privacy and personal data protection to raise public awareness about it.

16. Do you support the enactment of a Palestinian law to protect privacy and personal data, including those in electronic format?

Response	Number	Percentage (%)
Yes	352	69.2
No	101	19.8
I do not know	56	11

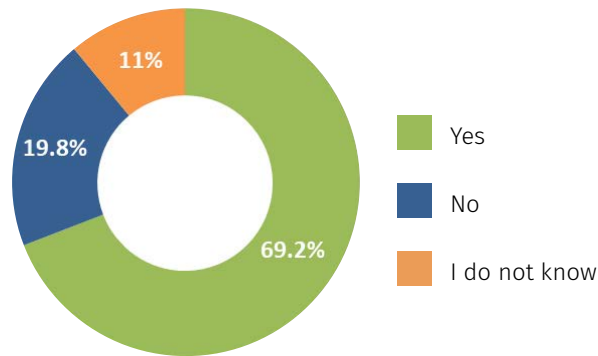


Table 16 shows that the majority of respondents, about 70%, support the adoption of a Palestinian law to protect personal data. This clearly indicates the extent to which people need a Palestinian reference law to protect the right to privacy and personal data.

17. Do Palestinian laws hold perpetrators accountable for privacy breaches and personal data sharing without the user's consent?

Response	Number	Percentage (%)
It does to a great extent	158	31
It does to some extent	198	38.9
It maybe does	107	21.0
It does not	46	9

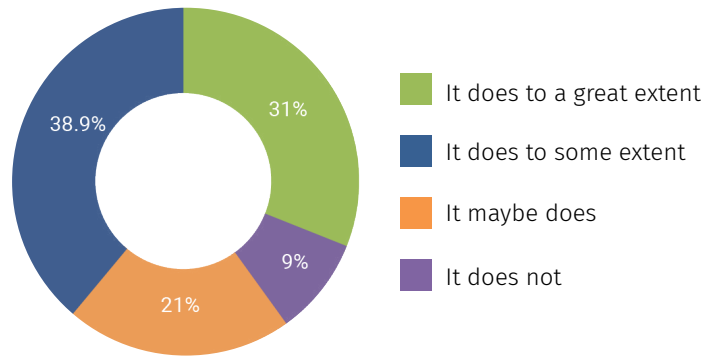
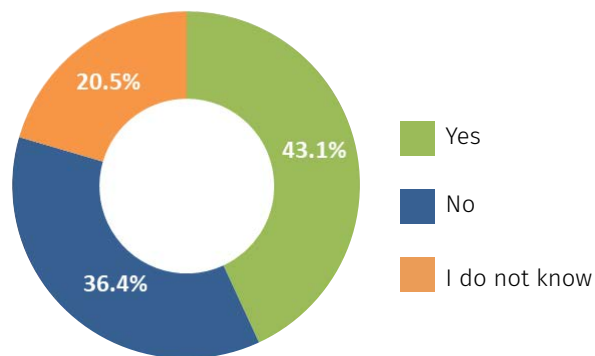


Table 17 shows that about 70 percent of the respondents believe that the Palestinian laws hold, to some extent, perpetrators accountable for privacy breaches and personal data sharing without the user’s consent. This figure confirms the need to intensify awareness programs about Palestinian law.

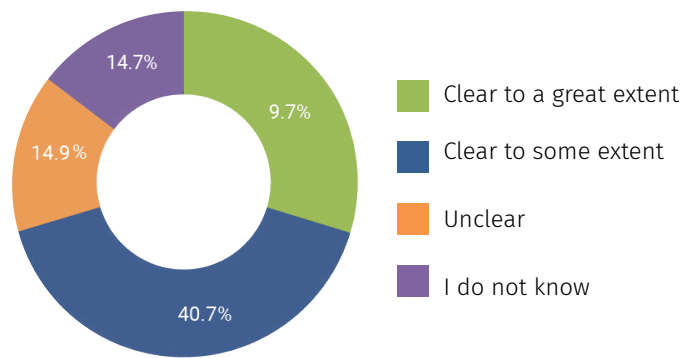
18.Are there official Palestinian policies that regulate how your personal data is handled?

Response	Number	Percentage (%)
Yes	219	43.1
No	185	36.4
I do not know	104	20.5



19. In your opinion, to what extent the official policies for personal data processing are accessible and clear for everyone?

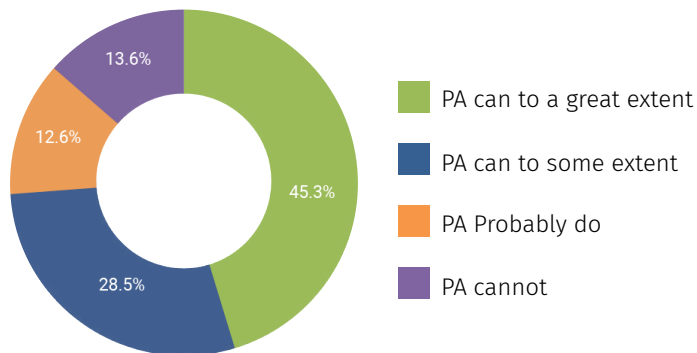
Response	Number	Percentage (%)
Clear to a great extent	151	29.7
Clear to some extent	207	40.7
Unclear	76	14.9
I do not know	75	14.7



The results in tables 18 and 19 indicate that a significant portion of the respondents (about 20 percent) do not know if there are official policies to protect privacy. About 15 percent do not know if there are publicly accessible policies about privacy and personal data protection, even though they know that this is a human right.

20. To what extent do you think the PA can access, use, and circulate your personal data without your knowledge or consent?

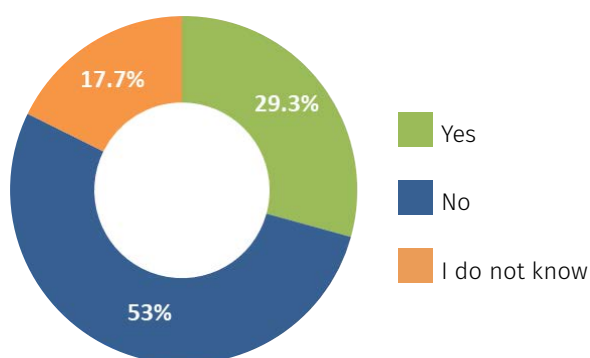
Response	Number	Percentage (%)
PA can to a great extent	320	45.3
PA can to some extent	145	28.5
PA probably can	64	12.6
PA cannot	69	13.5



According to table 20, about 74 percent of the respondents believe that the PA can access, use, and circulate personal data without the knowledge or consent of the data owner.

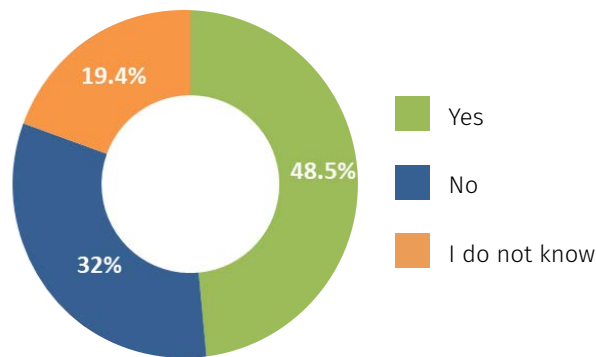
21. Has the PA, or any of its bodies, breached, or circulated your personal data?

Response	Number	Percentage (%)
Yes	149	29.3
No	270	53
I do not know	90	17.7



22. Is there an official Palestinian body that receives complaints about privacy violations?

Response	Number	Percentage (%)
Yes	247	48.5
No	163	32
I do not know	99	19.4



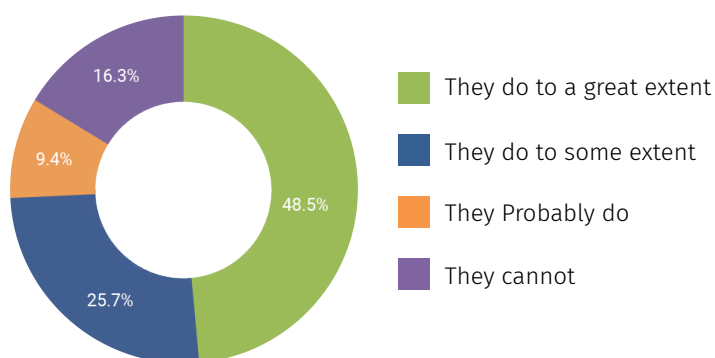
The survey results showed particularly important indicators concerning the respondents' knowledge of the reality of privacy, personal data protection, Palestinian law, and accountability for privacy breaches (see tables 14–22). Notably, more than 70 percent of the respondents believed that the PA could access and circulate citizens' personal data (see table 20). Also, about 30 percent of the respondents stated that the PA, or its apparatus, had hacked their personal data. But about 18 percent stated that they do not know if the PA, or its arms, had hacked their personal data (see table 21). However, the fact that about 20 percent of the respondents do not know if there is an official body to receive complaints against breaches of privacy and personal data might be alarming (see table 22).

Line 3: Private companies' policies concerning personal data

This line of research is given over to the participants' knowledge of private companies' policies concerning personal data and privacy protection, particularly those of telecom service providers.

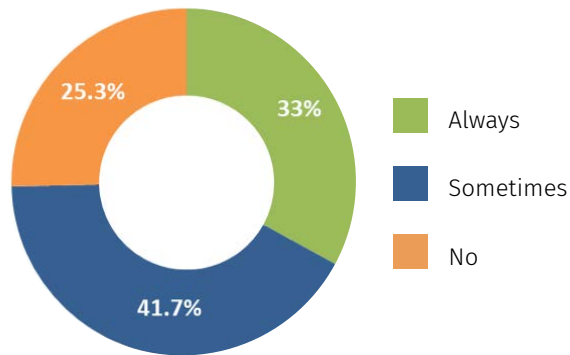
23. To what extent do you think that Palestinian telecommunication service providers can access and use your personal data without your knowledge or consent?

Response	Number	Percentage (%)
They do to a great extent	247	48.5
They do to some extent	131	25.7
They probably do	48	9.4
They cannot	83	16.3



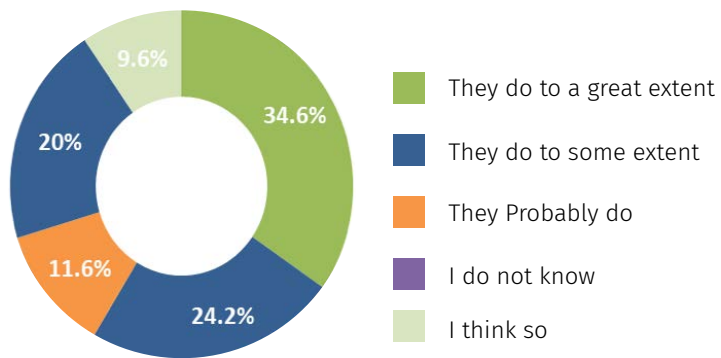
24. Do you read the terms and services of the privacy policies of social media applications when subscribing to them or downloading them to your device?

Response	Number	Percentage (%)
Always	168	33
Sometimes	212	41.7
No	129	25.3



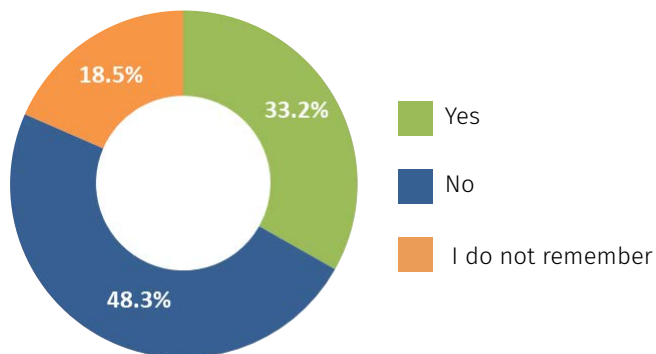
25. In your opinion, to what extent do the social media privacy policies allow the breach, use, or circulation of personal data?

Response	Number	Percentage (%)
They do to a great extent	176	34.6
They do to some extent	123	24.2
They probably do	59	11.6
I do not know	102	20
I think so	49	9.6



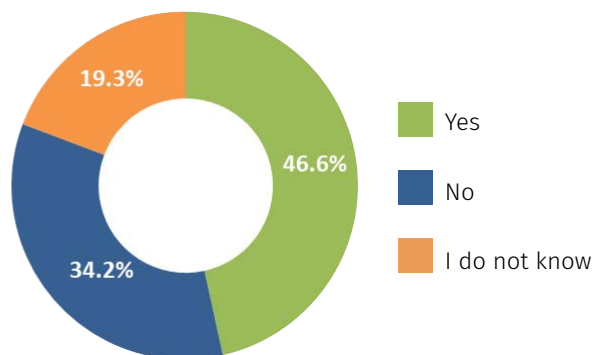
26. Have telecommunications service providers ever asked you about the possibility of sharing or exchanging your personal data with a third party?

Response	Number	Percentage (%)
Yes	169	48.3
No	246	32
I do not remember	94	19.4



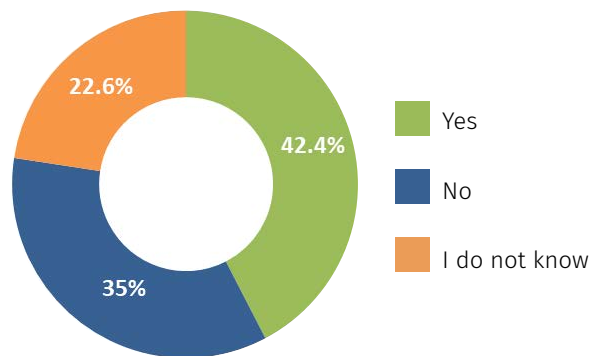
27. Have you received promotional messages and advertisements on your mobile from companies and applications that you did not download or choose to contract?

Response	Number	Percentage (%)
Yes	237	46.6
No	174	34.2
I do not know	98	19.3



28. Do Palestinian telecom companies and Internet service providers allow you to delete personal data once your activity or subscription with them is over?

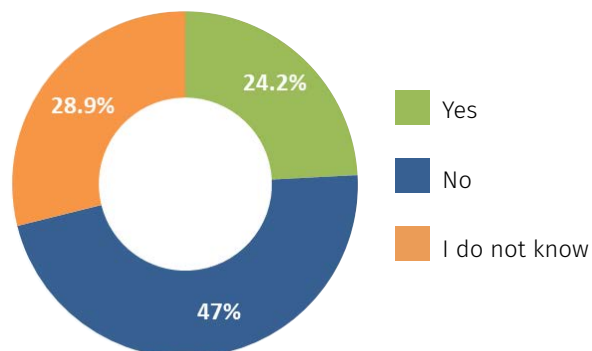
Response	Number	Percentage (%)
Yes	216	42.4
No	178	35.0
I do not know	115	22.6



29. Have telecom service providers shared your data with a third party without your consent?

Response	Number	Percentage (%)
Yes	123	24.2
No	239	47
I do not know	147	28.9

Tables 23–29 show that the majority of respondents believe that telecommunication service providers breach their privacy and personal data and share it with third parties without their knowledge. About 70 percent of the respondents stated that they always or somewhat read the content of social media app policies when they download such apps (See table 24). Remarkably, a good portion of the respondents (about 29%) is unaware that telecom service providers have specific policies on privacy, data protection, and data exchange with third parties (see table 29).



Basic Indicators

About

66%

of the respondents believe that the concept of privacy is clear to them.

About

52%

of the respondents believe that their privacy and personal data need to be protected.

About

32%

of the respondents' privacy has already been breached, or their personal data have been used without their knowledge or consent.

About

48%

of the respondents believe that the Palestinian curricula or university courses do not contain educational information about privacy and personal data protection.

About

31%

of the respondents personally participated in awareness programs on the right to privacy organized by Palestinian NGOs.

About

33%

of the respondents believe that Palestinian law protects personal data from official or unofficial control, including those in electronic format.

About

69%

of the respondents support the adoption of a Palestinian law protecting the privacy and personal data, including those in electronic format.

About
31%

of the respondents believe that Palestinian law holds perpetrators accountable for privacy breaches and personal data sharing without the owner's consent.

About
29%

of the respondents believe that the official policies related to regulating personal data are published and clear for all to access.

About
29%

of the respondents report that the PA, or one of its apparatuses, breached their personal data.

About
32%

of the respondents do not know if there is an official Palestinian body that receives complaints against privacy violations.

About
48%

of the respondents believe that Palestinian telecom service providers can access and use their personal data without their knowledge or consent.

About
33%

of the respondents always read the privacy policies of social media applications when subscribing to them or downloading them to their devices.

About
24%

of the respondents admit that telecom service providers shared their data with a third party without their consent.

Recommendations:

Fifty people of different ages and levels of education from the different governorates of the West Bank and Gaza took part in this survey. After analyzing the data, we collected according to the criteria and the lines of research through which we measured Palestinians' knowledge about their right to privacy and data protection, we arrived at results that warrant serious follow-up and systematic work to ensure enhanced handling of, and respect for, the right to privacy and personal data in the Palestinian context. Based on the results and indicators, we do recommend:

- A comprehensive Palestinian law be enacted to protect the right to privacy and data protection in line with the principles of international law and human rights standards. This legislation should protect all the citizenry and provide accountability within the principle of the rule of law, including the government, private and private sectors. Furthermore, its approach should reflect the latest international privacy protection laws, such as the European General Data Protection Regulation (GDPR).
- Private companies, especially telecom service providers, are obliged to develop privacy policies binding on all their parties in internal or external dealings to ensure compliance with the law and human rights standards related to privacy.
- A Palestinian body be formed to protect and regulate privacy, deal with personal data, and monitor privacy violations to be held accountable under the law via a clear, binding mechanism.
- Human rights awareness-raising be prioritized as an official Palestinian policy. To that end, a well-defined and comprehensive plan should be developed. This measure should include raising awareness about the concept and content of the right to privacy, what personal data includes, and the need to protect them. Moreover, raising human rights awareness is an international obligation that the PA bears under basic international human rights instruments to which it acceded, particularly the International Covenant on Civil and Political Rights.

Annex: Survey Form

Privacy and Personal Data Protection in the 1967 Occupied Palestinian Territory: A Survey Research

If you are a Palestinian aged 18 years or over and live in the occupied Palestinian territory, this survey is for you. We, 7amleh - The Arab Center for the Advancement of Social Media, hope that your responses to the questions and statements below will contribute to the development of the reality of privacy in our Palestinian society:

* **Section 1: Demographic Background Information (multiple-choice questions)**

- Age group: (18–30), (31–45) (46–60) (61–)
- Gender: Female, male, other, I prefer not to answer.
- Level of Education: I do not hold academic certificates, General Secondary Examination Certificate, diploma, bachelor's degree, master's degree, PhD
- Job sector: Government sector, private sector, civil sector
- Place of residence:
- Governorate:
- Community: (City, village, refugee camp)

* **Section 2: General background on privacy and personal data protection**

1. To what extent do you think that privacy is a human right?

- Yes, it is to a great extent
- It is to some extent
- Probably
- I do not think so

2. Do you think the concept of privacy and its importance are clear to you?

- Very clear
- Clear to some extent
- Unclear to some extent
- Unclear
- I do not know

3. In your opinion, does Palestinian society take personal privacy

into consideration?

Yes, it does to a great extent

Yes, it does to a certain extent

Probably

No, it does not to a great extent.

No, it does not to some extent.

4. To what extent do you think your privacy and personal data need protection?

It does need protection to a great extent

It does need protection to some extent

It maybe does need

It does not need protection

5. Have your personal data ever been breached, used without your knowledge or consent, or both?

Yes

No

I do not know

6. Do Palestinian curricula or university courses provide educational information or content about privacy and personal data protection?

Yes

No

I do not know

7. Have you ever participated in awareness programs organized by Palestinian NGOs about the right to privacy?

Yes

No

I do not know

*** Section 3: The Palestinian Authority and the Right to Privacy**

8. Has the State of Palestine joined international conventions that bind it to respect privacy?

Yes

No

I do not know

9. In your opinion, to what extent does Palestinian legislation protect personal data, including electronic data, from official or un-

official control?

- It does to a great extent
- It does to some extent
- It possible does
- It does not

10. Do you support the enactment of a Palestinian law to protect privacy and personal data, including those in electronic format?

- Yes
- No
- I do not know

11. Do Palestinian laws hold perpetrators accountable for privacy breaches and personal data sharing without the user's consent?

- It does to a great extent
- It does to some extent
- It maybe does
- It does not

12. Are there official Palestinian policies that regulate how your personal data is handled?

- Yes
- No
- I don't know

13. In your opinion, to what extent the official policies for personal data processing are accessible and clear for everyone?

- Clear to a great extent
- Clear to some extent
- Unclear
- I do not know

14. To what extent do you think the PA can access, use, and circulate your personal data without your knowledge or consent?

- PA can to a great extent
- PA can to some extent
- PA probably can
- PA cannot

15. Has the PA, or any of its bodies, breached, or circulated your personal data?

Yes
No
I do not know

16. Is there an official Palestinian body that receives complaints about privacy violations?

Yes
No
I do not know

*** Section 4: Private Companies' Handling of Personal Data**

17. To what extent do you think that Palestinian telecommunication service providers can access and use your personal data without your knowledge or consent?

They do to a great extent
They do to some extent
They probably do
They cannot

18. Usually, do you read the content of the privacy policy of social media applications when subscribing to them or downloading them to your device?

Always
Sometimes
No

19. In your opinion, to what extent do the social media privacy policies allow the breach, use, or circulation of personal data?

They do to a great extent
They do to some extent
They probably do
I do not know
I think so

20. Have telecommunications service providers ever asked you about the possibility of sharing or trading your personal data with any other parties?

Yes
No
I do not remember

21. Have telecom service providers shared the data with any third party without your consent?

Yes
No
I do not know

22. Have you received promotional messages and advertisements on your mobile from companies and applications that you did not download or choose to contract?

Yes
No
I do not know

23. Do Palestinian telecom companies and Internet service providers allow you to delete personal data once your activity or subscription with them is over?

Yes
No
I do not know

Contact 7amleh:

info@7amleh.org | www.7amleh.org

Find us on social media : **7amleh**

