Data Transparency through the Right of Access
European Commission First Vice-President Frans Timmermans:

“The General Data Protection Regulation will help stimulate the Digital Single Market in the EU by fostering trust in online services by consumers”

“These rules are for the benefit of everyone in the EU. Individuals must be empowered: they must know what their rights are, and know how to defend their rights if they feel they are not respected.”
Context (2) Shape your digital future?

- Individual autonomy and emancipated citizens
- Tendencies towards centralized power
- Governance questions: Balance of power
Right of Access

• “1. The data subject may request the controller without constraint and at reasonable intervals to notify him about whether personal data relating to him are being processed. The controller will notify the data subject about whether or not his personal data are being processed in writing within four weeks.

• 2. Where such data are being processed, the notification will contain a full summary thereof in an intelligible form, a description of the purpose(s) of the processing, the
Experiences?

- Did anyone ever send or receive a data access request?
- What would you expect to receive when sending such a request?
What did we do?

- access requests and analyze the responses:
  7 people, 100+ requests
- Objective classification
  - Formal criteria from law
- Subjective classification
  - Interviews
  - Participant grading
Example 1: Social Security Organization, Telco’s and others

• ...
### Example 2: University

<table>
<thead>
<tr>
<th>No.</th>
<th>Title of Course</th>
<th>Title of Course in English</th>
<th>Duration</th>
<th>Credits</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Example Course 1</td>
<td>Example English Course 1</td>
<td>1 year</td>
<td>30</td>
<td>Introductory course on university life.</td>
</tr>
<tr>
<td>2</td>
<td>Example Course 2</td>
<td>Example English Course 2</td>
<td>2 years</td>
<td>60</td>
<td>Intermediate level course on university administration.</td>
</tr>
<tr>
<td>3</td>
<td>Example Course 3</td>
<td>Example English Course 3</td>
<td>3 years</td>
<td>90</td>
<td>Advanced level course on university research and development.</td>
</tr>
</tbody>
</table>

**Notes:**
- Courses are offered in both English and Dutch.
- All courses require a minimum of 180 credits for graduation.

**TU Delft:**
- Founded in 1900.
- Located in Delft, Netherlands.
- Offers programs in engineering, architecture, and natural sciences.

**Facilities:**
- Library: 4 million books, journals, and electronic resources.
- Laboratories: Advanced facilities for research in various fields.
- Auditorium: Capacity for 1,200 attendees for lectures and seminars.

**Student Life:**
- Over 12,000 students from 100 countries.
- International student exchange programs with universities worldwide.

**Admission:**
- Requires a bachelor's degree in a relevant field.
- TOEFL or IELTS scores are mandatory for non-native English speakers.

**Costs:**
- Tuition fees vary depending on the course and program.
- Additional fees for accommodation and living expenses.

**Support Services:**
- Counseling services for academic and personal issues.
- Career services for job placement assistance.

**Accommodation:**
- On-campus housing available with options for singles and couples.
- Shared accommodations with university dormitories.

**Campus Life:**
- University clubs and societies for various interests.
- Sporting facilities including a gym, swimming pool, and playing fields.

**Employment Opportunities:**
- Alumni network providing career opportunities.
- Internship programs available in various sectors.

**Contact:**
- Website: [TU Delft](https://www.tudelft.nl)
- Phone: +31 (0)15 278 1111
- Email: admissions@tudelft.nl
example 3: Airport

Schiphol Nederland B.V. (hierna: "Amsterdam Airport Schiphol") ontving van u een verzoek gedateerd 16 februari 2017, om uw persoonsgegevens in te zien.

Wij hebben naar aanleiding van uw verzoek onze gegevensverwerkingen gecontroleerd en hebben van u geen persoonsgegevens aangetroffen. Dit onderzoek betreft vanzelfsprekend niet de gegevensverwerkingen van derden, zoals de luchtvaartmaatschappijen, afhandelaren, huurders, beveiligingsbedrijven en de Koninklijke Marechaussee. Amsterdam Airport Schiphol heeft geen toegang tot of inzage in die gegevensverwerkingen. Voor de volledigheid geven wij u hierna een overzicht van onze activiteiten.

Activiteiten Amsterdam Airport Schiphol

Amsterdam Airport Schiphol ontwikkelt, exploiteert en voert het beheer over het luchthaventerrein Schiphol. Amsterdam Airport Schiphol levert alle benodigde fysieke infrastructuur op de luchthaven, zoals de terminal, de start- en landingsbanen en het wegenstelsel. Amsterdam Airport Schiphol ziet ook toe op de naleving van de regels die door de overheid en door haarzelf zijn gesteld aan het gebruik van het luchtvaartterrein. Zo moeten Amsterdam Airport Schiphol en de luchtvaartpartners (zoals luchtvaartmaatschappijen en afhandelaren) zich houden aan wettelijke geluid- en andere milieuregels.

Amsterdam Airport Schiphol is tevens verantwoordelijk voor alle voorzieningen die zorgen voor een vlotte doorstroming van goederen en passagiers en hun bagage, van de voorrijwegen en de terminal met zijn incheckbalies en bagagesystemen tot het pierenstelsel en de inrichting daarvan, van de vliegtuigopstelplaatsen tot de start- en landingsbanen en platformen.

Amsterdam Airport Schiphol verhuurt ook ruimten aan onder meer de winkeliers en horecaondernemingen in de winkelcentra van See Buy Fly (na de paspoortcontrole) en Schiphol Plaza (voor de paspoortcontrole). Ook andere vormen van commerciële exploitatie van het luchthaventerrein vallen onder de kernactiviteiten van Amsterdam Airport Schiphol, zoals parkeerterreinen, reclameobjecten en diensten zoals Privium.
Example 4: Municipality

- What to send:
  - Labels and information on sharing
  - Overview of key data and systems plus invitation
  - Invitation only
## Overall completeness of responses

<table>
<thead>
<tr>
<th>Sector</th>
<th>N</th>
<th>Contains Data (specific or general)</th>
<th>Purpose of Collection</th>
<th>Method of Collection</th>
<th>Data Sharing (specific or general)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>7</td>
<td>14%</td>
<td>43%</td>
<td>57%</td>
<td>43%</td>
</tr>
<tr>
<td>Finance</td>
<td>6</td>
<td>50%</td>
<td>17%</td>
<td>67%</td>
<td>50%</td>
</tr>
<tr>
<td>Government</td>
<td>25</td>
<td>24%</td>
<td>24%</td>
<td>36%</td>
<td>24%</td>
</tr>
<tr>
<td>Platforms</td>
<td>7</td>
<td>71%</td>
<td>12%</td>
<td>43%</td>
<td>29%</td>
</tr>
<tr>
<td>Retail</td>
<td>6</td>
<td>50%</td>
<td>17%</td>
<td>33%</td>
<td>33%</td>
</tr>
<tr>
<td>Telecom</td>
<td>6</td>
<td>50%</td>
<td>7%</td>
<td>33%</td>
<td>0%</td>
</tr>
<tr>
<td>Transport</td>
<td>13</td>
<td>46%</td>
<td>0%</td>
<td>54%</td>
<td>15%</td>
</tr>
<tr>
<td>Utilities</td>
<td>6</td>
<td>50%</td>
<td>17%</td>
<td>50%</td>
<td>67%</td>
</tr>
<tr>
<td>Other</td>
<td>8</td>
<td>62%</td>
<td>38%</td>
<td>50%</td>
<td>62%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>84</td>
<td>61% (^1)</td>
<td>45%</td>
<td>32%</td>
<td>55%</td>
</tr>
</tbody>
</table>

\(^1\) Calculated based on the total number of responses.
Participant perspectives

- “[they] let you walk in circles, [and] you get nowhere”
- “It feels you are still ending up in some kind of black box”
- “Amstelveen Municipality did best because they invited me and were clearly putting an effort to get you the insight you wanted, even though you did not even know exactly what you wanted”
- “it gives me a feeling of the potentiality of this [right] helping society in order to be more in control of our data or to be at least informed [...] about our data being hosted by third parties.”
Participant perspectives (2)

Figure 1 - Completeness & communication grades given by participants to access responses (Boxplots are ordered by the median grade per sector, indicated by the orange line in the rectangles. The rectangles show the 25 and 75 percentile of grades, which are on a Likert scale)
The Starter Kit (10)

Donec id elit non mi porta gravida at eget metus. Fusce dapibus, tellus ac cursus commodo, tortor mauris condimentum nibh, ut fermentum massa justo sit amet risus. Etiam porta sem malesuada magna mollis euismod. Donec sed odio dui.

Create new access request

This campaign requires consent to:
- General terms of service of datarights.me (REVOKE)
- Privacy policy regarding this campaign (REVOKE)

You have 2 items requiring status update

You have 1 item requiring evaluation

NS NATIONAL TRAIN COMPANY
Update status

GEMEENTE AMSTERDAM CITY HALL
Update status

HTM LOCAL PUBLIC TRANSPORT COMPANY
Evaluate

ABN AMRO BANK
Awaiting response
5 days left

ING BANK
Awaiting response
4 days left

KPN TELECOM COMPANY
Done
Future

Collective use of right of access

Join us:
Crowd sourced transparency platform
Visit www.Datarights.me
Check out Github
Or send an email to public@datarights.me

r.l.p.mahieu@tudelft.nl