P10: Personal email inbox.

P8: I guess it depends on, like, that's gonna be, a massive variety of things, right?

P10: mmm

P11: I mean I'd be tempted to say hide, but that's cause a lot of people have things in their inbox that they might not want other people.. reading

P10: so you, talking of, for other people, would you say the same for yourself?

P11: well, just sort of, you know, in general, I mean, you know because it contains all your, sort of accounts, y', well, largely it contains any accounts you've signed up to, it might link to any, sort of internet aliases, or accounts, or, I don't know, just you know, that sort of thing you know your github for example, you probably don't want people obtaining access to your email, because then that, that'll allow people to reset passwords and things like that, it's not really. I don't know I guess there's two ways to go about it, isn't there really, because s-, because I mean part of it is sort of, well, it's not gonna affect you, because.. you're gone, but, I think it's, I don't know it's largely, people are gonna consider that quite private, I'd say

P14: I think I, I'd probably agree to put it in hide, but for different reasons? Almost because.. I don't think there'd be anything in my inbox, in my folders, that I'd plan for other people to look at, I don't thnk there'd be any use, but it seems a bit of a dangerous thing to just ignore and let go out into the public realm. So out of the three, yeah, I'd definitely put it into hide

P11: Is hide the same as destroy?

R: So, exactly how hide is implemented could vary, erm, so, what I had in mind was that, er, people won't be informed about this in any way, so it's more or less left as it is, but, in its dusty corner of the internet where it happens to reside, so if people already know your email address, then they're aware of the account, and then.. you know.. it's unlikely that they'd be able to access your email account, but they might be able to try. Erm, whereas destroying it would be possibly under plan, where you're talking about actually saying to somebody, or saying possibly to gmail or whoever, actively when I pass away I want, I'm planning for you to destroy this and delete it

P13: yeah. I think I'd probably err towards that side of things (laughs)

P11: yes, well

P10: I find it an interesting thing, because, if you look at your email account right now, y- you would assume that nobody else except you is able to access it, so why would that change after your death, well, then again you could say, hacking technology improves over time if you don't do anything with your email account maybe at some point maybe people will be able to.. er

P8: Depending on the policies of the companies as well, like, for accounts like this, erm, if the person has died, the family can request access, and provide proof of death, like that's the m-, they may actually give them access to it, so

P10: that's actu-, that would [?] part of plan

P8: yeah

P10: yeah, yeah

P8: so it, just assuming that people wouldn't be able to access it afterwards might not be the thing

P10: yeah. I- I find this interesting because, I would say, that if this is the case, like, first of all, nobody can access it, so we are safe from that side, but then, these things may change, erm, if I ask it to be destroyed, how well will it be destroyed, so maybe it's better to have another person able to, erm.. maintain access or be able to deal with it, or, in that sense, for me, it seems safe, safest to plan for it that there is a.. designated person that does something with it

P13: I suppose that's true-

P10: or actively deletes it but also, like, without maybe he can delete it without having accessed it, but still be aware of what's, like that email account exists and something might happen with it so you could for example say to a friend or your parents like, hey please, ensure that my email account is deleted, and if he ever finds out that something went wrong with this process, or like, data has been retrieved at some point, then this person can do something about it

P14: I mean thinking about it, because I initially said hide, in fact, I do have a plan (laughter). In place, so I do have a designated person that will have access to

P10: yeah

P14: all of my digital assets

P10: yeah

P14: so it's hidden from view from the public, but yeah, designated I have got one person, so yeah, I'm changing to plan now (laughter)

P13: I feel like the designated person thing, sorry to be contrary all the time, but the designated person thing, isn't it possibly an unsustainable thing? because like, I- first of all I'm being a burden to somebody else

P10: yeah

P13: so there was an initial consent there which needs to be negotiated, and secondly what happens when they pass on, do they pass it on to somebody else, do they, and sort of eventually, like, your grandchildren have got like fifteen accounts or something (laughter) they need to manage? so like

P10: but you could also do it to, er, er, a company, so that that company could be, er, gmail for example, but it could already be, that it's not a person but a company and they probably, do have these

P8: or a solicitor, or something like that, a solicitor firm may [?] sort of thing, yeah

P13: yeah, I guess there's another question there that's what is the value of that information that's in your email account, and as far as I can see there's no value to it at all, [muttered agreements] for me, but [crosstalk] as a person, but, so, is there any value to anybody at all, and if so, why are we even keeping it? Maybe it's the OCD in me, wanting to clean things up as well

P11: what if you hold, er, information that pertains to some other people, surely that, I mean even to, things like gmail, bits like that so I was thinking

P13: yeah, so, in which case, it hasn't got value, it's got negative potential, so in which case we may as well just, err towards.. only harm can come from my emails (laughter)

[crosstalk]

P8: so it seems like the consensus is that that was we make a plan, and depending on what that plan does can be variable

[general agreement][

P10: there was just this one thing which, with destroying it like how.. how good can they destroy it, that's, that's - otherwise I would also go, go to just delete it then it would be done with, yeah

P9: I mean the way I see it is, I , on my email, I don't really delete emails, so I've just got loads and loads

P8: I'm the same

P9: of emails, is the thing, so, if I was to plan to give somebody access to it, I just feel like I'd be giving them too much? to access (laughter/agreement) is the thing? And also like, one of my concerns would be, if I did give them access, like, since it has so much information some of it, like, might be quite personal and important, what if- like, fair enough, for the person that I want to access it, I'm fine for them to access it, but what if they got hacked, say, and then, that my information then got.. released, elsewhere

P14: you're dead, though, remember (laughter)

P8: yeah, there's, you don't, you can't worry about it (laughter)

P11: so that's always, cause that's always the thing with that side of things, isn't it, is it's always people that are the weakest, well I mean, unless you're using incredibly out of date software, it's always people that are the weakest in any sort of cybersecurity sort of.. context.. it's, I mean I, you know randomly generate every password, but then.. other people I know reuse.. them, and you know, so if their myspace account gets cracked then that could be immediate access to.. my inbox, if they decide "ooh, I'll change it, the password to this because I can remember that"

P14: yeah

P13: are we all agreed then, we'll put it in plan?

P8: yeah

P14: plan

P13: plan

R: but what exactly that plan actually is is kind of..

P8: it's gonna vary depending on

R: just, yeah

P8: I mean I've got several email accounts, myself, and I might have a different plan for each one

P10: actually, this is already kind of part of plan, already [pointing to hide] (laughter)

R: well, I mean, so hide, so hide could be - so in the case of email people do know your email address, but you might have another account which, you don't want people to know even exists at all

P10: yeah

R: regardless of access, right so that kind of stuff would be more what hide was about, cause that's, in that case then you're not, you're excluding it from - so let's say you're giving somebody else responsibility to execute your plan.. that wouldn't, that wouldn't feature at all, in that, it's so secret that they wouldn't be able to access to delete, if that makes sense

P11: wouldn't hide inevitably sort of result in it sort of being deleted though? cause, doesn't er google and sort of iCloud and the likes have a policy of er, inactive accounts after 5 years get purged, or

R: it depends on the service, yeah, so yeah, they are taking steps to do that sort of stuff, but not everyone does, yeah

[pause]

R: ok, yeah, so we'll leave it as it is, er, yeah, so shall we just go round the table, yeah - we'll pass the cards round

P11: So erm, the erm, "Personal Photo Collection"

[various hmms]

P14: it's around the same thing, so I've got a designated name, who will have access to all my photos. So for me that goes straight into plan.

P11: mmm yeah

P10: I would agree with that

P11: for me, yeah, but once again for the reason of purging everything and making sure that no one can ever touch anything that's mine (laughter)

[Late participant P12 enters the room, apologises, signs consent etc]

P13: yeah I'd agree with that. See I can see more value in my personal photo collection to other people

[crosstalk]

P11: it's, I don't know, well, it's still planning I guess but, the, I guess the only sort of thing there'll be any photos that pertain to other people should probably be looked at, erm, yeah, rather than..

R: so do you guys keep all these photos on the cloud somewhere, or do you have a hard drive or anything like that where you might have

P8: mine's now on cloud services, yeah

P9: yeah mine's now all on Google photos, I use, yeah

P8: mine's on yeah, Apple iCloud

P11: they had an interesting, er, license agreement didn't they, I don't know if that's changed now, the Google Drive one was pr-, wasn't it in a nutshell pretty much anything you upload to us is ours now

[crosstalk]

P8: yeah, it has, that's always been the Google policy, so, that's why I don't use Google, er for that.. type of thing

[pause]

P10: and it's not the case for, er iCloud then?

P8: a- as far as I'm aware, no. At least their outward message is that.. it's all.. yours, rather than ours, in terms of Apple, yeah

R: so as far as planning goes, so I, I ran this workshop last week, and erm, one of the conversations that we had about cloud storage was about whether people are sharing these sorts of things while they're still alive. So, er, there's two ways that you can do this, you might - let's say it's family photographs, you might share those with your family, have a shared cloud storage folder, or you might want to make plans for that to be sent after death as part of a digital legacy plan. Would you, do you see, like would you be doing that, in, like at the moment do you share these things with family members or do you have folders that are purely yours that have this kind of stuff in?

P8: personally it's all just, like mine?

P14: yeah same here

P8: there was a, there was a time when.. I took a lot more photos when I was out with friends, and I would, at the end of the thing, erm bundle it all up and then give links to them? But I kind of stopped doing that, and then it's all just, yeah, my own thing now, yeah

P9: yeah, I, I have a couple of albums, but I don't now, like try to put things in albums and stuff like, everything's just kind of like, every single photo I take is just there. It exists, basically

P8: yeah, yeah

P9: and now I wouldn't have the time, I don't think, to go through and put every photo I wanted, in an album

P11: it's the sort of thing, me as well, sort of in the early days of using good old OneDrive I'd, you know, had a few people who were sort of enthusiastic and we'd share, er sort of folders back and forth but then it's getting a large number of people to embrace these technologies, er, you know for example parents and things it's sort of, they'll use WhatsApp and that's the extent of their sharing and their, I mean, my partner for example I've be-, you know trust talking to [?}, you know using these delightful technologies that are just at our fingertips for ages and now I've just, you know, given up, so we don't share anything

P14: yeah, yeah

P11: you know he has an iPhone and refuses to use anything with like, any other technology, so it's like, brilliant, ok, won't be doing this then, I mean

P8: that's the thing a lo- there's so many, services it's like hard to get consensus isn't it, so

P11: none of them are inter-operable and like

P14: mm

R: and do you find that like this sort of stuff is spread over different cloud service providers or do you have one where you have all of your photographs in

P11: I mean, for me it's, yeah currently for me it's, I I tend to use OneDrive and erm Google Drive, sort of partly for redundancy, partly for the oh well done, where I'll this service I can show you to, but to be honest it's just like pulling teeth getting people to use them so I don't care any more if you don't want, your pictures.. well, stuff you, then, I guess

P13: I have a shared album, that holds all my photos, that I share with my wife, so you know, they mingle, which is, to be honest, a disaster (laughter).. but I can't really back out now (laughter)

P8: you've [?] to that (laughter)..

P13: exactly

P8: the way is lost (laughter)

P10: thanks for the advice (laughter)

P13: that's the only thing I've got to add to that

(pause)

[Researcher explains what is happening to P12]

P12: Cryptocurrency

P10: Wow

P8: Definitely a plan for that

[group agreement]

P12: yeah that's not difficult

R: so what sort of plan would we make for crypto?

P8: So I would personally treat.. any cryptocurrency more or less the same as you would treat your bank accounts

P10: mm yeah

P14: yeah

P8: it's a, it's a monetary value that needs to be passed to someone

P10: mmhmm

P8: so you need to have someone who's designated.. t receive that, whether it's a case of they just get the wallet, or whether you have a plan in place to cash out? and then, cause, depending on who it's going to, they may not actually, at this stage, if it was today.. many people don't understand it, but maybe it's, in the future, a lot more widespread, so it w-, it depends on

P14: but there is a difference, because like photos and emails, have no like, legal status in terms of an executor

P8: mmhmm

P14: whereas money does as part of your estate

P8: mmhmm

P14: so that has to be part of your will?

P8: mmhmm

P14: and the will might say give everything to, I don't know, your brother or something, but everything would have to include that, if they know about it, because if they don't

P8: if it, if it gets like, forgotten about, it's literally gone

P14: it's a like a savings account if you didn't tell anyone about it.. if it's online, you're kind of stuffed

P8: at least it's not on a hard drive in the middle of a tip, though is it (laughs)?

R: the thing with, erm, traditional banking is that, even if y-, somebody can't access it as you, they can access it as your next of kin, right?

P8: yeah

P14: absolutely, yeah

R: with cryptocurrency it might not be as straight forward as that, because it may just literally be inaccessible after

P14: true

R: you've lost your.. password

P14: mm

R: erm, so in some senses, it's a lot harder, it's not just a case of saying, oh, this should go to you, like saying, well oh [P14] should get all my cryptocurrency, it will also need to include a way to access that

P14: but that's kind of the same thing as just burying something in your back garden.. and not telling an-

R: it's just like that

P14: and not telling anyone

R: it's just like that yeah

P14: which Turing did.. just before the second world war he buried all, turned all his money into silver and buried it

R: yeah

P14: and forgot where he buried it (laughter)

P11: there's still some silver sat in a back garden somewhere

P14: yeah, there is! there is, yeah

(pause)

R: does anyone here actually have any cryptocurrency?

P8: yeah

R: do you have a plan for it?

P8: no

P11: you're the reason graphics cards are so expensive (laughter)

P8: it's not, I, I don't have [??], like, I think I just, have a perspective.. I'll put a little bit in there, if it goes up, great, if it doesn't, I've not lost much

P14: yeah

P8: erm, it was just, yeah, erm

[pause]

P11: I guess it's like a digital scratchcard, almost, isn't it (laughter)

[pause]

R: ok, shall we continue round?

P13: yep. Tracked location data.

P8: mmm

P14: ooooh

[pause]

R: so think, Google, for example.. yeah

P13: erm

[pause]

P13: I don't know how I feel about that one (laughter). I think, erm.. yeah I think possibly.. just, just get rid of it all, yeah. I don't know

R: wou- would you feel strongly about that? People having, th- that kind of data. This may be valuable to them, but not to you

P13: I'm such a, I'm terrible because I turned it off deliberately, turned it off because I didn't like the idea of it, but then, when it made using Google Maps slightly harder one day, I turned it back on again, you know? (agreement). Short term benefit, long term

P14: yeah

P13: like, it's the way they get you every time. So, I'm aware that it exists, and occasionally I'll check it, erm.. yeah I don't know, I, I , I think I probably just want it deleted. Not particularly strongly, it could be hidden. What does everyone else think?

P11: yeah sort of when your phone pipes up at you, isn't it, like ooh have you been here, and it's like yes, now go away and leave me al-, so I think, yeah, I'd purge everything again

P12: I'd, I'd probably say just ignore it

P10: mm

P12: cause

P14: yeah

P12: it could be useful, you know, if if there's you know, I don't know, some legal problems at some point, after the.. death, that it could be of use, and if you're gonna give your Google account to someone, through whatever way, then, you're giving it all away, you can't, you're not gonna go through and get rid of just the location data, and still keep all your emails, for example

P13: I guess, for like, alibis and stuff like that it could be useful (laughter)

P12: yeah, not that, not that I'm planning anything, but, you know (laughter). You know, it could be of use.

P13: I wonder if, how it, on a similar.. tangent there, just because it says the phone's there, it doesn't necessarily mean you're there, does it

P12: mm that's true

P11: you could get someone else to walk around with your phone while you're out.. committing mass murder and stuff (laughter) when they'll adjust something over there and but oh, I wasn't there, look at my tracking data

P8: I mean I think , personally, I don't care one way or another about.. like. It's like a by-product of the modern world, that just like, I've come to accept it now (agreement). You find yourself like, oh yeah trying to actively suppress this stuff but then it just makes the stuff you want to do harder

P13: yeah

P8: erm, so then like ah well, I don't really care

P13: yeah, I feel my desire to remove it comes from a slight unease about it existing

P8: yeah

P14: yeah, mm

P13: not necessarily from any practical [??] that I have, that I, do you know what I mean?

P14: so I'd probably worry about telling people, letting people have access to it in real time, so they can track where I am now

P8: yeah

P14: but where I've been, I don't really care

P12: yeah, exactly

P10: yeah

[muttered agreements]

P11: I mean it could muddy your name a bit, couldn't it? I mean, potentially

P8: depending on [?? crosstalk]

P11: in select cases, I'm sure, but, erm, yeah, it does seem, I mean, I guess there's, again there's that thing of, wh- well I probably won't care, to be honest, because I won't be alive to see whatever someone does with it (agreements), but, like, I guess, I don't I can't see how that could be used either against someone else, because th- that's the sort of thing, in my head anyway, sort of how can this sort of big data, because it can't be used against me, it's can it be used against someone else, to, I don't know, blackmail or whatever, just

P10: mm. I would ignore it just for the fact that, erm, I actually like to sh-, in that sense, share my data location if it helps improve the the systems being used?

P8: mmhmm

P10: so I wouldn't want to hide it or, do too much with it you know, just it can be used to improve technology as it is

P9: yeah, I'd just ignore it as well, I don't really see, any use for anyone having access to my, historical location data, really? Erm, not really that bothered about hiding it or letting anyone see it, so, just ignore it

P13: ok

P14: ok. Browsing history.

P10: mmm. That's where you use incognito mode already, right? (laughter)

P8: yeah I feel like, browsing history these days, like, a lot of people are probably already being proactive

P14: yes

P8: if it's something like, if it's something that they wouldn't want someone seeing, they'd probably get me in [?] anyway?

P14: you'd go to, yeah

P10:

P8: otherwise it's just gonna be like, ah I was on Amazon

P14: yeah (laughs)

P8: (laughs)

P10: so this is more something that you'd plan already, right now, in the moment, like you do something you r-, you don't wait for yourself to die to, like, [??] your death to try to delete it whenever you feel like it's necessary

P8: you either browse for the thing that you don't want being history in a, in a incognito mode

P10: yeah

P8: or, you just remove the last, few entries or whatever

P10: yeah, well i- it there is also the [?] time before incognito mode was, known, right? At least for me, I didn't know about it until maybe a few years ago

P8: mmhmm

P11: I mean I guess deleting your browsing history is all well and good, isn't it, but it is being tracked on the other end as well, and websites, and, I mean, your ISP, unless you're going through a, you know, onion routing or VPNs or what have you, but even then your VPN provider's probably keeping it, and feeding it, you know, oh Google, guess where they've been that they don't want you knowing about. So..

[pause]

R: so ignore?

P14: ignore on the basis that we're already planning

R: yeah. So there's active planning already happening, yeah

P14: while we're alive

P11: yeah

P8: but then again, I wonder about people who aren't as technology savvy as

P14: true

P8: the people in the room. But then again [??]

P14: personally, yeah, I suppose everyone is different, so personally ignore, but you c-, you're right, another person might be more, straight into plan

P8: yeah

P14: or hide

P10: well yeah, maybe it's h-, if if deletion is seen as hide, then it's maybe hide, right?

[pause]

P14: well I've got no issue with anyone seeing the browing history that's there already. On the basis that anything private will not be kept

P10: mm

P11: I mean that's, that's the question isn't it, because that's s- sort of private information that the likes of Google for example can make a log of

P8: they've got it, yeah you can't influence that

P10: so yeah

P11: I mean I guess that's all it tends to be used for, isn't it, sort of advertising, things, but still, if like, a bad actor, gains access to that, then that opens up a whole potential can of worms, but.. I don't know, probably about 80% of the population

P8: yeah. But it seems like someone's gonna have to get through Google to get that, is the, is the thing as well, isn't it, like it's not attacking the individual, to get that information you've got to go to, which is not outside of all possiblity, but still

P10: I mean I guess you're still [??] security breach is[??], but certainly on a monthly basis.. for the bigger ones, I mean I would say Facebook, but like they try and keep data private

P8: I mean it's like, as.. if they're gonna go for them anyway, there's nothing you can do about it anyway, so (laughs)

P10: I mean I could just try to be deaf about the whole situation, just pretend it doesn't exist, and just keep myself, er, not worried about it

P8: yeah

P9: I mean, one thing I thought as well is like, if you've got like a private work portal or something, erm, then in a way, wouldn't want that weblink to be given away, if people let's say a family member, knew my passwords, potentially it was a l- internet user who uses the same password or something, let's say, or something, then they could easily just log on to that portal and get access to information they shouldn't be able to if their employer didn't terminate their account or something. Erm, so there's a risk there of that, of whoever it's been passed on to getting information they shouldn't?

P8: yeah

[pause]

P14: so I'm voting for ignore, I think, on that one

P11: I can definitely imagine myself coming away from this as a paranoid mess, to be honest (laughter). There's all this data, that.. I'm just leaking left, right and centre (laughter)

P8: does everyone agree with ignore, then?

P14: I already did it (laughter)

P11: it's just, it's me set up the autodelete so that when the browser closes I just, I don't want anything being kept

P8: Online dating profile.

P10: mm

P11: ooh I think I might want to purge that, actually (laughter)

[pause]

P14: would that, is that just hte profile? or would it include messages?

P8: it's probably the whole account, I think

R: well, I mean.. we can talk about the full spectrum here of options available. So, on the one hand, yeah, you could give somebody the password to your account, and then they would see those things. er, but then there's other options, right, you c- you could ask them to ask the company to delete the data, or tell them that you've passed away and it should be deactivated. Or, if it's a secret account, then you might want it to never enter somebody else's radar at all

P13: I feel like, they should be notified, and they should be like some updating of the profile to represent.. otherwise it's false advertising isn't it (laughter). Like, why aren't they replying to my messages? (laughter)

P14: blanking me, (laughter).. we were just chatting the other day (laughter)

P13: yeah, so I feel like there should be, just for their sake, really

P10: I think they already accounted for that by probably assuming that if you don't use it for a long time you don't appear any more (agreements)

P8: I think [?] already take account of inactivity, don't they

P11: and I guess I'm certainly gonna be leveraging a lot of, erm, the new laws under GDPR and things, so not right to be forgotten but the the, not subject access requests either, they other one that, you know you have to purge my data because I say so, that one, erm, I imagine that's.. just because no one else is, I don't see how anyone else is gonna use your dating profile for any good, it's not like they can date on your behalf after you're.. gone

P8: yeah, I don't think anyone's gonna get any benefit from it

P11: and again it's just sort of, dodgy messages that might muddy someone's name being brought forward, it just seems a bit pointless to..

P9: yeah, I-

P13: I- sorry

P9: I definitely wouldn't plan on like, giving it, or giving anything to do with the account to anyone, so I'd, either hide it, or ignore it, but, don't know which one yet

R: so in that case, then, it would continue existing until they, whatever mechanism they have for deleting old accounts

P9: yeah

R: kicks in, until then it would be like, you're.. available, or

P9: I mean, I suppose they can use it if they wanted to, but I mean I don't see what use they'd have of keeping the data is another thing

P10: well, I- I could see it in some way as something similar to your personal photo collection, like as part of your history, so it might be of interest to your family, might be, might be cool for them to know a little bit more about

R: or your partner, who you might've met on this site

P14: oh yeah, true

P10: yeah

P11: all about all of the previous people you were talking to (laughter) and all of the pictures that were potentially sent I'm sure they'd be most chuffed about that

P14: yeah (laughts)

P8: yeah, I think, I think it's a very sensitive

P10: it depends, depends on what you send, though, what you do, like for myself I- yeah, I wouldn't worry about it

P11: yeah I was gonna say, it depends on how sort of open your partner is as well, to these things, isn't it, that they might have some sort of morbid interest in these things, but

P10: yeah

P11: it's like, I dunno, I guess it could be used for sort of catfishing to the max, couldn't it, I mean I don't think many people imitate dead people

P12: so you're planning to use your account to catfish people

P11: or, or, that's what your, that that would be you know quite something wouldn't it, that would certainly, erm, make a few news articles, erm I think, probably w- will be a world's first for that in 10 - 20 years

P8: yeah I can, I can see an argument for all three, like ignoring it, hiding it and actively deleting it

P12: I think most people do want the other one, though, don't they, they don't really plan to pass it on

P8: yeah it would be either like, close this down, or, erm, just make sure that people aren't even aware that the account..

P12: and the closest to get is like when you were saying, you know, let the company, get somebody to inform the company that the account's.. done

P10: well that's where I say that I disagree with it, I definitely see it as something like a photo collection, er, or like just a life history, so I would wanna, wanna be able to share that

P14: so what, what I've done, I've, my plan, I've got all my passwords in one place, so that will include the old dating profiles

P10: yeah

P14: so it would just be lumped in

P10: yeah

P14: the plan for everything else

R: so w- would you put some comments alongside these things, to

P14: no

R: indicate- no, just, just the password

P14: no, I'm dead (laughter)

P11: I tried closing a, I think it was a Code Academy account, probably about a year ago now, and it was, it was using an email I no longer have access to, erm.. well the long and short of it was they said no, but I basically said oh do you mind closing this, just I don't have access to this email so I can't use it anyway, and, it's just you know, essentially using your system, you know, your system's resources, i- can you close it, erm, so I mean I guess I'm waiting for those however many years to elapse for them to just close it themselves but, yeah, I can't do that, so I guess, I mean for a lot of these things we're probably gonna need email addresses anyway, I think, just to sort of prove that you are.. perhaps not the original account holder, but at least, or I guess you could sort of imitate the account holder to do

P14: I think you'd have to imitate, as soon as you declare that you're not that person then [crosstalk]

P12: so- some companies will ask for a death certificate, won't they? Just proof

P14: yeah

!: yeah

P12: you know, of.. deceasement? that's not - you know what I mean

P8: proof of expiry

R: I mean there, there's two routes there, so yeah you can go the official route, and say, this person's deceased, here's the proof, or you can take a sort of back door, and we've already put the email address in the plan here, and it might just be oh well use the email address, close it, and don't tell them I'm dead, just leave it as it is, right

[pause]

R: make a decision, [P8] (laughter)

P8: for balance, because hide's pretty lonely, I'm just gonna put it in there (laughter)

P9: erm, Blog

[pause]

P9: would a blog already be public

R: it is public, yeah, how long is it public for, is a question

P14: if you had access you could continue blogging couldn't you (laughter)

P8: it could be that you have a plan for, someone to write a last

P9: to take over

P8: post, either to take over, or a last post to say (agreement), otherwise people would be like why didn't they update their blog in the last, oh they're dead (laughter)

P9: yeah. I mean, so yeah, I wouldn't hide it, because, it's a blog and like, I suppose, it was public anyway, so no need to hide it, but it isn't a bad, maybe you would wanna plan for somebody else to have it, but, then are you planning for them to use.. cause you don't want to plan for them to.. be you?

P8: yeah

P9: is the thing, you'd plan for them to be be able to access the blog but as someone else

P12: that's the thing, you'd just set up another account, just to post a thing, and then

P9: but surely, you could just already have them as another account, you wouldn't need to plan for it to be when someone's died, just already have an account

P12: I guess it also depends on how much you care about the blog and how big it is. Because if it's just on your own personal website that gets no views apart from yourself then (laughter) probably not, but, you know, if it's a big thing then you would have a plan just to, as you know, closure

P8: yeah

P11: I guess for me it raises the question, does the internet need to know these things? I mean, which, I guess, people's Facebook and telling who their mother's are and things like that so like, I know who my mother is, does Facebook need to know? In the same way with a blog, it's, I mean, it's great that this person share, you know, bits about their life and maybe about projects that they've been working on and what have you, but then, do I as a follower, need to know if they've died, it's just, you know i- if they've not posted in a year, then, or whatever, I've followed them, then I can make the assumption, oh, they're either inactive or they've passed away, and i- I don't know is it, for me

P8: I guess it depends on the audience of the blog, like, s- some blogs get such a- you know, you think about like, I guess Youtube blogs are the m- the modern day version of the the written blog, right, like, they've got such an audience of people who.. are invested in this person, and I think they would want to know, erm, that sort of thing

P9: yeah, I think like maybe you'd wanna like, plan to like, de- depending on, yeah, your blog, like, plan to like, perhaps just even like put a message on when you're, you've passed away, to say.. that, and like, like you're reading my blog, I'm gone now (laughts), erm, but yeah, ei- either, there's that option to plan to say something, or just ignore it, depending on what type of blog it is, I guess?

P8: yeah

P9: like if it, if it's like a biography then perhaps you would want to plan to say, I'm- I've passed away

P11: I wonder if it's sort of the thing where you could maybe come up with, just, because of sort of the overhead of, you know, trusting someone else to to execute b-, an executor almost, any potential strain it might put on them, also given that th- you know it's likely that they're a close person so th- they're probably a bit upset that you've passed away, I mean is it the sort of thing where, maybe writing something like a- a script that they can just double click, an executable that reads a file and you know, encrypted how you please, with all of your passwords in, and then just, posts for you, little robot that essentially, erm, with a you know, oh they've passed away or what have you, is it the sort of thing where that, I mean I know that's still a plan, but is the sort of thing where sort of an automated solution might be worthwhile?

P8: I guess that's what [R] might be designing (laughts)

P11: we need one (laughter)

P9: another thing is as well, like, I know quite a lot of, like, families do this on like social media and, it's sort of similar to a blog, erm, but they would often like take over, say a blog or social media, and put a message on from say the family side, saying, like, a message about their life, basically, so in a way, in a case like that you'd want to plan for someone to be able to do that, I'm thinking

[pause]

P8: I'd tend towards plan myself

P14: yeah

P9: yeah I think I'll plan it

P10: do, do you want to continue?

R: yeah, continue, and then, yeah, we'll have a bit of a chat, we'll do maybe one or two more and then we'll, er have a bit of an open chat

P10: Mobile phone

P8: mmm

P14: mmm

P13: physical device?

R: mmhmm. And access to, potentially yeah

P12: Just, yeah. Someone's gonna have it

[crosstalk]

P12: whether somebody already knows the password or you have it in your thing, you know, I don't think there's a reason to hide or ignore it, because it's just access to everything else, so

P10: yeah

P12: if we're already planning to give some stuff away, then, you know [?]

P13: I think I agree, there's probably, there's a value to it, as well, you could sell it

P12: well, yeah

P10: yeah (laughs)

P12: E- e-, not even that, though, sentimental as well you know

P10: sell data as well (laughs)

P14: yeah, but I suppose you can factory reset it, can't you, regardless

P13: yeah

P14: so it's whether you want people to have access to it

P11: just depends how much, how good that factory reset is, doesn't it, in terms of what data is left on it. If it actually wipes it, or if it just

P12: at the same time, mm

P11: [??] with like a little tickbox to say this is deleted.

P10: yeah. But you would think about that, right, you would be concerned about, like, sorta, plan for that

P11: I think I, I think I'd probably say, smash it up with a hammer, and then like

P10: seems like a good plan

P11: put all the bits into a microwave and like, that

P10: (laughs)

P11: essentially blow up the remains of my phone

P10: that's so unsustainable (laughter)

P11: at least my data would be safe (laughter)

R: does anyone use er two factor authentication for their passwords?

[multiple 'yeahs']

R: with your phone as your second factor?

P13: what is two factor authentication? What does that mean, sorry?

R: it means that

P13: I hear it all the time but I don't actually know what it means, I do use it, but I don't know

R: yeah, so you have like, two two ways of verifying who you are, one of them might be a password, is probably a password, and the other could be your phone generating a code, or you being texted a code, or having some other way of verifying that you have that possession, and your password, and two things together mean that you are definitely the person you say you are

P13: yeah that's what I thought it meant

P8: yeah it's like a combination of something you know, something you are and something you have, and two of those things

P13: that's what I thought it was, thought I'd double check (laughter) before I embarrass myself

R: yeah so a lot of people have their phones set up as that second factor and they'd need that to access, well they might need that to access other accounts

P12: that's a good point. But I know with a lot of the things they have recovery codes? and I, personally just paste that into the password manager anyway, in case I lose my phone, it gets broken, whatever, just doesn't work. So, in my specific case it's not so important, but I think, well I- I think most people in the general public don't bother with two factor authentication anyway

P11: I mean, I don't tend to bother with it loads, but that's because I've read numerous articles that, unless you're using something like Google authenticator, it's, text messages can just be intercepted anyway, so if someone

P8: text messages, yeah

P11: so if someone wants to, if someone is trying hard enough, then it's not really an extra barrier, anyway, it's just

P14: no

P13: but this is the thing, like if someone wants to get in, they're gonna get in

P14: they're gonna get in

P13: but I also, if, if it's out loved ones and they really need to get into something, they probably can get in as well, can't they, really, no matter..

P8: it's like two factor authentication is like a padlock on your bike, it's gonna stop the opportunists, but if you really want to go for it, you're gonna bring along your.. heavy machinery

P11: big enough for, yeah, sort of bulk

P13: so I mean, I'm for this I'm either plan or ignore. Plan to give it to somebody or just help yourselves.

P12: there's no way you can really hide it, can you, in the event of a sudden death

P13: just self-destruct (laughter)

P12: yeah exactly

P11: with the silver (laughter)

P10: again that's planning, self destruct

P14: yeah I'd go for ignore

P13: stealth mode enabled

P11: can have a little python script of course, it's a very powerful language, you know

P10: so can I move it into plan? or anyone, er?

P13: you're the boss

P14: you're the boss

P10: good. I'm happy in the position (laughs)

P11: ooh Cloud Storage. We've sort of tapped on this one a bit haven't we, really, with like

P8: bit of a catch all term isn't it

P11: photo libraries and what have you. I dunno, well I mean I'd say, again sort of, I'd go plan, but with sort of, erm, you know again if any data pertains to other people, make sure it reaches them, and anything that doesn't, just get rid of it, cause, it's no longer of use to anyone and, I dunno, I just, I mean there might be personal documents on there or, sensitive documents perhaps, I mean, not that you should really be keeping them on cloud storage, but, I guess people do

P8: but there might be things like, you know, letters to the bank or the tax people and stuff like that which might be.. of use

P10: er, research, I have research data that I would want others to have access to if I'm not able to access it any more because I died, so I would have a plan for that

P14: yeah, definitely a plan

P8: yeah

P9: yeah, I mean for me, the interesting thing is like cloud storage can be very mixed as to what data you're keeping in there, like there's some things you'd wanna give, but some, you can't, but then again, like you wouldn't wanna give sorry, but then again like, I wouldn't actually put everything in one folder that I'd want to share and.. don't? Like, cause if it is that I have like, work documents that are private addressed to me, I wouldn't wanna give them away, but then again I'd rather, just give it all away if there is stuff that I want to share? So, I would be more inclined just to share the whole lot

P11: I mean, I guess for me I'd probably have a, sort of readme document or, probably markdown or something (laughter)

P10: you don't look at that (laughter)

P11: but then would you just for the sort of, you know, be relatively organised, sort things into a few directories, probably with a bit saying please use common sense for heaven's sake, and then, you know sort of, briefly describe my [?] you know, photos of such and such, trying and make sure it reaches the.. you know these documents might need to, you know, submit to, sort of any, sort of authority you know, whether it's the bank, or wh- what have you. And then everything else, you know I guess.. you know I'm sort of in two minds about it, sort of personally, it's either "who cares, I'm dead", or, er, you know, get rid of it, but I mean I guess that suits, if you've got any dependents, quite well doesn't it, because you might, I don't know, because, again you might, something like private, and you might not kn- for whatever reason, not necessarily dodgy ones, you might not want dependents finding out about stuff that might be private, or what have you

P8: yeah I think like, regardless, it's gonna need a plan for, right you're not gonna

P11: I'd definitely agree with that

P8: erm, cause, there's gonna be such a mix of stuff on there that some stuff is gonna be directed one way or another, you're not gonna hide it or ignore it, because it's pretty valuable, you know

P9: yeah

R: so, so I mean, erm, what you described there [to P11] was, sounded like quite a lot of work, in sort of, quite, er, quite an elaborate plan for all of the different parts of what's in your storage, erm, and like, more, maybe more broadly speaking, er, how likely do you think it is that we could er get to a point where people are actually making that sort of plan with their data, specifically for what happens when they die. Do you think it's likely that people would ever engage with that kind of depth of plan?

P11: I guess, I think, I guess with like many uptakes in technology, like things like password managers and what have you, it's going to be in sort of two, sort of categories, isn't it? So there's gonna be the gr- groups of people that sort of know, well, I guess a lot more perhaps, but just sort of generally speaking sort of the category that know about, like oh yes this is something I want to do. And then there's gonna be the other category that just completely ignore it, just, as there is now, you know like, a lot of people for example their use of password managers is Google Chrome remembering the passwords, and they don't give that a seconds more thought

P13: I mean I wonder, going back to your broader point, like, if if that kind of thinking, this kind of thought process, the only, your only equivalent is making a will, isn't it? And, I guess the same reason anybody would make a will would be the same reasons why people would go through this kind of process. You know, I don't see the difference between those two, fundamentally, maybe just the process of making a will needs to be expanded more, because that's, like I dunno, like or, or you build that, those kinds of decision making.. in at the, onboarding level? Like it's a bit of a grim thing to be doing, like, email, username, what happens when you die (laughter). It's a bit of a grim process to do, but I imagine a general kind of awareness of the fact that those.. options are there? And once we engage with it, because you want to engage with it at a certain point in your life, normally, for various reasons, then, if you know those options are there, at the point where you want to engage with stuff like that, then I guess that.. does that make sense, what I'm saying?

P14: it does, but it, you know, it's bad, well it's hard enough to get people to make a will

P13: yeah no I'm not [??]

P14: which is, in a way it's expensive, yeah, but it's relatively easy, like you go and see someone, they write it, you check it, that's it. Doing all this, is quite, I mean I've done all this, and it takes a long, er piece of time, and you've got to be continually updating it as well

P11: yes that's, and I think that sort of amateur computer users as well, it's, I mean they're just, you know the sort of people that will purchase themselves something like a Mac and they just want it to work, it's l-, th- they can't be bothered to faff around with their computer, never mind their accounts, so why would they spend the time.. doing all of this, it's just - I mean it's not something I agree with personally, but you know, when

P8: but is there [??]

P11: sort of going back to other things like password managers, I've spoken to people and I'm like oh it bulks your security a bit and they're like oh, why would I do that, liek but but I've just explained to you why and it's trying to get people who don't care, to care, and

P14: yeah, and it's, just in my experience a complete, it's a waste of my time to try and get people to

P10: what, what I would like is, is that there's a general law in place that says that the moment that I die, that erm, direct family erm, has has all the rights to all your data, unless you state otherwise

P14: mm

P10: and then you are a-, at least address the situation partially, and then I still have the opportunity to say, ok, not this one, not this one, er, like make specific, make specific plans for some specific things

R: and is that in, do you see that as being part of your will, the process of making a will

P10: no, no, that would, well, as [P14] just mentioned, that's also something that you actively need to do and not everybody does it, it's more difficult and more difficult, erm, so what, what I would see as an ideal that there's a default in place, er legal default, that says that erm all data, all digital data, is, erm, your your direct family gets rights, or one person gets direct rights to your digital data the moment you die, unless stated otherwise

R: yeah

P13: and that would overrule companies' individual policies for example.. cause you know we've talked about

P10: yes

P13: the fact that

P10: yeah I think this should not, should not be a company thing, I think it should be a a a an a state, er, er, a government thing

P13: I thnk that's quite an elegant solution to the problem that you're talking about which is that people don't engage with this stuff, isn't it. At least then they've got some default protection there, you know

P11: the the only issue is th- that, people don't seem very fond of the idea of opt out systems, I mean a lot of our systems, I mean outside of computing as well are opt in, because people would probably riot if they were opt out, which, I mean again, that sort of, I think that it's an excellent idea having an opt out system for a lot of things, but

P8: I mean it works in some cases, but, like it'll work with the, erm, pensions, in, erm

P14: yeah

P8: in pensions opt out means that more people are saving a pension than ever before, so

P13: donate organs

P14: yeah, true

P11: yeah that's, that's opt in though, isn't it, still

P12: it's, it's changing

P10: it depends on where you are, in the UK it may be opt in

P11: cause I had to opt in for that, whereas

P14: but hasn't that changed in the UK?

R: it's either changing or it's changed, yeah

P9: they made it, they made it a lot easier for that, now, I know, because, on the NHS app there's a specific button that just lets you change it

P14: oh right?

P9: like for your account, now, and like it's really easy to access

P12: I think they come to you when you get your driving license as well

P11: yeah I think that's how I did it, it was tick a box, or or I might have gone back and ticked a box afterwards, but it was, it was as easy as

P12: they do throw it in your face, yeah

P11: you know, putting yourself on the voting register or what have you it was not a difficult process

P12: but with that opt out, thing, going back to the storage, is, in situations where you might not have a direct family member that you, are in contact with, or or, that you get along with or something like that, in that situation.. it's almost the same problem but in reverse

P10: mm

P12: in that if people don't know about it, how can they stop, you know, your mum who you got kicked out of the house when you were 16, from just having all your stuff

P14: yeah

P11: a lot of things sort of default to the next of kin, don't they

P14: yeah

P11: but I can definitely see, er, situations where there'd be a big issue of next of kin, but

P13: yeah, but the the default is the catch all, isn't it, if somebody i- is, like in the example you've just given, if they've a vested interest, in changing that, then they would engage with th- these systems, if the systems were there? You know

P12: true, yeah, definitely

P13: unless

P8: as long as it's made like explicitly obvious that that's the thing that they should be doing when they

P14: yes, yeah

P13: yeah, like if it's really in my interest that nobody gets my passwords then I would engage with this, otherwise I feel like most people would probably be happy for the kind of, default option, cause you know

R: so, so in that scenario, erm, there is some governmental body that is somehow, like aware of where all that data is kept? or are we talking about somebody themselves digging out what are the bits of data that they're interested in? Like is there, cause n, so normally with your traditional estate, you have the things you own and their physical and they tend to sort of co-exist in your house, and it's a case of working out where those things are gonna go, but with digital thingts, they're much harder to track down and be aware of, and, your next of kin might not be aware that you have these various things, right, they might not have any knowledge of it, so do you think, that there, like does that tie into your plan there if people getting access to all their data, that it's whatever they ask for, or are they given something?

P10: that's a good question. Like, er, yeah well, I I think in general you have user accounts with names, unless you're not, unless you're anonymised and things, then it would be a lot harder, but otherwise it would be able to track, I'd say

R: just from the [?]

P10: if there's a legal thing in place for example, if if we state that Google should register which country that you are, that you have an account with Google, then that problem is solved and it, it's, this information is, er, available with your, erm, with your country. But I can see how that creates new privacy issues though, because then, another body is aware of the things you have, so it's like

P8: I think the way that I would see an implementation of this is like the legal requirement is that the er companies have to be able to provide the information if requested

P10: yeah

P8: so you plan for, here's my acc, here's my accounts

P10: yeah

P8: like the username, maybe not the password but the usernames, of these accounts and then you'd go to the company and say right, this person's died , here's the proof of death, this is their user account, and then they say, oh this person said they don't want to give you information, and then, then that would stop it from

P10: yeah

P8: otherwise, they'd either get access or given the.. that's the way I would see it as like

P10: yeah so like, the the the the country should have er legislation in place that says what the , what the erm the the, how you say the the processes that the company, how they should be, should describe, just as for doing for GDPR, so like how does a company handle privacy, so this, now now the country says something about how the company handles privacy after death, basically, yeah

P11: but, I mean, sort of in my head, I think it's something that, whilst it's something that should be overseen by the state it should be something that the, you know it's a button, essentially, or a drop down, on the service you're using, so then, for example if you do it through a .gov page, then there's that issue of sort of amalgamating loads of different accounts, which some people, certainly very privacy conscious people might not be fond of at all, whereas at least if it's, erm, you know for example, a Microsoft account, if it's under settings you know oh, you know, let's assume after a few year's inactivity you're declared dead, on their account, then what should they do, or at least, you know, th- sort of you register with them to that government body rather than the other way round, at least then there's an el- still an element of separation and then there's, which I guess is a bit more privacy conscious especially with the likes of sort of GDPR, which is, I guess there to sort of try and sort of you know sort of maintain that level of sort of user privacy. I mean, I think that's sort of the way that, it's the way I'd feel better with if it was passed as law tomorrow

R: so I'm conscious that we've just passed the hour now, so we're sort of out of time. Is there anything, before we finish, that people want to add that they feel hasn't come up about this kind of digital legacy kind of stuff?

P13: I feel like if that legal thing was in place, I'd put all of those in ignore (laughter). You know what I mean, I think I'd be, I'd be happy to just be like hey

P14: yeah true

P13: you know, I feel like trusting the law to be a- if people want to get in, and they need to get in, they can get in

P8: yeah but it's like, how do you make people aware of the accounts that you've got, though?

P13: I'd be happy for that, as well, for them to just have to discover it themselves (laughter). I- in a way, not like a cheeky way, but kind of, if you're close to me, and I wanted you to know, you would know, in a weird kind of way? Like obviously everyone, everyone's different, but erm, but yeah

P11: I guess that's definitely what makes, sort of this sort of thing quite challenging, isn't it, it's that everyone has a different idea of how they want.. their data to be handled, and there's that spectrum between people that are, er you know certainly more private and you could almost say paranoid and those that are v-, you know a lot more open in how, you know that they're quite happy for

R: yeah, I mean we had a conversation last week, er, where there was quite a lot of that sort of, if I haven't declared that I want something to happen to it, then it should be completely private, and delete it, which is kind of the opposite in a way of, where you guys have sort of landed with this, er, like legal infrastructure. Er yeah, so it's definitely a s- a wide range of opinion I'd say on that

P13: really interesti- oh sorry

P14: - I think it, so I've sort of been through this quite a few times in the last half a dozen or so years, the, trying to, as executor, trying to close everything down, is all consuming. And you've gotta arrange the funeral and contacting people, looking at this sort of thing never gets near your radar. Unless you have to because there's, I dunno, data you need to access or something, but generally no. You've got more things on your h- mind than looking at all this, the only thing that probably would be the exception afterwards would be the photos

R: yeah. But that's kind more like a longer time thing, where maybe after some time you're thinking oh well it would be nice to access those pictures of, whatever

P14: yeah

P10: it may be also that it's something that's changing, I mean most people that, the majority of people that dies right now has only a limited, erm, digital, erm, footprint, erm, but the younger generation definitely has an- more data at eighteen than they have for their whole lifetime digital footprint, and then it's gonna be a whole different situation probably, so it will change, I guess

P14: mm. Certainly the issue with the younger people is that they're probably far less likely to have a will

R: yeah

P14: never mind go through this, so at the moment there's that disparity

P11: I guess the other issue as well is if you're having sort things for an estate, I mean, also again it won't affect the person who's passed away, but it probably will affect any dependents', you know, sort of inheritance, erm is all of this is going to have sort of overheads, time, costs, erm that's likely to, well I guess it could come from other sources, but it's likely to sort of come in with a sort of increased death tax which people probably won't be best pleased with, it's you know, oh now we're taking 80% of their assets, and, which might, er, hit the headlines..

[pause]

P9: I think, all said, that the thing to think about is that, if you do die and you're giving this data away, how long should these companies keep that data for? Because I mean they probably don't want to keep it for 500 years let's say because probably at that point nobody's gonna be looking at it it'd just be a burden on them, so it's also like, so they just keep it for.. one generation of family really, or until, they pass away, but there's probably issues of having to figure all of that out, that's where it gets complicated

P11: I guess it's when you start getting emails of random companies you've never heard of before, isn't it, saying oh yes, your relative such and such has passed away recently, you're the, lucky you, you're the executor for this

P9: and you might just be like, don't care

P11: it's like, oh right, just er

P10: you might think it's spam

P11: yeah yeah, rubbish, and that's when they find out later oh they did pass away actually (laughter), so actually that would be quite a concern if they found out that someone had you know, passed, from looking at Facebook or something, or what have you

P13: all these [?] uncles you've never heard of

P14: yeah exactly [laughter]

P10: but yeah, it would be a resource for phishing, right?

[unintelligible crosstalk]