

**Evaluation of
projects and activities for protection privacy
Foundation Metamorphosis**

Evaluation report

Evaluators:

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Executive summary

The Metamorphosis is a well known NGO that works in the field of information society, creating opportunities for citizens for using IC technologies and can be consider as a pioneer in development of informative society in the Republic of Macedonia. The Metamorphosis has been implementing many activities in the area of information society, such as: education, knowledge and information sharing, improvement of legislative framework, privacy protection on Internet and in using modern technology (mobile phones, cameras, web pages) etc. Implementing its activities, the Metamorphosis is using different approaches and methods which can be considered as innovative, advanced and creative.

This evaluation is focusing on the impact of the privacy protection project and activities, and has been conducted in November 2008 through focus groups, semi structured interviews and analysis of project documents.

The general conclusion of the evaluators is that the Metamorphosis is implementing very relevant, interesting and innovative activities in the field of protection of privacy which are appreciated by the target group and have impact on changing target groups behavior using IC technology. The evaluators consider that the common understanding among citizens in Macedonia about protection of privacy is not well understand and recognized as an important issue, mainly due to the socialists background of the country when a collective spirit was promoted. Also, the legislative environment for protection privacy needs some improvements especially in the implementation of laws and procedures, and in increasing capacities of relevant institutions.

Having in mind the low level of awareness about privacy issues among citizens in the Republic of Macedonia, especially among school population, and not completely defined legislative framework, the evaluators consider that there is a big demand of activities for privacy protection.

The Metamorphosis should continue on its path to work on further development of information society, creating enabling atmosphere for protection of privacy, broadening the scope of its activities and target groups. In order to achieve greater impact on the Macedonian society, further activities of Metamorphosis should be focused on:

- awareness raising for privacy protection among general public, including the school population,
- improvements in legislation framework,
- capacity building of relevant institutions and organizations for implementation of law for privacy protection,
- know-how sharing about privacy protection.

The evaluation pointed out that the project, activities of Metamorphosis for protection privacy reached their goals and objectives; achieved immediate impact on the society; and should be replicated and further developed in order to improve information society in the Republic of Macedonia.

Background

Foundation Metamorphosis is a nonprofit organization aimed at supporting civil society, and the development of democracy and prosperity by promoting the knowledge-based economy and the information society. Metamorphosis was established in 1999 as a part of the e-publishing programme of the Foundation Open Society Institute - Macedonia. Metamorphosis started to work in 2004 as an independent foundation.

Since 1999, Metamorphosis implemented many innovative activities promoting the information society, creating opportunities for using ICT (Information and Communication Technology) closer to citizens, and deepening their knowledge and skills. Metamorphosis is well known as a change agent in developing the information society.

The target group of Metamorphosis is all the citizens who are using ICT, regardless of their age, social status, sex or ethnicity. Notwithstanding this, the projects and activities of this organization are recognized mainly among the younger population.

Metamorphosis is pioneering many activities and is using an original approach to achieve its objectives. Currently, Metamorphosis is working on the following programmes:

-e-Law

The programme is aimed at providing a legal environment for individuals and institutions when they go on-line. In the frame of this programme, close collaboration has been established with the Faculty of Law and many debates and lectures were organized, and several publications etc. were printed and disseminated.

-e-Governance

With the e-Governance Programme a significant influence was made on the transparency of the performance of Local self government. The programme offered free access to information of Local Self Government in Macedonia for citizens, and at the same time supported local self-government units to establish processes for organizing and storing information.

The Metamorphosis actively participated in the preparation of the National Strategy and the Action Plan for Development of Information Society. The document identifies the mechanisms, and the legal and fiscal framework necessary for the implementation of e-governance and education, e-business initiatives, and development of the ICT infrastructure.

-e-Inclusion

The programme of e-inclusion promotes free online availability of digital content. In this programme a draft set of Standards for Public Internet Access Points were prepared by Metamorphosis and a programme of computer courses (Microsoft Windows, Excel, Linux, Internet etc) were delivered to the different target groups. Within this program is also located the project CRISP (Children Rights on Internet-Safe and Protected) which is aimed at providing safe and secure access to the internet, protection of children's privacy and consequently the privacy and security of their families.

-e-Capacities

Strengthening capacities for using ICT tools is one of the main objectives of Metamorphosis. Thus, the e-Capacity programme promoted the Free – open source software, the project which was implemented in cooperation with the local OSS community. The project activities are focused on satisfying the basic daily needs of local NGOs and home users, enabling the promotion of OSS as an efficient, cost-effective and legal software solution for hybrid systems (computers with installed Windows, dominant in both public and private sector).

At the same time, mobile consultants, so called e-Riders, are providing support to civil society organizations for optimal use of ICT as a means to ensure more efficient performance of the activities and achievement of their mission and goals. They provide free technical support and assistance to NGOs in developing individual strategies for using ICT.

Services

Apart from the implementation of specific projects, Metamorphosis is offering computer training courses and development of websites for different clients, including children, youngsters and the elderly.

In general, Metamorphosis created a number of very interesting and innovative projects and activities. This organization can be considered as a pioneer in the development of the information society in the Republic of Macedonia.

2. Objectives and goals of evaluation

The general aim of the evaluation of the Metamorphosis “Privacy” projects is to contribute towards the development of future interventions that will protect the human rights of people who are using information technology and the development of the information society.

The evaluation focuses on the impact of projects for privacy and will measure changes in beneficiaries’ behavior and improvements in legislation that affects privacy on Internet.

Metamorphosis has been implementing several projects related to the protection of privacy on the Internet, such as;

1. Children Rights on Internet-Safe and protected – CHRISP in the period October 2007-October 2008;
2. International Conference e-Society Mk in 2005, 2006 2nd 2007;
3. Information Security initiatives in 2007;
4. On-line Privacy Initiative –on-going started in June 2008;

Together with many activities which are affecting citizen’s privacy:

1. Preparation of section on Privacy in the Human Rights Report in 2006, 2007 and 2008;
2. Freedom Non Fear Action Day in 2008;
3. Publishing ICT Guide in 2007;
4. Participation on EDRI network;
5. Preparation of the ICT component in the Assessment of Good Governance Potential of Republic of Macedonia in 2006 and 2007.

All activities have the objective of protecting privacy, raising awareness, offering models and concrete steps to protect personal privacy, creating

enabling legal environments for privacy and exchanging knowledge and experiences among relevant state institutions, domestic and international organizations, experts, practitioners etc.

The projects and activities for protection of privacy, the impact of which is the subject of this evaluation are different, using various approaches and producing numerous results, but all of them are aimed at raising awareness about privacy.

Some of the project and activities refer to the raising of awareness for the protection of privacy and human rights in the present situation which sees massive usage of ICT. Other types of activities are related to creating local networking, participating in international networks and associations, and improving organizational capacities.

Improvements in the legal framework that enables the development of information society requires close collaboration with state institutions, courts, office of public attorney, and the Directorate for personal data protection etc. Macedonia is a former socialist country, and the citizens were living in a society that promoted a collective spirit. Thus, education, information and experience sharing about privacy and protection of human rights that is an imperative in developing a modern and progressive society needs to be addressed.

Metamorphosis is therefore dealing with a very important segment of a democratic society, an information society, and the continuity of their activities is very important.

This evaluation intended to provide essential information such as:

- how the Metamorphosis project and underlying activities influenced changes in beneficiary's knowledge, skills and attitude regarding protection of their privacy;
- how the Metamorphosis project and activities influenced legislation for the protection of citizens' privacy;
- how proposed directions for future activities related with the protection of privacy, which will be valuable input for creation of future projects and activities.

Evaluating the impact of the Metamorphosis projects and activities for protection privacy is a complex task. Namely, most of the projects and activities are on-going or recently finalized, so drawing conclusions about its sustainable influence is not possible as too little time had lapsed for such an evaluation. So this evaluation report will focus on the immediate effects of the projects' outputs, or a so-called "short term impact evaluation".

Another limitation is a lack of indicators especially at the level of overall objective of the projects. According to the documents that the evaluators have on evidence, only CRISP (Children Rights on Internet Safe and Protected) has developed a logical framework and set indicators at each level of the project intervention. Having in mind that the intention of this evaluation is not to assess project management, we are only pointing out that the project formulation as it is now (except for CRISP) doesn't give sufficient relevant information (objectively verifiable indicators) that could be followed in this evaluation.

A useful document in the evaluation is the summary of the survey "Familiarity with Internet and habits in using internet among children and high school students". The survey was conducted by Brima – Gallup, in two cycles, before and after the project activities. The survey covered 2712 children, 1796 high-school students, 702 teachers and 451 parents. The report from the survey offers valuable information about changes in behavior of target groups (children, high school students, parents and teachers) when they are on-line. This information is very important for the evaluators, and supported the development of conclusions and recommendations.

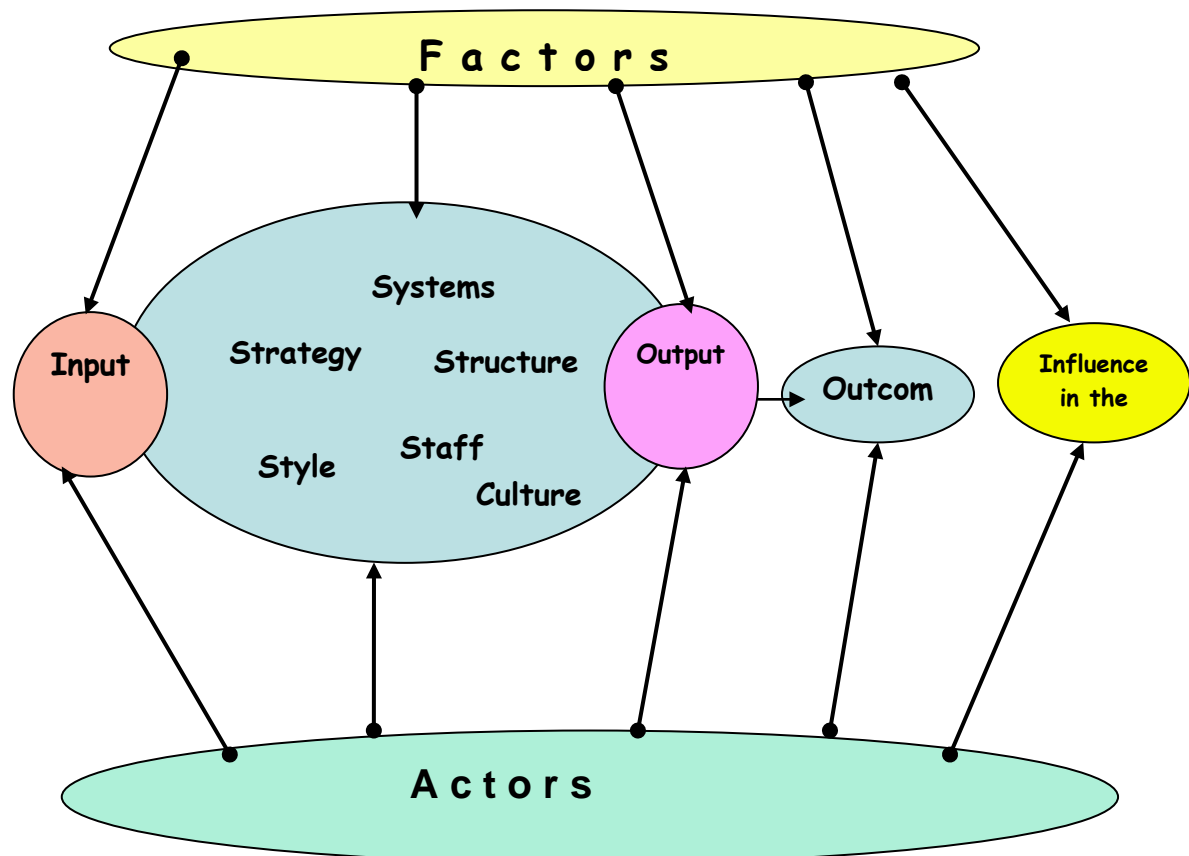
3. Methodology

The evaluation methodology is based on Integrated organizational model (IOM) which is used as a framework to assess the Metamorphosis outcomes in the context of external factors (bad economic situation, low awareness about personal rights for privacy protection, underdeveloped information society, lack of knowledge and skills for using ICT, inconsistent legislation framework for protection of privacy etc); and relevant actors in the

area of interest, (citizens, politicians, decision makers, media, internet providers, NGOs, pupils, parents, teachers, etc).

The IOM is an integrated (or integral) model to emphasize the inter-relationships of the different elements (outputs, inputs, internal aspects and environment) of an organization: although the elements can to a certain extent be treated separately, they are all connected to each other and - ideally - in balance. When there is no, or no clear, balance (fit) between the different internal elements of the organization or organizational unit, the organization will not function optimally and the need for organizational change will become apparent (see picture below).

Picture 1. IOM model



In the IOM model, the further the organization moves along the continuum from outputs to impact, the stronger is the effect of the actors and factors upon its capacity to influence outcomes through its programmes.

The evaluation focuses on outcomes, exploring how the projects and activities for the protection of privacy affected different target groups (children, parents, teachers, general public, decision makers, NGOs, especially those dealing with human rights and children rights, etc), in terms of changes in personal behavior and modification of legislation to be more affirmative in the protection of human rights.

The evaluation was conducted through focus group discussions, semi-structured interviews and the analysis of relevant documents. The evaluators prepared three groups of questions which can provide a general level of information for assessment of the project's and the outcomes of their activities.

Two focus groups were organized: Metamorphosis employees and representatives from the target group. Semi structured interviews were organized with decision-makers, training/consultants providers and university professor who participated in the preparation of the Law for privacy protection.

Evaluators made an overview of all relevant documents: project document, reports, mid term reports, final reports, etc. Special attention was put on the survey with representatives of the target group of the project CRISP. The survey was conducted among pupils, teachers and parents, offers information about familiarity with internet, and habits in using internet among children and high school students.

4. Findings and conclusions

This section of the report contains descriptions of the investigative process conducted during the evaluation process. The information, together with the summary of the focus group and the structured interview presents the findings of the investigative phase of the evaluation process and illustrates the general opinions and contribution of the participants involved.

4.1. Findings from the Focus Groups

Two focus group meetings were held with representatives of the main beneficiaries, and from those engaged in some capacity in the performance of the project.

Comments were made on a number of aspects of the project, but one of the most revealing was that the scope of the project increased significantly from an original expectation that they would work with 20 schools, to a final figure of 70. Such an unprecedented increase was felt to have been due to the demand from many other schools once the details of the project became more widely known, and it was an indication of the importance that this subject has for those involved in the schooling system.

It would have been expected that the project would not have been able to cope with such a significant increase of beneficiaries and local actors. However, due to the demand, and the obvious high desire to be actively involved, the project was able to reallocate resources sufficiently to ensure that all the schools wanting to be included were able to do so.

All of the focus group participants explained that although they had some knowledge of their privacy rights, they had learned a lot from the programme of information disseminated by the project. There was felt to be a generally poor level of knowledge about personal rights in the population at large, and children were especially vulnerable as they tended to be the group that was most active in using the internet and other modern technology.

It was felt that the issues surrounding privacy rights are gradually assuming more importance among the population at large. Not only from children, but from their parents, and others who are now accessing the internet, or have dealings with organizations that may not be adequately respecting their privacy rights. For example no one was aware that your picture can not be posted on the internet without your express permission.

There was general approval that the public events had been successful in raising awareness of this issue, particularly the “Freedom instead of Fear” demonstration and other similar events. These had been important in a number of ways. Raising general awareness of the issues, but also to highlight specific issues of concern, for example improving safety for children on the internet. The fact that both children and parents were included in

these events together as well as in other training was a big plus. It was also considered a very important point that disabled people had been included. It was felt that they are frequently overlooked when projects etc. are delivering programmes in Macedonia.

The web site of the project was being regularly visited, and the information contained on the web site was regarded as being good, and up to date, with many examples from across the EU on this issue. This web site needs to be retained and enhanced when the project has ended.

In general there was strong support for the experts engaged by the project and the way that they delivered the knowledge and skills through the project activities. The way that the materials were presented in different ways, and the encouragement given to all beneficiaries to be active and participate was another positive experience for the focus groups.

Regarding the overall issue of privacy, it was felt that although most schools and teachers had good idea and knowledge about this issue, the majority of government institutions did not. It was regarded as a common problem that letters or faxes sent to municipalities were regularly 'lost' and so information or approvals given by the municipality were flawed. More needs to be done with these institutions, and there needs to be a more directed campaign to encourage these institutions to respect the law.

When asked about their personal experience with the project, the focus group participants were all of one mind. It had been a rewarding and interesting opportunity that had given them detailed knowledge and enabled them to understand the issues and concerns much better.

It was felt that the methods used in the project – developing materials, information, document etc. – had been successful, and that should continue. It was important to maintain awareness raising, and to keep this issue at the top of the agenda.

The opportunity to meet with the DZLP had also been very useful and it encouraged them to believe that this office at least was genuinely interested in supporting the rights of the citizen. Generally there was positive response to the outcome of the project and that these results could be replicated or sustained in future.

In closing the focus groups were asked to consider how the project might have changed their way of working. All agreed that there was much that they had learned that was relevant to their work. In particular the teachers were aware of the need to preserve privacy over photographs, something which no one had considered as a privacy issue. In future permission would be requested whenever a photograph was to be used or posted on the school web site.

The project had proved to be a stimulus or catalyst for more action and that future work in this area is still needed, but now had a much more solid basis from which to start. Even more schools should be involved in future.

In closing it was remarked that everyone was satisfied with the work of the project, including the methods used, the materials and information, and the quality of the experts. The goal of the Project was felt to have been achieved but the impact needs to be continued and to involve more citizens.

4.2. Findings from Semi structured interviews

In addition to the group discussions, the programme of evaluation included semi-structured interviews with representatives from some of the different parties engaged with the project. These interviews were partially scripted, but adequate time was also allowed to ensure that the interviewees were able to express opinions and comments outside of the structured questions. All of the interviews were conducted individually, in contrast to the focus group meetings.

All of the interviewees, albeit in different ways, are involved in this important issue of privacy protection. They offered their opinions on privacy protection and about the rights for information and privacy protection according to their involvement in the project and as independent experts. The interviewees represented experts in data protection, lawyers, and from the education/consultants.

The overall opinion is that the Law on protection the privacy in Republic of Macedonia is in accordance with the European Countries comparative laws but for these laws to be implemented fully, there needs to be more concerted efforts to work more together and more proactively to involve not only citizens and NGOs but also State institutions.

The legal regulative is a relatively new legal framework which is still not finished and has produced a lot of contradictions in its implementation. Some of the rights, which cover the rights of protection of privacy, were felt not to have a proper legal basis. And the rest of them, for example eavesdropping, are too broadly defined, which creates a significant problem of confusion about the explicit meaning and scope of the law. The biggest deficiency is that there is no existing control mechanism, which can permanently and effectively control all potential abuses.

It is more than clear that the level of awareness for protection of the privacy and information is still insufficient. Some of the institutions are abusing their position especially with regard to eavesdropping and secrecy and that is why some of the people, participants on this project and experts are thinking that we need more campaigns and similar projects to raise awareness among all the relevant parties.

Activities which are now illegal are still regularly carried out by companies and other bodies in Macedonia. For example telemarketing and telephone interviews are now prohibited, but few organisations appear to realize this, or if they do, they do not respect the law.

It was also felt that the security services are not operating or behaving in a way consistent with similar forces in other European countries. There seems to be too little monitoring of their activities, and they appear to be able to make their own budget without adequate oversight by parliament or the government. This situation is not conducive to adequate control and leads to abuses of their powers.

There is too little knowledge about rights among the general population, and this must change if the implementation of the law is to be completed satisfactorily. There was mixed opinion of whether this issue is high on the mind of the general population as citizens have important issues which effect them every day. Concern about privacy might not feature highly in their thinking. However, that does not excuse the illegal behavior of organizations, and increasing awareness is the best solution. A comparison was made with Croatia where the telecommunications sector is proactive in preserving individuals privacy, whereas this was not the case in Macedonia.

In general it was the opinion that rights of citizens in Macedonia are not well protected, and there appears to be little enthusiasm to do so.

When considering the issue of how to improve the current situation, it was felt that awareness needs to be raised to a significantly higher level, and the integrity of Courts needs to be strengthened because at the moment they are under severe pressure. There needs to be more efficiency and better control from the legal system, in particular the Court mechanism. It was felt that punishment for anyone breaking these privacy laws should be consistent and that everyone who broke these rights should be punished.

With regard to telecommunications and other technologies in general, it was felt that there was insufficient political will to make the changes necessary or to implement the legal framework. There was no 'base' level of understanding or desire, as there is in other European states.

However, this is a good opportunity to take some steps forward. All the participants agree that what "Metamorphosis" is attempting to do make significant steps forward and that should be followed by others relevant organizations. Participants are satisfied with the promotion of this very important issue for the Democracy in Macedonia, but it was recognized that this is just a small beginning, and that many other projects need to continue the important work started by the Project.

4.3. Conclusions

The conclusions about the impact of the projects and activities for the protection of privacy are based on findings from the focus groups and semi structured interviews, and analysis of documents and the Metamorphosis web page. The survey conducted among beneficiaries of CRISP project is valuable source of information for drawing these conclusions.

According to the analysis of the above mentioned sources, the evaluators conclude:

- Metamorphosis is implementing relevant, interesting, innovative and progressive activities in the field of protection of privacy. The projects and activities for protection of privacy are achieving their overall

objectives and the target groups are appreciating the knowledge, attitude and skills acquired.

- There is a high interest about educational activities among pupils, teachers and parents (CRISP projects). During the CRISP project implementation the number of involved schools rapidly increased, from 20 initially planned to 70 schools from 12 towns in Macedonia. Apart of the positive effects made with pupils and their parents and teachers, there are concerns that a single organizations with limited capacities could deal with such a large demand.
- The project and activities for protection of privacy and safety on the internet have had an impact on the target group. Beneficiaries changed some of their habits when using the internet in order to protect their privacy. Children, their parents and teachers are now more careful in placing personal information on the internet.
- The legal environment for the protection of privacy requires further development in order to be harmonized with legislation of the European Union. Even though the legal framework can be considered as being well defined; there are many inconsistencies in the implementation of the law.
- There is lack of awareness and insufficient knowledge among the general population of the Republic of Macedonia about privacy protection. This enables the violation of some basic human rights.

5. Recommendations

The principle recommendation is based on the commentary made by almost everyone interviewed during the evaluation process. There is a strong desire and willingness by all the players in this important issue that the information of the general public remains lacking and is a clear opportunity to improve understanding and knowledge through more projects focusing on dissemination of information and knowledge on the rights and expectations of the public when it comes to the preservation and guarding of their privacy rights. All other recommendations stem from this basic premise.

- Metamorphosis and its staff should continue with its approach in creating innovative and interesting activities, applicable to the needs of the target groups.
- In order to respond to the increased needs for activities for privacy protection, and thus increase the impact on the society, the Metamorphosis could work on capacity building of other organizations interested to work on this issue. Metamorphosis and its staff have sufficient competencies and experiences to become an organization that will disseminate knowledge for privacy protection and development of informative society.
- Future activities of Metamorphosis should be focused on improvement of legal and social environment for protection privacy, such as implementation of laws, raising awareness among citizens about their rights for privacy, education in using ICT, etc.
- There is a concern that the official institutions and bodies are not sufficiently knowledgeable about these privacy issues. Future projects or programmes should also focus on these institutions as well as the general public.
- Greater improvement in national and international networks should be encouraged. There are opportunities to improve knowledge and to share experience among the main players which will enhance the capacities of the Republic of Macedonia in this crucial area.

Annex 1

Information about projects that are evaluated

Children's Rights on Internet – Safe and Protected (CRISP)

The CRISP project was initiated in October 2007, by the Metamorphosis Foundation and the First Children's Embassy in the World – Megjashi in Skopje, financially supported by EIDHR (European Initiative for Democracy and Human Rights) and Metamorphosis, and has been implemented in partnership with the Directorate for Personal Data Protection. The project aims at protecting children's rights on the internet and providing safe and secure access to the internet, protection of their privacy and consequently the privacy and security of their families. The project's goals were planned to be achieved by conducting measures for raising awareness among children, parents, teachers and the general public about the presence of this problem, and by offering concrete methods i.e. tools, for tackling this problem through trainings and presentations, as well as by creating resources with useful information and guidance for safe internet conduct.

The project encompasses several phases:

1st phase: Creating resources (ICT guide, flyers, Children's Bill of Rights on the Internet and a web site) in local languages (Macedonian and Albanian) as well as forming a network of NGOs working on children's rights protection.

2nd phase: Training and familiarizing the members of the NGO-network with this particular issue (children's rights on the internet) and qualification for educating children, parents and teachers in the primary and secondary schools throughout Macedonia.

3rd phase: Members of the NGO-network conducting education through specially designed and organized presentations in the elementary and secondary schools throughout Macedonia, as well as distribution of the materials during the presentations.

The project was finalized in October 2008.

International Conference e-Society Mk in 2005, 2006 2nd 2007

International Conferences have been organized every year on different subjects related with informative society. The conferences are places where all relevant stakeholders, decision makers, business representatives, academic and civil society sector are exchanging their views and sharing experiences in order to improve quality and raise level of usability of ICT in different sectors. This year, the upcoming conference will be focused on education.

Information Security initiatives in 2007

The general aim of this project is to establish security of information systems in social and business environment as a basis for functional information society.

The project was supported by FOSIM, in 2007 and included expert's analysis on legal framework, recommended standards and its application in the state institutions, banks and business institutions

On-line Privacy Initiative

On-line Privacy Initiative –on-going project started in June 2008. The project aims to contribute to the protection of human rights and the development of democracy in the Republic of Macedonia, by increasing privacy protection. The project was inspired by the low level of public awareness about privacy, especially digital privacy issues. Implemented in close cooperation with the Directorate for Personal Data protection, project activities are focusing to increase public awareness of privacy and personal data protection issues and increased use and implementation of the laws for protecting digital privacy. The project intended to result in increased public awareness of privacy and personal data protection issues; improved implementation of the laws protecting digital privacy, public privacy policies by companies, institutions and organizations.

Annex 2

Participants in evaluation

List of interviewed persons

1. Marijana Marusic, Director of Data Protection Directorate
2. Elena Stojanovska, Advisor for International cooperation and PR of the Data Protection Directorate
3. Gordan Kalajdziev, Profesor at Law Faculty and Human Rights Expert
4. Ljupco Trajkovski, Consultant, TP Consulting
5. Natali Sotirovska, Journalist
6. Danche Danailova, FOSIM

List of participants in focus groups

Focus group 1 – Beneficiaries

1. Blage Nikolovski – Parent, economist
2. Radmila Stojkovska – pedagogic – for disabled children
3. Irena Ivanovska – informatics teacher in Primary School “11 Oktomvri”
4. Magdalena Endrovska – student in “11 Octomvri” Primary School

Focus Group 2 – Employees

1. Kire Dimic
2. Liljana Lazarovska
3. Irina Sumadieva
4. Filip Stojanovski
5. Filip Meskoski

Annex 3

Questions used in evaluation

Questions for semi structured interviews

1. What is your opinion about the legal regulative for privacy protection?
2. How, by your opinion, the legal regulative is implemented in practice?
3. What is your opinion on the budget dedicated for supervision?
4. Whether, by your opinion, the citizens have knowledge about concept for protection of privacy?
5. Whether the citizen privacy protection right is endangered?
6. How can be improved the situation for privacy protection rights of citizens?
7. At what level the privacy can be protected considering the electronic communication (internet) , mobile phones, security cameras in public places etc.
8. In what way, the privacy protection activities of “Metamorphosis” are achieving the goal and getting citizen more aware?
9. What should “Metamorphosis” do to achieve biggest influence in privacy protection area?

Focus Group 1 - Beneficiaries

Question for the focus group-beneficiaries

1. Introduction, explanation of the focus group leading way, setting the basic behavior rules.
2. Introduce yourself and explain in what way you have bin included in this activities for privacy, organized by “Metamorphosis”?
3. Please explain did you have previous knowledge for privacy rights of the citizens
4. Have you bin aware that maby your privacy was endangered? Please explain how did you feel? What mostly disturb you?
5. What did you learn and acquire with your participation in the “Metamorphosis” activities for privacy?
6. In what way the new benefits can be implemented in your daily life?
7. Did you change some things in your behavior? Which? How is your behavior now regarding to the previous?
8. Do you think that your stands are changed regarding to the privacy?
9. Are you now more carful in all forms with which your privacy can be endangered?
10. Do you think that the changes in your behavior are results of your participation in activities of “Metamorphosis” or maybe influence of other factors? Which are those factors and how they have influenced?
11. What was the key validity of activities for privacy organized by “Metamorphosis”?
12. What will you recommend the people of “Metamorphosis” in a way to improve their activities for privacy?

Focus Group 2 – Employees

Question for the focus group-employees

1. What you think about the citizen's awareness for their right for privacy?
2. Whether, on what measure and how "Metamorphosis" contribute for rising the public awareness for privacy?
3. Which activities of "Metamorphosis" has more influenced in strengthening the awareness for privacy?
4. In which way the activities of "Metamorphosis" influenced on developing the convenient legal framework for protection the citizen's privacy?
5. What is the key validity of "Metamorphosis" activities for privacy?
6. What will you do differently to improve the activities for privacy?

Annex 4

Transcription of the Focus group 1 – Beneficiaries

Participants – school representatives where the project was implemented (teachers, parents, teenagers)

5. Blage Nikolovski – Parent, economist
6. Radmila Stojkovska – pedagogic – for disabled children
7. Irena Ivanovska – informatics teacher in Primary School “11 Oktomvri”
8. Magdalena Endrovska – student in “11 Octomvri” Primary School

Question - Introduce yourself and explain in what way, you have been included in these activities for privacy protection, organized by “Metamorphosis”?

Radmila Stojanovska – I’m a representative of the NGO „otvorete gi prozorcite,, (open the windows), I’m a pedagogic. I am working on informatics technology and I was directly involved in CRISP project as an educator. We were included in this project because our head office is visited by internet users and one of the programs we develop is *how to use internet*. This was useful for us and we can spread our knowledge in all schools covered by this project.

Blage Nikolovski – economist from Skopje. I was indirectly involved on this project as a parent of a child with special needs. My child uses the internet and this was positive for my child. My experience is very positive and we have good results also in education. My child did not have good picture about internet before he was informed by experts and we worked with him in the school and at home and results are more than expected.

Irena Ivanova – professor for informatics in P.S “11 Oktomvri” and in secondary school “Partenie Zogravski”. I was involved through the NGO „отворети ги прозорците,, (open the windows). This is a wonderful project and I can say that we also learned a lot from this project. Wonderful workshops and reaction of the parents were great.

Magdalena Endrovska – student in P.S “11 oktomvri”. I was directly involved in the project and everything was said in a language which is understandable for us children.

Question - Please explain did you have previous knowledge for privacy rights of the citizens.

Radmila Stojanovska – In general I had knowledge on how to protect my self but there are things that you can not be aware that they exist, but with this project our knowledge increased and stimulated us and the parents to

think in that way. Parents were involved in workshops and they benefited from some knowledge about how to protect the privacy of their children.

Blage Nikolovski – In general yes but with this project I learned a lot. Not only me but also other parents insist on more of this kind of project and to have more schools involved. After the project I have more knowledge on this issue.

Irena Ivanova – In our school we have a program for developing computer culture and ethics and in the past we used web sites in the English language but now we have Macedonian sites and we use them. The good thing is that we know more about security on the internet. We are working with our children and students to improve their knowledge about the internet.

Magdalena Endrovska – We, the students, have some previous knowledge because we are using the internet but with this education we found more about protection.

Question - *Have you been aware that maybe your privacy was endangered? Please explain how did you feel? What mostly disturb you?*

Radmila Stojanovska – Everybody is thinking about this issue. Everyone feels and need privacy. Internet privacy was something unknown for children and parents and they don't know about their rights. This project ensures good education and encourages us to think differently on this matter.

Blage Nikolovski – Me personally and my family had knowledge about this issue but we didn't think more deeply until we have been involved in this project. The positive side from all this is that we and the children understand that there are more threats that we thought and that is why we are more careful now.

Irena Ivanova – I learned a lot from this project. There is a regulative for personal data, security cams etc. So, this issue is a big issue and I think that the CRISP project helps on that way.

Magdalena Endrovska – through the examples of this project we have more knowledge and we get deeply on this matter.

Irena Ivanova – Children usually think that they are anonymous when they use the internet but when they found that they leave tracks on the internet they became concerned.

Radmila Stojanovska – We learned that you should ask if you want to put someones picture on the internet.

Question - *What did you learn and acquire with your participation in the*

“Metamorphosis” activities for privacy?

Radmila Stojanovska – We have benefits from this project. We always talk about the good sides of the internet but now we learn also the negative side. We learn that personal information means more than only name or ID number and we learn that we shouldn't give all information on internet sites. Now I'm trying to share my knowledge with other people.

Blage Nikolovski – From this project I learn that beside positive sides internet has also negative sides and I learn that we should not give all personal information and how to protect our self.

Irena Ivanova – I was very glad that disabled people were involved in this project because many projects are passing over this category of people and they are also using the internet. I start to think more about this issue when I was involved in this project.

Magdalena Endrovska – Before this project we give all kind information on the internet but after this project we are more careful and we know how to protect our self.

Question – *In what way the new benefits find place in your daily practice?*

Irena Ivanova – Now when I make picture of children I ask their parents for that. So, now I have a more careful approach on this issue.

Radmila Stojanovska - I had personal profile on hi5 and I wanted to delete my information but it was not easy because there is some information which remains. Now I'm more careful.

Irena Ivanova – We have discussion with my colleagues about how long Banks can keep the information of their clients who have credits, about security cameras etc. so for many things we are thinking more deeply.

Radmila Stojanovska – Before I was involved in this Project I did not know that there exists the directorate for protection of private information and if I have problem I can contact them at any time. Now we have concrete answers about how to protect our privacy.

Question - *Do you think that your standards are changed regarding privacy?*

Magdalena Endrovska – As a internet user now I know what should I do. Also the children know how to use the internet safely.

Question - *Are you now more careful in all forms with which your privacy can be endangered?*

Radmila Stojanovska – Yes, now we are careful not only for our privacy but also for the privacy of other people.

Question - *Do you think that the changes in your behavior are results of your participation in activities of “Metamorphosis” or maybe influences of other factors? Which are those factors and how they have influenced?*

Radmila Stojanovska – There are more factors. In general I think that “Metamorphosis” give an effort and encourage for this theme.

Irena Ivanova – Things are moving forward and this issue became popular.

Radmila Stojanovska – This issue is popular especially with the actual problem of paedophilia and this encourages people to be more careful.

Magdalena Endrovska – This boost us to change some things.

Blage Nikolovski – “Metamorphosis” is strong factor in overall changes and what they do is very important.

Question – What was the key validity of activities for privacy organized by “Metamorphosis”?

Radmila Stojanovska – “Metamorphosis” present us the materials in different and active way, they have answers of our questions and our knowledge can be shared with other people.

Blage Nikolovski – One of the key things of the project is the way of organization and its implementation.

Radmila Stojanovska – Selection of the people involved on this project was good and contributes for its success.

Question - *What will you recommend the people of “Metamorphosis” in a way to improve their activities for privacy?*

Radmila Stojanovska – Me and all educators agree to continue this type of project and to have more schools involved.

Blage Nikolovski – More of this type of project

Irena Ivanova – It will be good to insure us that we will have more materials on internet sites which can we use in our school programs. We need stronger media campaign and more materials.

Magdalena Endrovska – More Schools should be involved.

Radmila Stojanovska – Regarding publications, they are well made so the children can understand them but also materials should be made for disabled children.

Transcription of the Focus Group 2 – Employees

Participants: 5-6 employees which are included in activities for privacy

6. Kire Dimic
7. Liljana Lazarovska
8. Irina Sumadieva
9. Filip Stojanovski
10. Filip Meskoski

Irina Sumadieva speaks about the CRISP Project where she was working as educator.

Duration of the CRISP Project was one year. The project's goal was protection of the privacy on internet.

Working as an educator during interactive work, workshops and discussions you can feel directly the effects of the project. After conducting a second research, most of the contents, which endanger personal privacy, are deleted from internet sites. This project included primary and secondary Schools. Some children are more conscientious than others but in the end everyone understands that changes should be made on giving personal information on the internet.

Publications – They are made to be understandable for children

Question – *Is there a difference between publications and facilitation?*

Publications have a big effect on children. Also the general media presentation has a high impact because in the beginning the project was expecting to cover 20 Schools and after the presentation in the media there was extremely high level of interest and eventually 70 Schools were covered. We also receive positive notes on the project website. All publications are available and electronic and we can still feel the positive effects from this project because the publications on the web are still being accessed and used by people.

Question - *Why are covered 70 schools and not 20, as was planed?*

Because the project budget allowed for this increase and also the educators had enough time to cover more schools.

Question - *What you think about the awareness of the citizens for their right on privacy?*

Kire Dimic- There is no big awareness among the citizens.

Liljana Lazarovska – Low level of awareness for the privacy.

Irina Sumadieva – There are different answers. There are people who are aware and people who are not and that depends how much they are

informed and know this issue. Children who are covered by the CRISP Project are introduced with their rights for privacy and with this type of work the effect on awareness can be higher.

Filip Meskoski – Some people do not understand the meaning of privacy concept.

Filip Stojanovski – We did not have overall coverage but people don't know much about this issue. E.g If somebody make picture of you then that picture can not be published without your permission.

Question - *Whether, on what measures and how did "Metamorphosis" contribute for rising public awareness for privacy?*

Kire Dimic – Through public tribunes, the happening on the square "Freedom instead of fear" through which we covered many target groups.

Liljana Lazarovska – With the CRISP Project children and parents were introduced with possible repercussions in case they are not protected.

Irina Sumadieva – during the educations good and bad sites of internet were covered. Also the Mediums start to cover and debate more on this issue.

Filip Meskoski – By publications people are more informed. On the "Metamorphosis's" website there are constantly news about protection the privacy.

Filip Stojanovski – The conference which we organize were covered by the media and people are coming to ask and be informed. On our web site we publish news about everything that is happening in Europe regarding endangering privacy. The web is visited more than 200 times daily. Also "Metamorphosis" is developing the report for protection of privacy and we sent all that documentation worldwide.

Question - *Which activities of "Metamorphosis" has more influenced in strengthening the awareness for privacy?*

All present agree that the answer of this question is covered in the previous one.

Question - *In which way the activities of "Metamorphosis" influenced on developing the convenient legal framework for protection the citizen's privacy?*

Irina Sumadieva – Teachers knows that there is a need for protection of privacy unlike institution who do not have understanding for this issue. For example to be implemented education in one of the schools you need to have permission from the Municipality where the school belong, but usually they will answer you that they did not receive facsimile on time or e-mail you send they did not receive etc. and in the end you don't have a proper answer

Filip Stojanovski – Our conferences are visited from large number of members of Parliament-parliamentarians and in 2007 together with DZLP (

Directorate for privacy protection) we develop a guide book on the international day for protection the privacy and all copies were distributed.

Question – *Your opinion for law on privacy protection?*

Filip Stojanovski- We have a law on protection of privacy but instead of protection they endanger privacy. Unluckily I think that this law is not implemented. Educators of the CRISP Project give notes and remind that this law should be changed or improved.

Question - *What is the key validity of “Metamorphosis” activities for privacy protection?*

Kire Dimic – CRISP is the first Project regarding this matter in Macedonia and this is good move forward for “Metamorphosis” but it needs time for awareness to be increased.

Liljana Lazarovska – In my opinion, privacy protection awareness is increasing.

Filip Meskoski – “Metamorphosis” is working on raising awareness among people for protection of their information and our goal is to make pressure on those who are implementing the law for real and transparent implementation.

Filip Stojanovski – The “Metamorphosis” approach is to influence and to encourage citizen to protect their privacy. It is big advantage that “Metamorphosis” is developing contents (publications, brochures, web news and the presentations) and in that way helps to stimulate citizen to think for protection of privacy.

Question – *What is your relationship with DZLP (Directorate for privacy protection) and are you satisfied with the cooperation?*

All participants – Apparently, they really did care for citizens and they are always ready to help on workshops, manifestations or educations.

Question – *What will you do differently for improving the activities about privacy?*

Filip Stojanovski – Some of projects either ongoing or after finishing can be used and helpful for us.

Irina Sumadieva – I will invest more on web materials (quiz, interactive game, campaign) and Media promotion. As a first project, I think that in general it is very successful.

Question – *How much are you successful in what you are doing?*

Irina Sumadieva – Always can be better but I’m very satisfied from the CRISP Project results.

Filip Meskoski – Things are implemented successfully

Filip Stojanovski – I'm not perfectionist but I think some of the work can be done better. There are influences by outside factors on our job e.g. if you cooperate with some institution and if in the meantime, they make changes on their staff, we can not continue due to lack of institutional "memory".

Transcription of Semi Structured Interview

Interviewed: Mirjana Marusic – Director of Directorate for Data Protection

1. *What is your opinion about the legal regulative for protection of privacy*

The legal regulative it is developed day by day. By the changes made on 2008 the regulative should be consistent with EU standards.

2. *How, by your opinion, the legal regulative is implemented on practice?*

The legal regulative are respected.

3. *What is your opinion for budget which are dedicated for supervision?*

The Directorate is limited as they have not fully established the team and number of people who will undertake the supervision.

2. *Whether, by your opinion, the citizens have knowledge about concept for protection of privacy?*

We should be aware of the protection of privacy. Step by step the awareness for protection is being raised among the general population. For example from 1988 until 2003 the awareness for the rights were very low and in 2008 this was raised by 100%.

3. *Whether the citizen privacy protection right is endangered?*

Absolutely

4. *How can citizen's situation for privacy protection rights be improved?*

With media and information campaigns. "Metamorphosis" and other similar organizations are helping to realize the protection the privacy.

5. *At what level can privacy be protected considering electronic communication (internet), mobile phones, security cameras in public places etc.*

Very difficult because it is very hard to race with technology. It is fast and always is changing and regulation should follow this technology changes.

6. In what way, are the privacy protection activities of “Metamorphosis” achieving the goal and getting to the citizen awareness?

This can be achieved by brochures which “Metamorphosis” is developing on their website where materials for protection of privacy can be found and also through reporters and the main stream media (MSM).

7. What should “Metamorphosis” do to achieve the biggest influence in privacy protection area?

Metamorphosis should continue with this kind and similar activities also the educators are asking for continuing the project because there is significant interests both from children and parents.

Transcription of Semi structured interview

Interviewed - Gordan Kalajdziev – Docent, Law Faculty - Skopje

1. What is your opinion about the legal regulative for protection of privacy?

The legal regulative is a relatively new legal frame which is still not finished and produced a lot of contradictions in its implementation. Some of the rights which cover the rights of protection of privacy were not legally based. And the rest of them like e.g. eavesdropping and secret following, are too broad, which creates a significant possibility for endanger. The biggest deficiency is that there is no existing control mechanism which can permanently and effectively control all potential abuses.

2. How, by your opinion, is the legal regulative implemented in practice?

There are no mechanisms which can prevent endangers of special and investigate measures in practice. The more important and the only institution for protection in Macedonia is the court of justice. By permission of the court in fact there are covering massive eavesdropping and secret followings. This is because there is no real base.

3. What is your opinion for budget which are dedicated for supervision?

In all democratic states there are commissions who are making supervision. They make debates around the needs and effects and on that base the budget should be approved. In Macedonia nobody gives report and the work of Ministry of Interior it is not on the list of debates of Parliament. In Macedonia security structures are making the budget by themselves which is not a case in Europe. They said that with new means they purchase new and sophisticated materials from Israel for Police needs which left less opportunity for control.

4. Whether, by your opinion, the citizens have knowledge about concept for protection of privacy?

In Republic of Macedonia people has no sense for protection of the privacy which mean there is more possibilities for endangerment. In Croatia for e.g. telecommunication houses are interested for protection of the privacy which is not a case in Macedonia.

5. Whether the citizen privacy protection right is endangered?

The rights for privacy are totally unprotected, also e-mails, mobile telephones, homes, offices are not protected.

6. How can be improved the situation for privacy protection rights of citizens?

We should work on many fields. Awareness need to be on higher level, the integrity of Courts to be strengthened because at the moment they are under pressure. We should ensure more efficacy and biggest control from Court. Everyone who broke these rights should be punished.

7. At what level the privacy can be protected considering the electronic communication (internet) , mobile phones, security cameras in public places etc.

In R. Of Macedonia there is no existing of global concept. Base Principe for privacy is not developed. Regarding the sophisticated techniques the methods of European Countries because practically can be followed any trace of electronic communication. For that it is need for Political will, which is not case with our Political parties.

8. In what way, the privacy protection activities of "Metamorphosis" are achieving the goal and getting to the citizen awareness?

"Metamorphosis" are doing the pioneer steps in Macedonia. Results which we have are not enough. People are not informed well. I think that these kinds of projects need to be supported. We need this and it is very important for our society.

9. What should "Metamorphosis" do to achieve biggest influence in privacy protection area?

It needs to raise awareness among citizens, NGOs and the Government and more involvement of legal states institutions.

Transcription of Semi Structured Interview

Interviewed: Ljupco Trajkovski – TP Consulting

1. *What is your opinion about the legal regulative for protection the privacy?*

There is a legal regulative, it is copied from EU and is getting changed in positive way

2. *How, by your opinion, is the legal regulative implemented in practice?*

People who are implementing this regulative should be well educated persons and they should implement it in a complete way. Telephone call interviews are illegal. Telemarketing is also against the law.

3. *What is your opinion for budget which is dedicated for supervision?*

I don't have information on this

4. *Whether, by your opinion, the citizens have knowledge about concept for protection of privacy?*

They don't have knowledge on this issue

5. *Whether the citizen privacy protection right is endangered?*

The right is endangered because of a lack of information on this matter.

6. *How can be improved the situation for privacy protection rights of citizens?*

The situation will be better by raising the awareness for the rights and by raising the capacities of the organizations and respecting the law.

7. *At what level can privacy be protected considering electronic communication (internet) , mobile phones, security cameras in public places etc.*

Technically privacy can be protected

8. *In what way, are the activities of "Metamorphosis" achieving the goal and getting to the citizen awareness of privacy protection ?*

"Metamorphosis" is doing a lot but I'm not sure for the popularity of this issue and also there is a need for more campaigns

9. What should “Metamorphosis” do to achieve biggest influence in privacy protection area?

More campaigns for raising the awareness.

Transcription of Semi Structured Interview

Interviewed : Dance Danilovska, FOSIM

Note: The questions were sent to Dance Danailovska via e-mail, and she answered the questions in written form.

1. What is your opinion about the legal regulative for protection of privacy ?

In Republic of Macedonia, the legal regulation ensures protection of the privacy. The Constitution of Republic of Macedonia with the law on privacy protection (adopted with the EU directive for protection of information), the criminal law (determines penalty for abusing the private information), the law on elections etc. gives for protection of personal information and their dignity. Additional guarantees are determined in the European Convention for protection of the human rights and universal declaration for protection of the human rights, which Macedonia has ratified and they are part of legal system.

Contrary to this, with the last amendments on law on criminal acts and interception the communication, it has determined large "catalogue" of criminal acts, for which will be permitted the usage of special measures.

2. How, by your opinion, the legal regulative is implemented on practice?

Not enough. The Directorate for protection of the personal information, which is the only one "protector" of this right, has not enough professional persons appointed by the State.

3. What is your opinion for budget which are dedicated for supervision?

Surpassing the rights on privacy and giving the more attention on fighting the corruption will take us in a "Police State".

4. Whether, by your opinion, the citizens have knowledge about concept for protection of privacy?

I think yes. The statistic of the Directorate for protection the privacy, says that in 2007 only 22 citizens have complained. Daily, in the Banks, citizens are giving their ID numbers which any employee can see and the bank does not identifying you, whether you are the owner of the account, by the ID.

5. Whether the citizen privacy protection right is endangered?

Yes.

6. How can be improved the citizen's situation for privacy protection rights?

Increasing the awareness among the citizens for their rights and strengthening the capacities in the institutions authorized and competent for implementation of the law connected with this issues.

7. At what level the privacy can be protected considering the electronic communication (internet) , mobile phones, security cameras in public places etc.

The privacy can be highly protected, but we are lacking in implementation. E.g. AD T-Mobile it is keeping MMS messages information by communication with mobile phones , www.mmsalbum.t-mobile.com.mk/private, and they do not inform you when you activate the MMS service.

8. In what way, the privacy protection activities of "Metamorphosis" are achieving the goal and getting to the citizen awareness?

Developing of materials, target group presentations, organizing public events, where the citizens can be informed and increase their awareness for the privacy, are welcomed because the institutions are not doing enough.

9. What should "Metamorphosis" do to achieve biggest influence in privacy protection area?

"Metamorphosis" should continue with its work on all aspects and target groups on this issue, because this is one of the rarest organizations who are working on this issue, for protection of the children on internet.

Transcription of Semi Structured Interview

Interviewed: Natali Sotirovska – journalist

Note: The questions were sent to Natali Sotirovska via e-mail, and she answered the questions in written form.

1. *What is your opinion about the legal regulative for privacy protection?*

- For me the problem does not lie with the legal regulative but in its implementation in practice. On the other hand there is also a lack of knowledge among citizens for their rights of privacy and how to protect themselves.

2. *How, by your opinion, is the legal regulative implemented in practice?*

- We should not generalize things. I think that the Directorate for protection of personal information is doing the maximum efforts in these conditions to help citizens in the protection of their privacy. They also initiate amendments and proposals for changing the legal regulative in order for the Directorate to have more competences and control regarding this issue.

3. *What is your opinion on the budget dedicated for supervision?*

- I do not know how much money is dedicated for this issue and I can not give a comment.

4. *Do you think that citizens have knowledge about the concept of protection of their privacy?*

- Most of the institutions do not know that there is this kind of right. Only a few citizens of Macedonia know that they can ask for protection of their privacy which is their right by the law.

5. *Whether the citizen privacy protection right is endangered?*

- Yes, absolutely, starting from the chance to be found on the “net” of eavesdropping of the state and private institutions and by security cameras in front of business and working objects and buildings, the impossibility to protect from different e-mail and spam messages, telephone calls etc.

6. *How can the situation for the protection of privacy rights of citizens be improved ?*

- Not at all, if we leave state institutions to take care of protection of privacy. Changes can come only if citizens become aware that, no one can disturb their rights. The only time when this right should be disturbed is predicted in the law (eavesdropping) in the case of revealing criminals and in the case when institutions have an injunction.

7. How can privacy be protected considering the electronic communication (internet) , mobile phones, security cameras in public places etc.

- My answer on this question is that the privacy can not be protected.

8. In what way are the privacy protection activities of "Metamorphosis" achieving the goal and getting citizen more aware?

- I do not know the activities of 'Metamorphosis'.

9. What should "Metamorphosis" do to achieve biggest influence in privacy protection area?

- Always when directly or indirectly the citizens rights are endangered Metamorphosis should act.