Towards Inclusive Design for Privacy and Security
Perspectives from an Aging Society

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Thanks dear! Now I will never forget my password again :-) 
P7, 66 y.o., Retired Assistant

For internet 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.
P7, 66 y.o., Retired Assistant

I don't trouble her [daughter] too much because she's very busy...
P14, 69 y.o., Retired Tour Agent

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
P19, 76 y.o., Consultant

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

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

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

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

An Older Adult’s Digital Milieu

Technology
Older Adult
Privacy & Security
Friends
Family
Self
Acquaintances