DEMOS

ONLINE HARMS
A SNAPSHOT OF PUBLIC OPINION

This research was carried out in summer 2020 to investigate public opinion on online harms.
This project was commissioned by BT.

POLLING TOPLINES

Nationally representative sample of 2019 adults interviewed online 22 June 2020 - 29 June 2020.
Data are weighted to the profile of the population.

Q1. HOW MUCH TIME, IF ANY, DO YOU SPEND USING THE INTERNET?

	%
More than four hours a day	53
Every day but for less than four hours each day	43
Several times a week but not every day	3
Around once a week	1
Less often than once a week	1

Q2. WHAT DEVICES DO YOU USE TO ACCESS THE INTERNET FOR LEISURE PURPOSES?
(tick all that apply)

	%
Personal computer, laptop or tablet	80
Mobile phone through a direct debit contract	57
TV (for example to watch YouTube videos, catch up TV or access services such as Netflix)	40
Work computer, laptop or tablet	22
Pay-as-you-go (top up) mobile phone	19
None of these	1

Q3. DO YOU HAVE DEPENDENT CHILDREN UNDER THE AGE OF 18 LIVING IN YOUR HOUSEHOLD?

(tick all that apply)

	%
Yes, under 5 years old	10
Yes, 5-11 years old	15
Yes, 12-15 years old	10
Yes, 16-17 years old	5
None	71

Q4. DO YOU HAVE CHILDREN THAT ARE IMPORTANT TO YOU OUTSIDE YOUR IMMEDIATE HOUSEHOLD?

These might include children who don't live with you, nephews and nieces, grandchildren, children of friends and neighbours, children you work with or anybody under the age of 18 who you feel some personal responsibility for.

	%
Yes, under 5 years old	18
Yes, 5-11 years old	23
Yes, 12-15 years old	13
Yes, 16-17 years old	7
None	63

Q5. HOW WORRIED ARE YOU, IF AT ALL, ABOUT HOW YOUR PERSONAL DATA IS PROTECTED ONLINE?

	%
Very worried	21
Fairly worried	51
Not very worried	25
Not at all worried	3
Worried (combined)	**72**
Not worried (combined)	**28**

Q6. HAVE YOU PERSONALLY EXPERIENCED ANY OF THE FOLLOWING?

You can select more than one

	%
Seen people using rude or offensive language online	34
Seen people spreading false information or scare stories	29
Someone posting deliberately provocative or negative messages to upset you or people like you (trolling)	16
Discriminatory comments made online about a group of people that includes you (hate speech)	14
Online harassment or cyberstalking	9
Violent threats directed at you personally online, on social media or in messaging services	8
None of these	47

Q7. *This question is about children and the internet.*

FOR EACH OF THE ACTIVITIES LISTED BELOW, SELECT THE STATEMENT THAT BEST REFLECTS YOUR VIEWS

	This is not a big problem for society and I don't personally know any children that have been affected	I personally know children who have been affected by this, but it is not a big problem for society	This is a big problem for society, but I don't personally know children that have been affected	This is a big problem for society and I personally know children who have been affected by this	Not a big problem for society (combined)	Big problem for society (combined)	Know children affected (combined)	Do not know children affected (combined)
	%	%	%	%	%	%	%	%
Adults sharing sexual images of children through private messaging	14	5	73	8	**19**	**81**	**13**	**87**
Children spending too much time on screens	12	15	52	21	**27**	**73**	**37**	**63**
Children watching violent or sexually explicit content online	11	7	72	10	**18**	**82**	**17**	**83**
People grooming children for sex over social media	8	6	76	10	**14**	**84**	**16**	**84**
Young children accessing things that are aimed at older children	13	10	14	64	**23**	**77**	**24**	**76**
Children using gambling websites	7	8	64	20	**15**	**85**	**15**	**85**
Children being bullied over social media	17	7	67	9	**24**	**76**	**24**	**76**
Young children (under 13) using social media	15	13	58	14	**28**	**72**	**28**	**72**
Children being misled or harmed by false information online	11	9	68	11	**20**	**80**	**20**	**80**

Q8. *This question is about serious illegal activity over the internet. Examples are organising terrorist attacks, sharing sexual images of children, encouraging people to harm themselves or others, predatory behaviour towards children online, on social media or messaging services and making personal threats to individuals or groups of people over the internet.*

HOW MUCH RESPONSIBILITY, IF ANY, DO YOU THINK THE FOLLOWING GROUPS HAVE TO PREVENT SERIOUS ILLEGAL ONLINE ACTIVITY?

	A great deal	A fair amount	Not very much	None at all	Don't know	A great deal/fair amount (combined)	Not very much/ at all (combined)
	%	%	%	%	%	%	%
Government and regulators in the UK	55	31	8	2	4	**86**	**10**
Platform operators (e.g. YouTube, Facebook, Twitter, Instagram, TikTok)	60	25	8	2	4	**86**	**10**
The police	51	34	9	2	4	**85**	**11**
Individual internet users	52	30	11	3	4	**82**	**14**
Private messaging services (e.g. WhatsApp, Facebook Messenger, Snapchat, Instagram, Gmail)	52	30	10	3	4	**82**	**13**
Search engines (e.g. Google)	49	32	11	3	5	**81**	**14**
International institutions (e.g. the European Union, the United Nations)	43	36	12	4	5	**79**	**16**
Secure network providers (e.g. Virtual Private Networks and encrypted servers)	45	32	13	4	6	**77**	**16**
Companies that provide internet into the home	40	36	15	4	4	**76**	**20**
Companies that make mobile phones and computers	32	38	19	6	5	**70**	**26**
Mobile phone networks	31	36	19	8	6	**67**	**28**

Q9. *This question is about behaviour on the internet, social media and messaging services that can be harmful but is not always illegal. Examples are cyberbullying and trolling, making offensive comments and using the internet to spread false information.*

HOW MUCH RESPONSIBILITY, IF ANY, DO YOU THINK THE FOLLOWING GROUPS HAVE TO PREVENT HARMFUL (BUT NOT NECESSARILY ILLEGAL) ACTIVITY ONLINE?

	A great deal	A fair amount	Not very much	None at all	Don't know	A great deal/fair amount (combined)	Not very much/ at all (combined)
	%	%	%	%	%	%	%
Platform operators (e.g. YouTube, Facebook, Twitter, Instagram, TikTok)	55	29	9	2	5	**84**	**11**
Individual internet users	49	32	11	3	5	**81**	**14**
Private messaging services (e.g. WhatsApp, Facebook Messenger, Snapchat, Instagram, Gmail)	48	31	12	3	5	**79**	**16**
Government and regulators in the UK	43	36	12	3	5	**79**	**15**
Search engines (e.g. Google)	41	37	13	4	5	**78**	**17**
Secure network providers (e.g. Virtual Private Networks and encrypted servers)	39	35	14	5	7	**74**	**19**
International institutions (e.g. the European Union, the United Nations)	35	38	15	5	6	**73**	**21**
The police	33	38	19	5	5	**71**	**24**
Companies that provide internet into the home	33	37	19	5	5	**70**	**24**
Mobile phone networks	28	37	22	7	6	**65**	**29**
Companies that make mobile phones and computers	24	39	21	9	6	**64**	**30**

Q10. *These questions are about children accessing things on the internet, social media and messaging services that are inappropriate for their age. Examples vary depending on the age of the child, but might include social media platforms, gambling sites, or films and videos with adult content*.

HOW MUCH RESPONSIBILITY, IF ANY, DO YOU THINK THE FOLLOWING GROUPS HAVE TO PREVENT CHILDREN ACCESSING THINGS ON THE INTERNET THAT ARE INAPPROPRIATE FOR THEIR AGE?

	A great deal	A fair amount	Not very much	None at all	Don't know	A great deal/fair amount (combined)	Not very much/ at all (combined)
	%	%	%	%	%	%	%
Parents and other responsible adults	63	22	8	2	4	**86**	**10**
Platform operators (e.g. YouTube, Facebook, Twitter, Instagram, TikTok)	52	30	10	3	5	**82**	**13**
Private messaging services (e.g. WhatsApp, Facebook Messenger, Snapchat, Instagram, Gmail)	48	32	11	4	5	**80**	**15**
Search engines (e.g. Google)	44	34	12	5	5	**78**	**17**
Government and regulators in the UK	40	35	14	5	5	**76**	**19**
Secure network providers (e.g. Virtual Private Networks and encrypted servers)	40	34	14	5	7	**74**	**19**
Companies that provide internet into the home	36	36	17	7	5	**72**	**23**
International institutions (e.g. the European Union, the United Nations)	34	36	18	6	6	**69**	**24**
Mobile phone networks	31	36	19	8	6	**67**	**28**
Companies that make mobile phones and computers	27	36	22	9	6	**63**	**32**
The police	25	31	27	11	6	**56**	**38**

Q11. HOW MUCH RESPONSIBILITY, IF ANY, DO YOU THINK THE FOLLOWING GROUPS HAVE TO PREVENT ONLINE FRAUD?

By online fraud, we mean scams that take place on social media or via messaging services which deceive people in order to take money from them

	A great deal	A fair amount	Not very much	None at all	Don't know	A great deal/fair amount (combined)	Not very much/ at all (combined)
	%	%	%	%	%	%	%
Banks	62	27	6	2	4	**88**	**8**
Individual internet users	30	53	4	2	10	**83**	**7**
Government and regulators in the UK	50	33	11	3	4	**82**	**14**
The police	44	37	12	3	4	**80**	**15**
Private messaging services (e.g. WhatsApp, Facebook Messenger, Snapchat, Instagram, Gmail)	41	35	15	4	6	**76**	**19**
Secure network providers (e.g. Virtual Private Networks and encrypted servers)	43	33	14	4	6	**76**	**18**
International institutions (e.g. the European Union, the United Nations)	41	35	14	5	6	**75**	**29**
Platform operators (e.g. YouTube, Facebook, Twitter, Instagram, TikTok)	40	35	16	4	5	**74**	**20**
Search engines (e.g. Google)	39	35	17	4	5	**74**	**21**
Companies that provide internet into the home	34	36	18	6	5	**70**	**24**
Mobile phone networks	32	36	21	6	5	**68**	**27**
Companies that make mobile phones and computers	28	36	23	8	5	**63**	**31**

Q12. HOW MUCH RESPONSIBILITY, IF ANY, DO YOU THINK THE FOLLOWING GROUPS HAVE TO PREVENT ONLINE PIRACY?

By online piracy, we mean creating, circulating or watching illegal, unauthorized copies of someone else's intellectual property, such as music, television programmes, films, live sport, etc

	A great deal	A fair amount	Not very much	None at all	Don't know	A great deal/fair amount (combined)	Not very much/ at all (combined)
	%	%	%	%	%	%	%
Individual internet users	48	31	12	3	6	**79**	**15**
Platform operators (e.g. YouTube, Facebook, Twitter, Instagram, TikTok)	45	33	13	4	6	**78**	**17**
Government and regulators in the UK	42	35	13	5	6	**77**	**18**
Search engines (e.g. Google)	42	33	15	5	6	**74**	**20**
Secure network providers (e.g. Virtual Private Networks and encrypted servers)	38	33	16	5	7	**72**	**21**
Private messaging services (e.g. WhatsApp, Facebook Messenger, Snapchat, Instagram, Gmail)	38	34	17	6	6	**71**	**22**
International institutions (e.g. the European Union, the United Nations)	35	36	17	5	7	**71**	**22**
Companies that provide internet into the home	34	36	17	7	6	**69**	**25**
The police	29	36	23	6	6	**65**	**29**
Mobile phone networks	29	36	21	9	6	**65**	**29**
Companies that make mobile phones and computers	25	35	24	10	6	**60**	**33**

Q13. *In the following questions, we are exploring how you feel about certain tradeoffs. Please select the option which you would give higher priority to, even if you would prefer to select 'both' or 'neither'.*

13.1. FOR EACH OF THE FOLLOWING PAIRS OF STATEMENTS, WHICH COMES CLOSEST TO YOUR VIEWS?

     A. Government regulation is usually a force for good

     B. Government regulation is usually an unnecessary restriction on my personal freedom

	%
Option A, and I feel strongly about this	31
Option A, but I do not feel strongly about this	48
Option B, but I do not feel strongly about this	6
Option B, and I feel strongly about this	15
Option A (combined)	**79**
Option B (combined)	**21**

13.2. FOR EACH OF THE FOLLOWING PAIRS OF STATEMENTS, WHICH COMES CLOSEST TO YOUR VIEWS?

A. People should be able to access everything that is written on the internet and social media, even if some of it is harmful

B. People should not be able to access harmful content, even if some non-harmful content is censored as a side effect

	%
Option A, and I feel strongly about this	13
Option A, but I do not feel strongly about this	28
Option B, but I do not feel strongly about this	30
Option B, and I feel strongly about this	29
Option A (combined)	**42**
Option B (combined)	**58**

13.3. FOR EACH OF THE FOLLOWING PAIRS OF STATEMENTS, WHICH COMES CLOSEST TO YOUR VIEWS?

A. People should be free to express themselves online, even if what they say causes serious distress or harm to other people

B. People should not be free to express themselves online if what they say causes serious distress or harm to other people.

	%
Option A, and I feel strongly about this	13
Option A, but I do not feel strongly about this	23
Option B, but I do not feel strongly about this	39
Option B, and I feel strongly about this	25
Option A (combined)	**35**
Option B (combined)	**65**

13.4. FOR EACH OF THE FOLLOWING PAIRS OF STATEMENTS, WHICH COMES CLOSEST TO YOUR VIEWS?

A. People should be able to access everything they want on the internet, social media or messaging services without having to prove their age by providing personal details

B. There should be strong measures in place to stop children accessing certain websites, social media or messaging services - such as pornography or gambling sites, dating services such as Tinder, or being able to watch content that is not appropriate for their age - for example by requiring users to prove their age by providing personal details

	%
Option A, and I feel strongly about this	10
Option A, but I do not feel strongly about this	13
Option B, but I do not feel strongly about this	57
Option B, and I feel strongly about this	20
Option A (combined)	**23**
Option B (combined)	**77**

13.5. FOR EACH OF THE FOLLOWING PAIRS OF STATEMENTS, WHICH COMES CLOSEST TO YOUR VIEWS?

A. People should be able to send messages privately so that only they and the recipient can see them

B. It should be possible to access contents of messages sent between two people in order to identify and prevent serious illegal content such as pictures of child abuse or terrorist activity.

	%
Option A, and I feel strongly about this	25
Option A, but I do not feel strongly about this	22
Option B, but I do not feel strongly about this	30
Option B, and I feel strongly about this	22
Option A (combined)	**47**
Option B (combined)	**53**

13.6. FOR EACH OF THE FOLLOWING PAIRS OF STATEMENTS, WHICH COMES CLOSEST TO YOUR VIEWS?

A. Anyone should be able to get a 'Pay as you go' phone without having to provide their personal details

B. All phones should be registered to an individual to make it harder to use them for illegal activities

	%
Option A, and I feel strongly about this	12
Option A, but I do not feel strongly about this	19
Option B, but I do not feel strongly about this	42
Option B, and I feel strongly about this	27
Option A (combined)	**31**
Option B (combined)	**69**

13.7. FOR EACH OF THE FOLLOWING PAIRS OF STATEMENTS, WHICH COMES CLOSEST TO YOUR VIEWS?

A. Everyone should be able to use the internet without giving their real name.

B. Harmful behaviour conducted by anonymous internet users means that everyone should have to use their real name to access services

	%
Option A, and I feel strongly about this	12
Option A, but I do not feel strongly about this	24
Option B, but I do not feel strongly about this	35
Option B, and I feel strongly about this	29
Option A (combined)	**36**
Option B (combined)	**64**

Q14. *Some people argue websites such as social media sites should be blocked from public access if, after being warned, they refuse to take steps to stop harmful or illegal content from being posted on forums they host. Other people argue it would be unfair to block an entire website because harmful or illegal content is posted on one forum, if other forums they host are not used for harmful or illegal activity.*

WOULD YOU SUPPORT OR OPPOSE BLOCKING AN ENTIRE WEBSITE, SUCH AS A SOCIAL MEDIA SITE, IF, AFTER REPEATED WARNINGS, THEY FAILED TO TAKE STEPS TO STOP THE FOLLOWING BEING POSTED ON FORUMS THEY HOST?

	Strongly support	Support	Oppose	Strongly oppose	Don't know	Support (combined)	Oppose (combined)
	%	%	%	%	%	%	%
Serious illegal activity such as terrorism related activity or picture of child abuse	66	21	4	2	6	**88**	**6**
Harmful activity such as cyberbullying, trolling, or spreading harmful false information	50	32	8	3	7	**82**	**11**
Content inappropriate for children without the blocks required by regulation to prevent children from accessing it	53	28	8	3	7	**82**	**11**
Scams that take place on social media websites or via messaging services which deceive people in order to take money from them	55	28	6	4	7	**83**	**10**
Online piracy (by which we mean creating, using or circulating or watching illegal, unauthorized copies of someone else's intellectual property, such as music, television programmes, films, live sport, etc)	44	32	11	4	9	**76**	**15**

POLLING TOPLINES

Two focus groups were carried out on 8 and 9 July 2020. This comprised one group of men and one group of women, each group including:

- a parent of an 8-16 year old

- a young adult (18-25)

- a person without dependent children

- a person on a pay-as-you-go (top-up) phone contract

- a person on a standard (direct debit) phone contract

Below are indicative quotes which highlight the key discussion themes. Quotes have been edited where necessary for clarity and to preserve anonymity. Quotes do not appear in temporal order.

WHAT HARMS FROM ONLINE CONTENT ARE PEOPLE WORRIED ABOUT?

The pressures placed on young people to look or behave certain ways by social media

"The things that concern me, especially for my daughter, she is obsessed with the filters that they put on the pictures, and it's just not that person...And I think people actually believe that they look like that"
Men's group

"...[my son] watches...playing computer games and thinks that's a career move"
Men's group

Online targeting and grooming of young people

"All of the girls had been targeted by people who they don't know and had suspected aren't who they say they are…"
Women's group

"I don't think children realise the dangers of [strangers contacting them online] and to me that's a real harm"
Women's group

"I said, "Who's this guy? I've never heard of him, where's he come from?" He said, "He sent me a friend request"
Women's group

Online bullying of young people

"There's a lot of online bullying going on with young people and it's very prevalent in today's society. A lot of children don't tell their parents that they are being online bullied until it's too late"
Women's group

"One thing that's really disturbed me is seeing children being bullied online and it's being filmed...Then they post it on Facebook and I come across that a lot"
Women's group

Hostility and hate speech online

"Unfortunately there is a noisy minority on common threads on Twitter or Facebook that are gaining a bit of traction...Whether it's racism or homophobia or whatnot, they can make themselves quite loud"
Men's group

WHO DO THEY THINK IS RESPONSIBLE FOR DEALING WITH HARMFUL ONLINE CONTENT/MAKING DECISIONS ABOUT HARMFUL ONLINE CONTENT?

Agreement that social media companies had a responsibility to do more about harmful content on their platforms

"I think the platforms, like Facebook, they're making lots of money so they can afford to get people in to regulate what's going on there. It's as if I had a website and I'm putting bad content, I'm responsible for that, aren't I?"
Women's group

"I didn't used to think so, until quite recently, I thought the social media companies should be able to police their own networks. But recently, all this fake news that is going on, and people just read it and make their opinions about it, and it becomes fact. And then they spread it, and more people read it...I don't think that should be allowed"
Men's group

Responsibility attributed to individual adults, as internet users and as parents, to control their own and children's internet usage to protect from harm

> *"Obviously, I think they should be accountable, the social media platforms but again I suppose individual responsibility has to come in somewhere as well"*
> Women's group

> *"I think, as you get older, you're kind of responsible for yourself a little bit….Whereas with younger people, I think it's definitely an everyone else thing, when you're not that clued up about what you're doing."*
> Men's group

> *"I cut down on my Facebook completely…. because it was just a white noise of vitriol that was out there"* - Men's group

> *"But then there are also people our age, or 30s or 40s or whatnot, that have already switched off and they've just picked out sections of the internet that they want…."* - Men's group

> *"I think that with stuff like that does come on Facebook, I do feel it's the user's position to report it. I do feel also that it shouldn't be on there in the first place obviously but it does come down to the adult's decision and the users to report it as soon as they see it. That's how I feel"*
> Women's group

Responsibility attributed to multiple different stakeholders, from individuals to international organisations

> *"I mean you are responsible for your children over anybody else so you need to keep an eye on them, check what they're doing and check who they're in contact with. Then equally Facebook, Instagram have got a responsibility to take down things inciting racial hatred that sort of thing. Then I suppose the more severe it gets then it's down to the government and the police to step in"*
> Women's group

Internet providers/phone companies seen as less responsible than social media companies but still responsible for reporting illegal activity if detected

> *"So if someone is trying to access that on their computer or their phone, I think that definitely those companies should, if it flags up on their system then that should be reported to the police because obviously it's highly illegal"*
> Women's group

> *"I don't think they have any responsibility, they're just providing the platform for you to get online, I don't think they should be held liable for what people do. It's like, if I sent you a car and you speed, you're not going to go after the car manufacturer, are you?"*
> Men's group

HOW DO THEY THINK HARMFUL CONTENT SHOULD BE DEALT WITH?

Participants in the women's group felt bullying or violent content should be taken down straight away, but that there was also some value in content being preserved for law enforcement

> *"If bullying content isn't taken down it can be copied and shared around"*
> Women's group

> *"If you don't know [harmful content is] there, who does? Who knows it's going out and who knows how to stop it?"*
> Men's group

Men's group focused more on need for action on false information online

> *"You shouldn't be allowed to post anything you want and then have people believe it, when it's not true. So I think there should be policing in that aspect forced on the social media companies that don't comply"*
> Men's group

Some support for premoderation of content

"I do think their screening should be more thorough because you would think you shouldn't be allowed to upload something, like, violence against someone else."

Women's group

"Zuckerberg has been getting a lot of pressure because of the Trump campaign putting out fake news, and then it gets spread around. I don't think that should be allowed, it should be fact-checked, the news should be the news"

Men's group

But concerns that content moderation can be politicised and interfere with freedom of speech

"It's a very strange state of affairs online, in that they want to give the impression that it's being policed but, quite frankly, there are also political reasons as to why certain things are pulled and others aren't"

Men's group

"And we can see that in Hong Kong at the moment, what's going on there, China is blocking the people's internet access, freedom of speech and things like that. And although I don't expect it to happen here, you never know"

Men's group

"It has to come from some kind of international organisation or government taskforce, like we talked about. Everyone else is going to have conflict or vested interests"

Men's group

"...we have got freedom of speech here and whilst it is horrible to hear some people say certain opinions I suppose people are allowed to...but awful as it is even with racist things. I mean is that freedom of speech? I don't know"

Women's group

General support for more age restrictions/age verification (with some privacy caveats)

"Probably stricter age restrictions actually if I'm honest because anybody can just say they're 13 to sign up to Facebook... I think that they shouldn't be allowed to [have Facebook] until they're old enough to understand how it works and to be able to deal with stuff that they may or may not see...I don't know how but it would be enforceable but I think it would be a good idea"

Women's group

Some support for blocking entire websites as a last resort: but also concerns around whether this was proportional

"If they can't operate within the confines of the law and common decency then I suppose it's got to be taken down"

Women's group

"For me, my life's photos are on Facebook, we can't close it down. It is a hard one, what would happen to people's content"

Women's group

"… it tends to be smaller groups or subsets within a website, which surely you'd like to think they can handle that, or just completely block or delete that group, and also keep an eye that it doesn't pitch up somewhere else, further down the line"

Men's group

"I don't think you can block the platform, and I think we're all aware that there is that fine line between freedom of speech…And policing certain things to a degree, I think it's important, but you can take it a step too far or you can be too blasé about it"

Men's group

"It's a tough call between freedom of speech and actually policing stuff that really warrants people keeping an eye on it"

Men's group

WHAT TRADEOFFS ARE THEY PREPARED TO MAKE?

ACCESS TO CONTENT VS CONTENT RESTRICTIONS: Concern that restricting access to harmful content could lead to overreach, as what is 'harmful' would be subjective and could be politicised - general preference for user control

"I would like to be able to get all content but then be able to control it"
Women's group

"That's not what we have been saying though, is it!"
Women's group (discussion in the women's group, about whether Facebook should pre-moderate offensive material or if it should be a matter of choice)

"There is harmful content and there is harmful content, that we talked about, like terrorism and paedophilia and that sort of thing, which I don't think anyone would object to being removed. But who decides what is harmful?"
Men's group

"They shouldn't be able to decide what they deem as harmful, apart from the big ones [e.g. terrorism/CSEA]"
Men's group

PRIVACY OF MESSAGES VS ACCESS TO COMMUNICATIONS: General agreement that the messages of bad actors could be legitimately accessed by law enforcement, but disagreement on how far that meant the privacy of benign users should be infringed

"Only just shy of 100% of us are completely bland and just sending crap through the internet basically. But we certainly have to get those people that are causing pain, humiliation, death in some instances I think that almost trumps it all"
Men's group

"I suppose if you've got nothing to hide then you wouldn't worry about it at all"
Women's group

"With young girls getting groomed by older men and there's a lot of that obviously going on as well, I feel that the law enforcement and the police do need access to those messages very quick"
Women's group

"That's fine, if someone's being investigated, there is a real reason to hack into their messages and you've got the right to, I think fine. I don't think messages should be accessible across the board...I think there has got to be blooming good reason for someone to want to read someone's private communication"
Women's group

"There is an element of privacy that's important, but we have to work out what is most important, and it is the ability for people to abuse, and I think [dealing with abuse] should take precedence"
Men's group

"I would say that it should be completely private until someone has been proven to be in the wrong and we can then gain further evidence from their conversations, if need be"
Men's group

"It's a shame that a small minority have to ruin it for the rest of us that should be allowed to have private messages. Not that we've got anything to hide, but we should be allowed to live our lives privately"
Men's group

"I think the idea of it being private is good... but at the same time, I feel that it is right that imagery and material is scanned...so it's a difficult one"
Men's group

"...who sets those boundaries of what is a conversation of interest? It's a difficult one"
Women's group

"I don't know quite how you'd work it out, but I don't feel like everything should be scanned, because most of it is rubbish, in comparison to what they're looking for"
Men's group

ABILITY TO BE ANONYMOUS ONLINE VS HARM CAUSED BY ANONYMOUS USERS:
General feeling that people should be willing to be held accountable for what they said online: but concerns raised about safety and privacy without anonymity

"If you can't post a comment in your own name, don't post it. If you don't want to own that comment then don't do it"
Women's group

"If you go for a job interview, for example, they can search your history, what your interests are, what you do in your spare time. It might not be...anything harmful, but it will be there for the rest of your life, and I would have a problem with that, I wouldn't like that"
Men's group

"When you do use your actual name online to post, then there is a certain accountability to that, you're less likely to troll than you would otherwise, you act more professionally, I think"
Men's group

"Yes, I wouldn't mind uploading an ID... I wouldn't mind even uploading son's ID if it makes it safer."
Women's group

"With the age verification, if there was some sort of way you had to verify it with like an ID or something, something a bit more strict because children and young people can always find ways around things"
Women's group

"It would be nice for people just to have the freedom to go by whatever name they want. But then you get these people out there, on Twitter threads...being racist"
Men's group

"I'd prefer people use their real name, but I don't know how you could enforce that, yes. I certainly don't think we should be giving our driving licence and our passport to Twitter, or something like that, I think that's over-reach"
Men's group

"A lot of people do use usernames because I mean you're scared if you do put down your real name, if someone does troll you or say something nasty...I don't use my own name"
Women's group

"Wanting to distance…[parts of their identity online]. Not because of hiding anything untoward, but literally wanting their own privacy"
Men's group