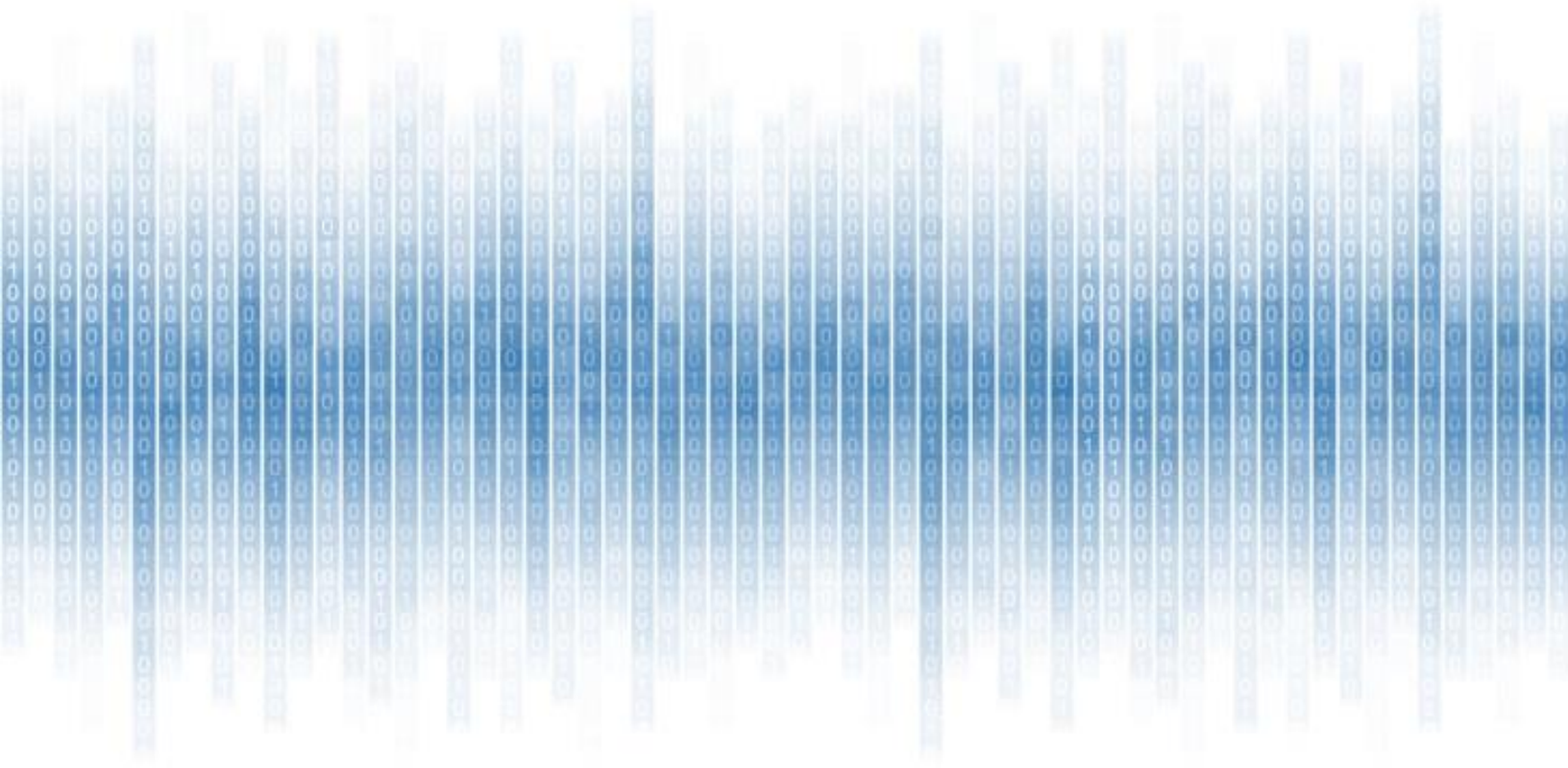

CSA Survey Results

Government Access to Information

July 2013

EXECUTIVE OVERVIEW

During June and July of 2013, news of a whistleblower, US government contractor Edward Snowden, dominated global headlines. Snowden provided evidence of US government access to information from telecommunications and Internet providers via secret court orders as specified by the Patriot Act. The subsequent news leaks indicated that allied governments of the US may have also received some of this information and acted upon it in unknown ways. As this news became widespread, it led to a great deal of debate and soul searching about appropriate access to an individual's digital information, both within the United States of America and any other country.

CSA initiated this survey to collect a broad spectrum of member opinions about this news, and to understand how this impacts attitudes about using public cloud providers as well as any other broadly available Internet service. This survey was conducted online via SurveyMonkey from June 25, 2013 to July 9, 2013.

CSA has no way of ascertaining the effectiveness of anti-terrorist activities undertaken by governments around the world as a result of access to the information in the programs described by Mr Snowden. CSA leaves the very important task of measuring the effective of these intelligence programs to other parties.

CSA is not representing these survey results to be indicative of anything more than what CSA members feel about this issue. CSA members, by their very nature, have a heightened sense of concern about issues of trustworthiness in cloud computing. Even so, the results point to a great deal of concern as to the impact on commercial cloud computing activities as a consequence of this news. CSA calls upon the key stakeholders of this issue to have a public dialogue to discuss issues of citizen privacy and transparency in addition to the very important topic of maintaining a nation's security.

We appreciate your feedback to this survey's findings. Please provide your feedback to this survey via our public LinkedIn forum at http://www.linkedin.com/groups?gid=1864210. We also encourage you to become informed about legal and privacy issues related to cloud computing, which has rapidly become a critical infrastructure component of the global economy.

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Survey Respondents

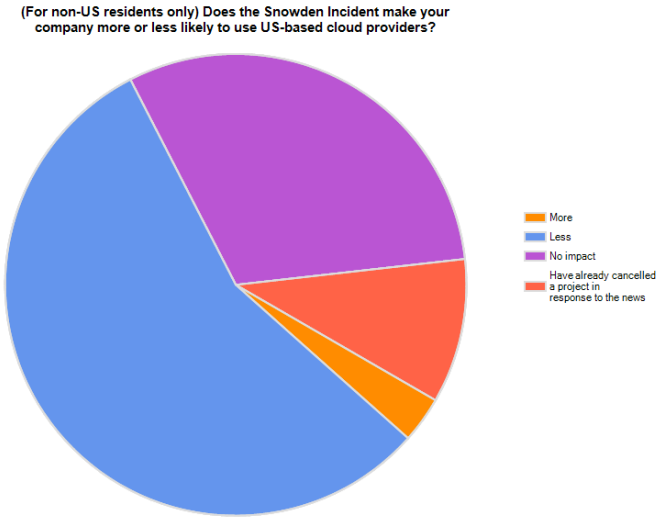
CSA received a total of 456 responses during the survey's open period. 234 respondents identified themselves as responding from the USA, with 222 being rest of world. 138 respondents listed a country in Europe as their location. 36 respondents were from Asia Pacific. 20 respondents were from the Middle East and Africa, 19 respondents were from Canada and 9 respondents were from Latin America.

Survey Questions and Answers

Survey Question 1: (For non-US residents only) Does the Snowden Incident make your company more or less likely to use US-based cloud providers?

CSA received 207 responses from self-identified non-US residents.

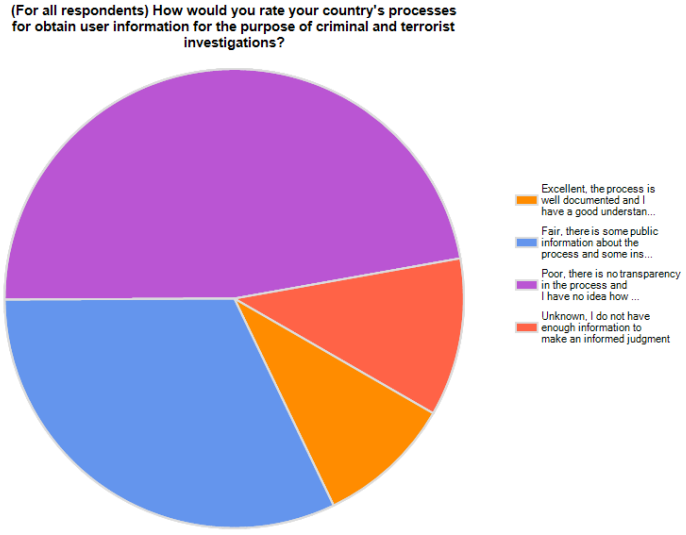
- 56% less likely to use US-based cloud providers
- 31% no impact on usage of US-based cloud providers
- 10% cancelled a project to use US-based cloud providers
- 3% more likely to use US-based cloud providers



Survey Question 2: (For all respondents) How would you rate your country's processes to obtain user information for the purpose of criminal and terrorist investigations?

CSA received 440 responses.

- 47% Poor, there is no transparency in the process and I have no idea how often the government accesses my information
- 32% Fair, there is some public information about the process and some instances of its usage, but it is not clear how prevalent these activities are.
- 11% Unknown, I do not have enough



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information to make an informed judgment
- 10% Excellent, the process is well documented and I have a good understanding of the prevalence of the access to user information by law enforcement or national security organizations.

Survey Question 3: (For US residents only) Does the Snowden Incident make it more difficult for your company to conduct business outside of the US?

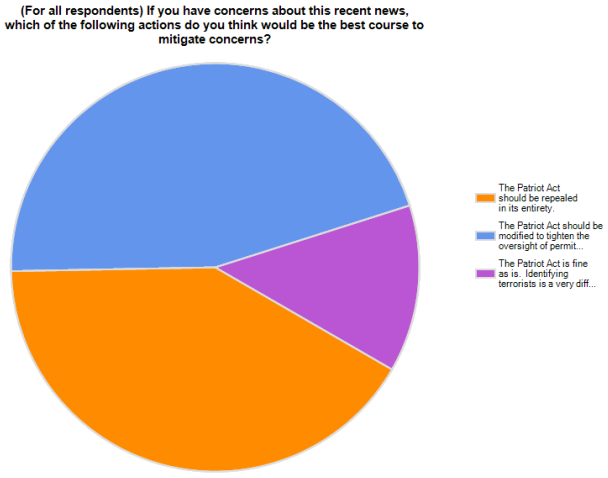
CSA received 220 responses from self-identified US residents.

- 36% Yes
- 64% No

Survey Question 4: (For all respondents) If you have concerns about this recent news, which of the following actions do you think would be the best course to mitigate concerns?

CSA received 423 responses.

- 41% The Patriot Act should be repealed in its entirety.
- 45% The Patriot Act should be modified to tighten the oversight of permitted activities and to provide greater transparency as to how often it is enacted.
- 13% The Patriot Act is fine as is. Identifying terrorists is a very difficult job and we simply need to provide more education about the Patriot Act and its counterparts within other countries.



Survey Question 5: (For all respondents) Should companies who have been subpoenaed through provisions of the Patriot Act, such as FISA (Foreign Intelligence Surveillance Act) be able to publish summary information about the amount of responses they have made?

CSA received 438 responses.

- 91% Yes
- 9% No

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Follow up and further reading

The numerous open-ended comments provided by survey respondents indicate that this is a highly charged issue, which will likely evolve as more information is gained about the facts of government programs. CSA continues to study the respondent comments and will publish insights gained from these comments. CSA will certainly be obligated to provide additional forums for member feedback regarding this issue. Greater discussion of the balance between safety, privacy, government transparency and commercial interests must be obtained.

We encourage parties interested in this topic to continue to follow CSA. Please provide your feedback to this survey via our public LinkedIn forum at http://www.linkedin.com/groups?gid=1864210. We also encourage you to get involved and read the research contained in two CSA initiatives:

CSA Legal Information Center: https://cloudsecurityalliance.org/research/clic/

Privacy Level Agreement: https://cloudsecurityalliance.org/research/pla/#_overview

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