

# Towards Inclusive Design for Privacy and Security

## Perspectives from an Aging Society

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[They] don't want to ask their granddaughter or grandson for help because they feel *paiseh* [embarrassed].

P15, 19 y.o., Student

Papa, I am setting your birthday followed by name as password so that it is easy for you to remember!

Let them get hit once and then they learn their lesson.

P11, 28 y.o., Student

Thanks dear! Now I will never forget my password again :-)

P7, 66 y.o., Retired Assistant

For i[n]ternet banking, I am a bit nervous *lah*, a bit worried... in case I touch anything wrong or what ah, so ... I also get help from my son.

I use something[password] that is very close to them[parents], like their IC [Identification Card] number or their phone number, then add on something behind...

P10, 28 y.o., Software Developer

For my mom, she wants to pay the bill, she just wants to get it done, her immediate concern is just about convenience.

P11, 28 y.o., Student

They [parents] are more free to give their passwords out ... she will give it to my kids...

P6, 38 y.o., Student

P16, 23 y.o., Student

I am not sure who installs the apps for grandma it's either me or my cousins, parents, other cousins, or other kids. Depends on who visits her house.

I think it is a Singaporean attitude, they think they know, but actually they don't know... in a way the Chinese or Asians say, they want to save face.

P18, 75 y.o., Training Consultant

No, I don't bother [to keep updated with latest threats]

P14, 69 y.o., Retired Tour Agent

I don't trouble her [daughter] too much because she's very busy...

P19, 76 y.o., Consultant

For me, I am not working anymore, and I have nothing to hide...however, I try to mind my husband, my daughter, my son's interpretation of privacy

P7, 66 y.o., Retired Assistant

### CONTEXT

Many older adults connected with smartphones, yet possess limited Privacy & Security knowledge

### METHODOLOGY

1-hour semi-structured interviews with 20 participants:

- 10 older adults above 65 y. old
- 10 above 18 y. old & assisting older adults

Thematic Analysis to identify themes

Male  
× 9



Female  
× 11

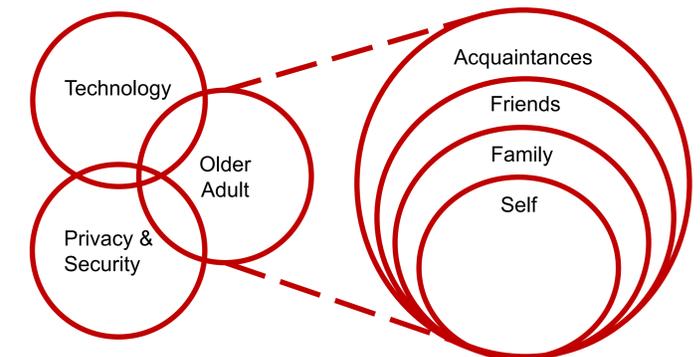


Chinese × 7 | Malay × 4 | Indian × 7 | Other × 2

### FINDINGS

Interviewing older adults and their supporters provided a **holistic perspective** around their smartphone related Privacy and Security issues:

- Older adults primarily reliant on their **social circle** for **Privacy and Security** related support however they face challenges while doing so
- **Attitude and Culture** plays a part in older adults' behavior in **learning** about Privacy and Security
- **Context** and **Convenience** affects elderly's decisions related to **Privacy & Security** but more can be done to address to their needs and preferences



An Older Adult's Digital Milieu

### FUTURE WORK

- Design Inclusive **Technology Probe** to investigate **Socio-Cultural Factors**
- **Convenience vs Privacy & Security**
- Compare **Adults vs Older Adults**