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## TL;DR the Report

| Country       | Activities                                                                         |
|---------------|------------------------------------------------------------------------------------|
| February      |                                                                                    |
| India         | 6 Workshops (2 in New Delhi, 1 in Koche, 2 in Mumbai, 1 in Pune) and 6 Interviews. |
| User Research | Security Settings, User Needs Discovery.                                           |
| March         |                                                                                    |
| Indonesia     | 9 Workshops (4 in Jakarta, 2 in Yogyakarta, 3 in Surabaya) and 4 Interviews.       |
| User Research | Security Settings, User Needs Discovery.                                           |
| April         |                                                                                    |
| Colombia      | 11 Workshops (2 in Cali, 2 in Popayan, 5 in Bogota, 2 in Medellin), 15 interviews. |
| User Research | Tor Browser for Desktop.                                                           |
| May           |                                                                                    |
| Mexico        | 9 Workshops (5 in Ciudad de Mexico, 4 in Chiapas), no interviews.                  |
| User Research |                                                                                    |
| June          |                                                                                    |
| Uganda        | 4 Workshops (3 in Kampala, 1 in Hoima), 5 interviews.                              |
| User Research | Tor Browser for Android, User Needs Discovery.                                     |
| Kenya         | 6 Workshops (4 in Nairobi, 2 in Mombasa), 7 interviews.                            |
| User Research | Tor Browser for Android.                                                           |
| Total         | 45 Workshops (public and private activities), 37 interviews.                       |

## Context

Between January and July of 2019, the Community and UX teams travelled through six countries in the Global South: India, Indonesia, Colombia, Mexico, Uganda and Kenya. These trips were part of the second year of this project, intended to run workshops raising awareness about digital security, privacy and anonymity with the use of the Tor Services. It was also part of this trip to map needs and frictions within the Tor Services, that could be improved, as well to understand better the context where its users live and fight for their rights.

The contact to run the workshops was made with partners and human rights defenders organizations, collectives and individuals, as well contacting the volunteers part of the Tor Network. Each country faces different context depending on data laws protection, political systems and cultural habits. We also notice that the questions and concerns related to the uses of Internet, the uses of Tor, and problems facing digital rights and human rights were many and diverse. It was possible to find some similarities that are shown in Frequent Asked Questions (FAQ) and human rights risks.

Internet Shutdowns is a concern present in many countries visited, they are specially related to political context and presidential elections, or even to activists and social movements demonstrations – to limit access to information, and communication.

## India

**General Audience of the Workshops** Most of the Audience were students, but also technologists, journalists, lawyers.

**Digital Rights** There is a lot of research and concerns related to Internet Access, specially because of the Internet Shutdown – when the government or other parties cut the total access of the Internet, or limit it. Some of the research can be found [here](#), and it is possible to follow the Internet Shutdowns currently [here](#).

- There is no specific legislation with dealing with privacy and data protection<sup>1</sup>, although there is: Information and Technology Act, Intellectual Property Laws, Credit Information Companies Regulation Act.

Also, as most of the audience were students related to computing undergraduate/graduate courses, many of them had concerns about how Tor works to ensure that it is safe, and how to contribute to the Tor Project.

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1 <https://www.asiatimes.com/2019/06/article/india-gears-up-for-historic-data-protection-law/>

**Human Rights in General** The indiscriminate use of technologies<sup>2</sup> to track and monitor citizens has hovered over India, from biometrics to wifi access. This represent an attack to personal information and freedom of speech.

- Mandatory biometric identification implementation project is underway, and may possibly limit access to public services and fundamental rights in more marginalized populations.
- Unlawful Activities Prevention Act (UAPA), as the key counterterrorism law, may be used against HRD.
- Indian Government is using the Foreign Contribution Regulation Act (FCRA) to restrict foreign funding for NGOs critical of government policies or protesting the government's large development projects<sup>3</sup>.

**Community Feedback** The community was very intuitive about using Tor, and some wanted to know how is possible to contribute to the project, as well if there is relays in India. In the report it showed that it was needed more explanations about how the encryption works and how to create a relay on Tor.

## Indonesia

**General Audience of the Workshops** Many activists from sexual rights movements and organizations, media activists, human rights activists, media worker syndicates, students, land rights activists, technologists, and other. (very diverse audience, although sexual rights activists seemed to be the most of them).

**Digital Rights** A lot of websites are blocked in Indonesia, although Tor itself is not. Many people uses VPNs.

- Internet Shutdowns<sup>4</sup>.
- There is no Data Protection Law.
- Access to information
- Freedom of Express
- Freedom of sexuality, and sexual and reproductive rights.

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<sup>2</sup> <https://blog.mozilla.org/netpolicy/2017/05/26/aadhaar-isnt-progress/>

<sup>3</sup> <https://www.hrw.org/world-report/2019/country-chapters/india>

<sup>4</sup> <https://www.aljazeera.com/news/2019/08/indonesia-blocks-internet-west-papua-protest-rages-190822022809234.html>

**Human Rights in General** A lot of concerns regarding women, reproductive and sexual rights are routinely reported. Indonesia has some laws to intends to decrease women rights general services – from restaurants after sometime to virginity testing. Also, LBGTQI+ is a crime in Indonesia, which make “living” a risk for those activists, sexual work is also a crime, however it only punishes the worker, not the client. HRW reports international journalists arrested in Indonesia, as well as many other HR violations<sup>5</sup>.

**Community** Localization is very important/useful, because many of them don’t speak english. They found OnionShare very useful, specially in the case of journalism and doing reports in a safer way. Suggestions: Add maybe more examples of volunteer work. Many asked about other ways to be safe online, for example: *“Thank you for sharing, for I think it’s very important to be aware of digital security nowadays. And I have a recommendation: how about you gave us not only Tor Browser, but also other applications regarding online security.”*

## Colombia

**General Audience of the Workshops** Land activists, Human Rights Defenders (HRD), Feminists, Media Activists, Journalists and Students (public event).

**Digital Rights** Hate speech, stalking and slut shaming is a concern for feminists groups. Communication online and protecting the sources is a concern for media activists and journalists, as well as research/investigation.

**Human Rights in General** During the exercise of Threat Model, concerns related to securing their life, their home were highlighted, as well as private documents and personal assets.

Also, related to sexual and reproductive rights, being able to share and access information.

Sexual and Reproductive Rights is a concern for feminists groups; Murder and assassination, as well as investigation is a great concern for land activists; and freedom of speech for many causes is a concern for media activists and journalists.

- Political actors like the government, and institutional actors, like the police, shows up as an enemy.

**Community** There is a lot of interest of understanding how Tor can be used to ensure they have more security online, as well, they want to know more about tools that can make their uses of cell phone and apps safer. A lot of interest about how to use social media with Tor. Bodily security is also very importante to them.

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5 <https://www.hrw.org/world-report/2019/country-chapters/indonesia>

## Mexico

**General Audience of the Workshops** Most of the audience was journalists and media activists, but there were also activists in general, feminists, students, etc.

**Digital Rights** Most media activists are concerned on how to do their research in a private and secure way, wondering if the government is snooping or blocking their access to public pages. They want to be safe in case of doing investigative journalism to protect human rights.

- Government blocks Ips for doing relays
- Social media are important to reach their audience

## Human Rights in General

**Gus and Alison? Do they have some post-it about the Threat Model?**

**Community** As many of them use Whatsapp and Facebook for communicating, and they highlight this is important to them, a documentation explaining how to use it with Tor and what are the risks (i.e.: if you login, you're revealing your identity) is a good idea.

## Uganda

**General Audience of the Workshops** Very mixed audience, from digital security trainers to land activists, feminists, human and women right defenders.

## Digital Rights

- Tor is blocked in Uganda.
- There isn't a Data Protection Law;
- They have a social media taxes<sup>6</sup> that blocks many websites and instant messaging apps;
- Most of them use VPN to circumvent social media taxes;
- They have a lot of concerns related to Internet Shutdowns, specially in electoral moments (next general elections will be in 2021<sup>7</sup>). I'm willing to recommend more trainings about Tor and circumventing censorship prior next elections.

## Human Rights in General

- Access to information: they use a lot of social media and instant messaging to communicate and articulate, however with the social media taxes, they have to trust a VPN to be able to do so.

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6 <https://www.theguardian.com/global-development/2019/feb/27/millions-of-ugandans-quit-internet-after-introduction-of-social-media-tax-free-speech>

7 <https://www.ec.or.ug/>

- Kidnaps / forced disappearance
- Sexual and Reproductive rights

Many Human Rights problems related to: LGBTQI+ (it's illegal), being muslim, sexual rights and reproduction, land conflicts, etc.

**Community** It's very important to them to understand how Tor can be used in a case of an Internet Shutdown, as well they want to know about as many security behaviors to have online as possible. As Tor is blocked in Uganda, it's important to talk about bridges in the beginning. They are also very interested in how to use social media with Tor to circumvent taxes and blocks.

- *“How to contribute to Tor?”*
- Ensuring that it is possible to use Whatsapp/Facebook and other social media with Tor.
- Ensuring that you won't spend more data because you're using a bridge.

## Kenya

**General Audience of the Workshops** Very mixed audience, from digital security trainers to journalists, and human right defenders.

### Digital Rights

- Internet Shutdowns
- There isn't a Data Protection Law;
- Some of them uses VPNs;
- They have a lot of concerns related to Internet Shutdowns, and asked about it, concerning neighbours countries and communication.

### Human Rights in General

- Cybersecurity Act<sup>8</sup>
- Kidnaps / forced disappearance
- Sexual and Reproductive rights
- Securing their life, their freedom.
- Securing their personal, professional and public information,
- Political actors like the government, and institutional actors, like the police, shows up as an enemy.

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8 <https://iclg.com/practice-areas/cybersecurity-laws-and-regulations/kenya>

The risks reported during the Threat Model exercises are related to securing information and life security, themes listed as: hacking, phone hacking, kidnaps, terrorism, death, detention, arrest, social media bullying and distorting documents, etc.

Using Tor ensures a safe browsing, researching and being able to report human rights violations in an anonymous way. As well as the training approaches general settings for digital security.

**Community** The community was very grateful with the trainings and reported that they felt more secure and safe browsing and researching online. It's very important to them to understand how Tor can be used in a case of an Internet Shutdown – as this happens in some neighbours countries. They wanted to know how they can contribute with Tor, specially, what kind of activities does the volunteers do, and how to partnership with Tor.

## User Findings

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### General findings:

- Bridges are hard to find and understand.
- No need to private/incognito mode.
- For most users, Tor is still slow.
- **Onboarding:** Explanations are straight but not enough.
- **Security settings:** Although it seems to be intuitive to go to the shield and change the Security Settings, most users come to a block, from the interviews we could understand there was a bug with the Security Settings.

### Tor Browser for Desktop

- There is the option to create Private/Incognito Mode – when it is not necessary
- Tor is blocked (in Uganda) and the link to download Tor from the mirrors redirects to torproject.org (leaving it impossible to download)
- Most users from all countries thinks Tor works as an antivirus and will protect them from everything (maybe it should be enlightened in the onboarding – certainly it should be in the documentation), it is also important to highlight this topic during the trainings.
- **Downloading:** users said they don't know how to identify their OS by their icons (maybe have a small name together with the icon, or as a "a: hover" class)
- **Running:** users don't click on 'Tor is censored in my country', bridges are hard to find and understand.

## Tor Browser for Android

- Most users didn't know where to type the address once TBA is installed and running.
- Most users still think that is safer to use VPN + Tor
- There is the option to create a private tab in the app
- As it doesn't start by itself, most people just stare at the grey onion button, but don't press start.
- **Installing:** people are confused about installing Tor Browser Alpha, Tor Browser or Orbot.
- **Downloading:** Most of the confusion about downloading was related to the Alpha app listed.
- **Onboarding:** most users think the explanations are straight and simple, however that might not be enough for those that don't have a tech background.
- **Onboarding:** some users said they don't know what a cookie is.
- **Onboarding:** in at least two cases the Onboarding didn't show up.
- **Onboarding:** people don't usually click on the purple buttons at the bottom of the different screens.
- **Onboarding:** most users lose their opportunity to read the introduction, and there is no easy way to access it anymore.

## Documentation

- Many users are unsure if they can share the information that they are “using Tor” with others, and if they can encourage people to use it – maybe it is because of the discourse of “deep web” and “crimes”. (I want to suggest a campaign related to desmistifying the uses of Tor – and how legal and cool it is)
- What kind of work does the volunteers do? How to become a Tor trainer?

## Quotes about the uses / public bits

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*“Tor Browser is leading revolution of Internet safety.”*

*“The aspect of anonymity is growing in quite welcomed in our field of more to improve on our privacy.”*

*“For security purposes in the kind of work that we do, I think Tor is the best browser to use to secure our information.”*

*“Ai, que genial las personas de Tor!”*

*“Feel more secure when doing the work as a journalist. OnionShare is more easy to do a data sharing anonymously, and its cool.”*

## Appendice

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### FAQ:

- All questions:  
<https://docs.google.com/spreadsheets/d/1JFm35VgB3IbPeoyrz75LD5Zwuk2lZxom9lUp8loERxk/edit?usp=sharing>
- 3 columns top FAQ:  
[https://docs.google.com/spreadsheets/d/1ssbjzjz\\_yt\\_4n3dvi7MpUW2aPn1E5Vnx4qERVQ-US7w/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1ssbjzjz_yt_4n3dvi7MpUW2aPn1E5Vnx4qERVQ-US7w/edit?usp=sharing)
- Suggestion on how to answer:  
<https://docs.google.com/spreadsheets/d/1KFllZ4OxrbKzMqwFskzkHB1gxHakVzbUgUpnDVJ6om0/edit?usp=sharing>

### Personas:

<https://nc.riseup.net/s/CkfH4nrxkmGL58K?path=%2FUser%20Research%2F2019#pdfviewer>