



Interactive Facebook Chat – FTC Privacy Report

Overview

The Federal Trade Commission hosted its first Facebook Chat March 26, 2012 to answer questions about the agency's final privacy report from the public. These question and answers remain available on the FTC's Facebook page at www.facebook.com/federaltradecommission.

Facebook Post

Right now, we have Chris Olsen from the FTC's Division of Privacy and Identity Protection LIVE to answer your questions from 12pm-1pm ET. Ask him any questions you have about the FTC's final privacy report. We're also answering questions on Twitter at www.twitter.com/FTC.

Comments

FTC: We're open for questions – ask away!

Consumer Question 1: When we say "do not track" what do we actually mean?

FTC Answer 1: [REDACTED] Thanks for your question. By "do not track" we mean not collecting behavioral data except for limited purposes, like fraud detection. You could read more in pp. 52-55 of the report. <http://go.usa.gov/EEM>

Consumer Question 2: Does ad delivery or ad reporting data, i.e. info used for statistical reporting fall under "limited purposes"?

FTC Answer 2: [REDACTED] Thanks for your question. It depends on how these activities are defined and their scope. Different stakeholders have different views. You can find more information on pp. 52-55 of the report. <http://go.usa.gov/EEM>

FTC answered 2 questions live during the hour as scheduled

FTC: Thanks to those who posted questions, and special thanks to Chris Olsen for answering questions today. Please also refer to www.twitter.com/FTC to see an additional series of Q&A on today's privacy report.

FTC later answered additional follow-up questions

Consumer Question 3: If someone hacking administrative password down, for example 2010 twitter case what is the responsibility of the company? and what is the duty of the company to protect consumer's personal information?

FTC Answer 3: Hi [REDACTED] Here's what Chris said in response to your question: Our data security cases, including the one we resolved with Twitter, make the point that companies must

honor the promises they make to their users regarding security. If they state that they have implemented reasonable measures to secure customer data and yet have not taken action to address well known security vulnerabilities, they may be subject to an enforcement action for violating section 5 of the FTC Act (prohibiting deceptive and unfair acts or practices).

Consumer Question 4: Dear FTC,,, There seems to be more and more webmasters out there that collect photos and comments that are uploaded to them from other users that are damaging to the victims. They charge fees to have the information removed from the sites. This just seems so wrong... Most of the time im hearing that the photos were stolen from that particular persons blogging sites or social networking sites without permission of the person.... This is an invasion of privacy issue I believe and they are borderline taking advantage of the current internet related laws by saying they did not "post" the information and therefore are not accountable. What can be done to prevent this type of harm? I think that if it is not your "original" material, you should not be able to accept uploads of photos to these types of sites that then "charge" people to remove it. Its wrong...

FTC Answer 4: Hey [REDACTED] Chris got back to us with an answer for you: This issue highlights the importance of users making sure they have taken advantage of the privacy settings made available by social networking and other services that host photos. Consumers should also remember that, even if they limit access to their photos to just their friends, those friends may still be able to copy or download those photos and share them more broadly. Because of this, it may be difficult to know whether third-party sites received the photos in question from someone originally authorized to see the photo.

Consumer Question 5: Dear FTC: Last week i downloaded PicBadge (on Facebook). Only After this did they inform me that I would be changed to Timeline on 3/28/12. They state that one can deactivate the account. When I attempted to do so (on three separate occasions) the option was listed but one cannot select it. They must have frozen it. I e-mailed them and contacted Facebook but received no response. It seems they have found a legal loophole to coerce people into obtaining Timeline. This is highly unethical and deceitful. Is there anything the FTC can do or suggest so that I might avoid Timeline? Is there anything you can do to reprimand this company? Anything you suggest will be greatly appreciated. Thank you for your time.

FTC Answer 5: Hi [REDACTED] Sorry you missed the chat! However, Chris has a response for you: Facebook has indicated that all users will eventually be migrated over to Timeline. Although Facebook is not currently giving users an option to avoid Timeline, Facebook has indicated that the ability of users to set privacy settings for content will not change. Facebook also offers users the ability to deactivate or delete their accounts. These features should be available to all users now. If you continue to have difficulty exercising these options, you should consider contacting the company again and filing a complaint with us through our consumer complaint process: www.ftc.gov/complaint