African Centre of Excellence for Information Ethics

World Café Sessions Report

21-23 February 2017

Contents

Introduction

On 21 to 23 February 2017 the 5th ANIE International Conference on Information Ethics took place in Pretoria, South Africa. The following report compilation contains the individual session reports of the 12 World Café sessions. Each report was compiled by the facilitator and rapporteur and provides a factual and content overview of the main discussion points. The names of session participants were removed since some participants moved between sessions and/or decided to attend a different session to which they originally registered for.

The ACEIE provided a platform from which these discussion took place and cannot be held responsible for the views expressed.

Background

The World Café format was proposed by Rafael Capurro and Tobias Keber. The aim of this was to create an interactive platform were informed discussions can take place. Instead of having the usual conference methodology, where there is a presenter and an audience, this approach allows for more in-depth consideration of the selected topic. Each session had an appointed facilitator and rapporteur, who had to submit their session report after the conference concluded. All participants were informed in advance to select the topics they were interested in. They had to prepare for their six selected topics by identifying core issues experienced either in their academic, professional and personal lives. Doing so stimulated the session discussions, enabling the facilitator to guide the group through the various phases of introduction, discussion, critical considerations and recommendations.

The 12 session topics were:

1. Information Ethics in Africa
2. Globalisation and Cultural Diversity
3. Development and Poverty
4. e-Government
5. Biometrics
6. Cybersecurity and Cybercrime
7. Privacy and Transparency
8. Social Media
9. Food and Health

10. IT Infrastructure for Africa

11. Information for All (IFAP)

12. Net neutrality

Executive summary

In analysing the 12 session reports, 25 key themes were identified that appeared throughout the report. Although the themes overlapped in many cases, there were definite instances where some themes appeared more often than others (such as governance and legislation – or the lack thereof). These were the following themes:
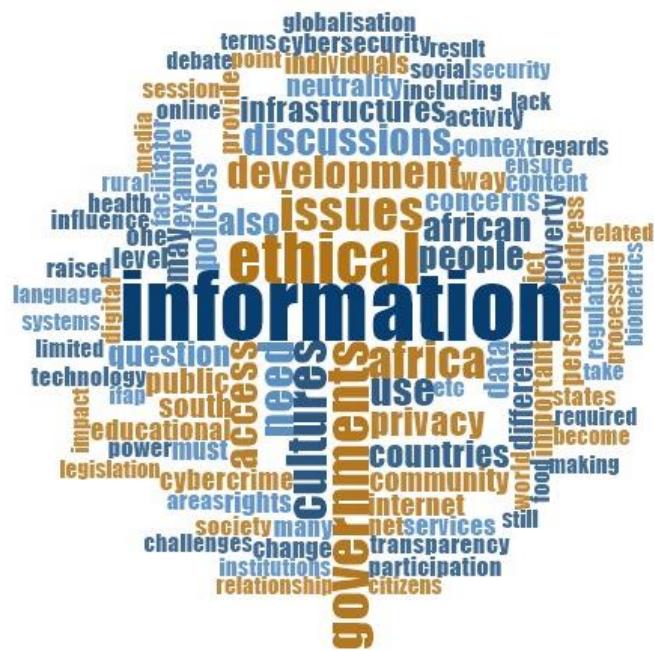
1. Access and accessibility

2. African Information Ethics

3. Biometrics

4. Consideration of multilingualism

5. Corporate responsibility

6. Cybercrime and cybersecurity

7. Freedom of expression

8. Globalisation

9. Health considerations

10. Information ethics issues such as PAPAS (Privacy, Access, Intellectual Property, Accuracy and Security)

11. Impact of colonialism (and apartheid)

12. Importance of education

13. Importance of understanding core definitions

14. Importance of universal human rights

15. Indigenous knowledge and traditions

16. Multiculturalism

17. Multistakeholder participation

18. Natural phenomena

19. Negative impacts on the development of Africa

20. Opportunities brought on by ICTs

21. PEST considerations (Political, Economic, Social and Technological)

22. Prevalence of digital divide

23. Proper governance and legislation (or lack thereof)

24. Relationship between individual and culture

25. Role of international organisations

Access and accessibility is a core theme throughout the session reports and has been linked with matters relating to the **digital divide.** The delegates highlighted the issue of unequal access to information between urban and rural dwellers due to the high concentration of infrastructure in urban areas. Examples were given of organisations such as Facebook (through Free Basics) that provides people with access to useful information services on their mobile phones in places where Internet access may be less affordable. The aim is to bring affordable access to selected Internet services to less developed countries. Access through these means could eliminate or limit some of the challenges experienced especially in rural areas. Other concerns were raised regarding the disabled and especially those in the marginalised areas who are not accessing information due to various factors including costs, security, displacements and poor infrastructure. As long as people do not know and do not have information, poverty will still remain and hence the **prevalence of digital divide** will not diminish. While some people are enjoying reliable and fast internet, millions of people around the world still lack private access to computers to function and prosper in today's world. There still remains the issue of unequal access to information between urban and rural dwellers due to the high concentration of infrastructure in urban areas. It was advanced that issues of **net neutrality** are misrepresented by the very terminology used to describe them; where terms of "net" and "neutrality" discourage the necessary acknowledgment of deeper-seated cultural and societal differences and divides that arise anew in the digital era, specifically in terms of access, affordability, value, and distribution. However, the implementation of the **IFAP program** will help bridge the information and digital divides especially if emphasis is put on helping the marginalised

communities. In brief, citizens need to be brought to the same level, for instance in dealing with the issues of language barriers, political and geographical barriers by means of **education and skills training.**

African Information Ethics functions as a foundational concept to the conference. It underpins the notions of an ethics unique to Africa as well as the requirement of capacity building to empower Africans for Africa's development. This theme is also closely linked with **education** where more specialists in the area are needed to spread Information Ethics education and training across the continent. One of the themes that highlighted various information ethical implications was **Biometrics**. This theme questioned identity, privacy, safety, security and freedom. It certainly showcased that the African perspective is unique, as identification is often linked to physical address and that many people on the African continent does not have a physical address. Discussions also included biometrical data pertaining to the individual. There is a difference between Digital Quantifiable Identity and Digital Identity. Biometrics may result in us digitally quantifying our bodies to identify ourselves, in essence becoming data sets which can be analysed, sold, etc. It therefore becomes imperative to consider the implications biometrics might pose to our understanding of identity, privacy, safety, security and freedom.

UNESCO's **Information For All Programme** can also contribute to an **African Information Ethics** whereby its six objectives are applied to the academic, governmental and civic society landscapes:
- Preservation of information
- Information Literacy
- Information Ethics
- Information Access
- Information for Development
- Multilingualism as a cross-cutting theme

Activities of information ethics should link with other similar activities in other sectors to strengthen its relevance and impact. Due to the international scope and representation of the conference, the **role of international organisations**, became an integral theme. Organisations that were referred to are:
- United Nations, UNESCO and its intergovernmental programme, IFAP;
- The International Telecommunications Union (ITU);
- The African Union (AU);

- The World Economic Forum (WEF);
- The World Bank;
- US Aid; and
- An awareness of and alignment with the Sustainable Development Goals (SDGs) and Africa Agenda 2063.

A **consideration of multilingualism** is required around the debate of the influence of linguistics on culture. However, it was noted that culture is more complex than just language. The idea that there is a single culture for all people who speak the same language was not accepted. Culture is far more than language, and language does not necessarily draw everyone together. Language should not identify one. Suggestion were made **multilingualism** could contribute to the "creation" of one African language.

Corporate responsibility cannot be ignored whereby some participants believed that globalisation and cultural diversity also need to be viewed from a corporate perspective. Collaborations between organisations and government are also crucial since the challenges of maintenance of ICT infrastructure should be pursued within a collaborative framework of public-private partnership to ensure sustainability. Public Private Partnership (PPP) should be encouraged by African countries in the provision of IT infrastructure to improve efficiency and equality of services. This should also be explored with regards to electricity supply.

And entire theme was dedicated to **cybercrime and cybersecurity**. The discussion revolved around cybercriminal activities that have spiked in recent times as well as the need for legislation that addresses these matters and protect users.

Globalisation focuses on a movement towards equality in its ultimate format. Individual identity was implicated in the discussion with regards to what is considered acceptable to each of us changes on the global stage – when we interact on a global level, we change the way we express ourselves, and therefore have more than one culture. However, in the event of globalisation, stronger cultures tend to take precedence. Therefore, delegates discussed how culture could possibly be diluted by globalisation. Identities and societies could be lost because there is too much focus on following a dominant global culture. The role of **social media** also came to fore under the scrutiny of how it influences experiences of our interactions between others and the world. **Multiculturalism** is made manifest in light of **globalisation.** For global interaction to be successful, people must make allowances for each other and their specific culture. The acceptance of cultural diversity in an

organisation is largely dependent on the acceptance of values and demonstration of mutual respect. Every person has a different culture, and it is based largely on the context of how we grew up. It influences the way we express who we are. The **Relationship between individual and culture** is central to one's understanding of being in the world and interacting with it. One must consider how individuality is linked to culture, traditions and way of life. It is also heavily influenced by interpretation and emotions. The relationship between **globalisation and cultural diversity** is an extremely complex one, and cannot be trivialised. There needs to be an understanding of the interactions between people at different levels, each requiring some sort of compromise when dealing with their community. As we move out to wider and wider communities, so we reveal some element of compromise at each level. The delegates centred the question of ethics on the concepts of citizenship and community – and what it means to live together in relation to neutral medium, and is it ever neutral?

Health considerations were linked to **natural phenomena** during the theme on "Food and Health" and "Biometrics". An interesting discussion regarding health applications took place with regards to how biometrics measure your health. The discussion further commenced around how we might conceptualise food and health beyond the straightforward notions such that it shows relevance to the information age and the era of the digital citizen. The ethics of eating was raised as an instance of changing customs and an instance of transition to modernity, especially when one considers **indigenous knowledge** and **traditional cultures and beliefs**. The relationship between land ownership and (re)distributive justice should be addressed with reference to an ethical approach that guides a holistic policy on health and food. **Indigenous knowledge and traditions** should be acknowledged whilst also trying to promote modern ways. The response of "but it's my culture" from people may be a challenge to policy makers. It is very difficult to adjust policies to fit all cultures. Eating is both a family and a community wide practice. How do these changes to a more individualistic practice impact on knowing what to eat, when to eat and how much to eat? How do promotion and marketing of food impact people? Discussion touched upon the nature of traditional medicines and the nature of what it is to be healthy. The distinction between disease and health and what other factors contribute to a healthy lifestyle was discussed.

Information ethics issues such as PAPAS (Privacy, Access, Intellectual Property, Accuracy and Security) were an underlying theme throughout. Privacy, trust and security occurred more frequently. Examples include current cyber ethics issues that were raised in privacy, security, collection and use of personal information on consumers, and identity theft etc. The issue of trust was also brought up frequently. Questions were raised such as how do we establish trust? How does

the government establish trust? Trust is an interpersonal relationship – you can only trust another human being. How do you trust the Internet or a computer system? Government must also respect the individual's right to privacy which is a **human right** also in the cyberspace environment. It seems that there is a need to balance the interests of the individual's privacy and the state's duty to provide its cyber/citizens with a secure cyberspace environment as well as state right to state security. Discussions around privacy were further compounded by the fact that modern society does not recognise privacy in the ordinary sense. The use of electronic devices such as GPS, mobile phones, PCs and other hand held devices make it important to ensure what information you give to the public and what information you prefer to conceal in the online environment. The fact that our personal information is used to analyse consumer trends and consumer behaviour means that big data can also be used for other purposes that may not be in good faith.

A conference on Information Ethics in Africa will be incomplete without a consideration of the **Impacts of colonialism (and apartheid).** Participants discussed the importance of understanding the history of war, colonialism, and clashes between countries in affecting culture. Colonialism often resulted in an imitation of certain cultures. There was a call that we need to decolonise the policies and frameworks that were conceptualised decades ago to be able to come up with modern models of doing things.

The **Importance of education** cannot be emphasised enough. Topics referred to illiteracy and quality of education. Many recommendations were made to address education or the lack thereof):

- It was advised that UNESCO's standards on education and literacy should be a point of reference for policy makers;
- African governments should be required, through legislation, to ensure the masses are literate, receive appropriate education for self –help/self-employment and civil literacy;
- There is need for more investment in research to create evidence-based solutions to local problems while tapping best practices from the rest of the world;
- There is need for Africa to try and modify concepts in the education system so that people know how to create alternative employment and create business opportunities;
- Education is also central to health and food consumption: the prevalence of numerous information sources makes it necessary that accurate information on food and health is available that allows people in Africa to distinguish advertisements from reliable information sources relating to nutrition;

- This issue also highlighted the need for IT skills training particularly in rural areas. Where complex infrastructure is provided, it is important that relevant skills training is given to ensure proper maintenance and sustainability of a project.

Debates on this aspect were focused on ICT and education at all levels. IT infrastructure has been a major challenge in poorer African countries at the primary or secondary level especially where access to other basic infrastructure such as clean water, roads, power, etc. are not available. People need to be imparted with skills in information literacy, ICT Literacy etc. to be able to effectively access information for decision making; participate in governance discourse, among other things. Such capabilities will also help the mases improve their socio-economic status.

The **Importance of understanding core definitions** was raised regularly. It seemed a fallacy to assume everyone has a similar understanding of a concept, hence it is important to clearly define core definitions to enable mutual understanding. Examples of definitions that require clarification were:

- The concept of Information Ethics, while relatively new in Africa, is invariably permeated or hidden in African cultural and traditional institutions or indigenous knowledge where taboos play a significant role in their implementation, monitoring and evaluation;
- There is need to look at the definition of poverty and development, especially the UN criteria of "developed" and "not developed". There is no clear definition of development and poverty in Africa;
- The conceptualising e-government;
- Distinguishing the differences between cybercrime and cybersecurity;
- Different perceptions of privacy and transparency;
- There is a need to look at the meaning of information. We need to define information in IFAP because today we have algorithms and other types of information; and
- What is meant and understood by "net neutrality".

The **Importance of universal human rights** was highlighted during discussions on human rights violations and the rights and freedoms of citizens. **Freedom of expression** was referred to shortly but was also linked to **human rights**. Press freedom was highlighted as a concern as opposed to censorship and the rising occurrence of fake news.

In order to recognise **human rights**, African governments need to collaborate with other governments, non-governmental organisations, community-based organisations, donor agencies and individuals to enable **multistakeholder participation.** A request was made that the conference and other forums must be ready to get out and implement what is discussed. Unfortunately, activities by governments, organisations and civil society are not communicated to UNESCO. There is need for passion, consistency and collaboration by those involved in IFAP- and other related activities which must be supported by interaction with regional UNESCO offices and regular reporting mechanisms.

Negative impacts on the development of Africa included the following examples:

- bad governance;
- poverty;
- illiteracy;
- corruption;
- radicalization;
- general under-development and poor physical and ICT infrastructure;
- poor/obsolete/lack of legislation and policies for various sectors;
- tribalism/nationalism/ethnicity;
- inaccessibility;
- unemployment

However, one the positive side, as opposed to the problems impacting Africa's development, the conference discussed **opportunities brought on by ICTs**. The following enabling factors were discussed:

- ICTs bring opportunities for people and cultures. We can now digitise our cultures, and learn about other cultures on a global platform. Globalisation, with ICTs, can promote culture and cohesion;
- Interaction is much quicker in modern society with the introduction of ICTs and helps to prevent isolation between minorities and the elderly; and
- Democratic spaces are opened up by means of e-governance.

By acknowledging the problems and endeavouring to solve it by utilising ICTS, **PEST considerations (Political, Economic, Social and Technological)** should also be take into account. Delegates recommended that the public should be encouraged to seek self-employment opportunities to

reduce the belief in formal/ white-collar jobs whose opportunities are not sustainable. Citizens should be taught and encouraged to take up alternative employment especially through utilization of ICT innovations and agriculture. There is also a need for affirmative action through review of land ownership to enable more women and disadvantaged communities access to land, natural resources and loans. Issues negatively influencing the political considerations include the tax charged by governments to local industries that is so high that citizens opt to buy goods from other countries because they are cheaper and also by continuing in primary industry instead of developing secondary industries and service delivery. This should reduce the costs of importing goods that could be manufactured locally, provided that the necessary **education** and **skills training** take place.

Appropriate technologies which allow people to access information easily. ICTs have ensured that rural areas are connected. However, the question on whether this easy access to information is making an impact on poverty reduction and development remains. Fibre-optic cables throughout and between countries and regions to ensure Africa is networked and interconnected to facilitate access and flow of information need to be strengthened. There was a shared view that **e-government applications** lie in the heart of service delivery processes to build interfaces between the government and the citizens. The application of e-government broadly has positive implications, however untoward consequences do occur, thus posing ethical issues for policy makers especially in developing countries. A proper synergy should exist between government agencies to provide the appropriate ICT policies and guidelines that would influence infrastructural development.

The theme, **Proper governance and legislation (or lack thereof)**, was the most recurrent theme of the conference. References were made to the fact that the lack of appropriate legislation is contributing to **information poverty**, **cybercrimes** and a general deficiency in utilising the opportunities brought about by ICTs. Governance, both corporate and by governments, is the cornerstone to address inequalities and advise on proper mechanisms that must be put in place. As long as people do not know and do not have information, poverty will still remain. While some people are enjoying reliable and fast internet, millions of people around the world still lack private access to computers to function and prosper in today's world. **Multistakeholder collaboration** must take place regularly to address the gaps and to recommend the appropriate actions, legislation and policies.

1. Information Ethics in Africa

Facilitator: Dennis Ocholla

Rapporteur: Hellen Amunga

Introduction and Framework

The concept of Information Ethics, while relatively new in Africa, is invariably permeated or hidden in African cultural and traditional institutions or indigenous knowledge where taboos play a significant role in their implementation, monitoring and evaluation. We visualise information ethics through contradictions and complexities related with how information ethics is defined; how morals, ethics and laws are interpreted and how multi-culturalism (analysing each culture without comparison/individually), inter-culturalism (comparing cultures) and trans-culturalism (taking the best from different cultures) are considered. We acknowledge a strong mixture of current African cultural institutions with exotic cultures to an extent that separating the past and the present cultures becomes increasingly cumbersome largely due to the influence of globalisation where language, religion, politics and technology play crucial roles. We recognise a dilemma in the interpretation of the African information ethics in an information environment where all the above mentioned factors play a significant role and increasingly influence our understanding and interpretation. We use political, economic, social and technological (PEST) analysis to unravel/unpack these factors in the ensuing discussions. Our discussion report on issues, challenges, interventions and recommendations.

What are the issues and challenges?

Many issues that impact the African continent in many ways like bad governance, poverty, illiteracy, corruption, radicalization and the general under-development against the rich natural resources all find a place within discussions regarding Information Ethics in Africa and use of ICT and specifically social media etc., come to the fore . These issues can be discussed within the deontological framework within which African leaders and the masses should be enlightened and held accountable of the actions they take in discharge of their duties with emphasis being given rights versus the public good that such actions may achieve. A major concern is on how Information Ethics in Africa is interpreted and implement within the universal human rights as envisaged in the United Nations Declaration on Human Rights (UNDHR) and particularly Article 19 which states that,

"Everyone has the right to freedom of opinion and expression; this right includes the freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers".

We note that no single country in the world have succeeded to implement the said rights whereby all its citizens or residents – for example- fully enjoy the rights to freedom of opinion and expression. Africa is widely known for human rights violation intentionally or unintentionally (largely when contradicting cultural issues occur).

There are many issues and challenges regarding information ethics in Africa that we discussed. These include but are not limited to the following:

- Accessibility and use of information
- Climate Change (flooding, etc.)
- Democracy (e.g. election-related violence)
- Digital and Information divides
- Health issues (e.g. epidemics such as Ebola)
- High unemployment rates
- Human rights violations
- Inequality in access to social amenities
- Poor governance and corruption
- Poor/obsolete/lack of legislation and policies for various sectors
- Poverty: why are many people in the African continent among the poorest in the world?

What are the ethical strategies and solutions? What and how would information ethics content support this?

- Press freedom (rights issue)
- Illiteracy and Quality of Education
- Radicalisation and Terrorism
- Rights and Freedoms of citizens
- The impact of Information Communication Technology (ICT) especially social media versus poor/obsolete/lack of appropriate legislation
- Transparency and accountability
- Tribalism/nationalism/ethnicity
- Under-development/Poor Infrastructure

Interventions and recommendations

African governments have made some interventions to solve problems including some ethical issues, but not necessarily strategically or uniformly as cultures (defined to a large extent by a mixture of indigenous/traditional, religious-fundamentally Christian and Muslim and languages) and levels of development differ. There is need for multi-stakeholder interventions to the above inter-related issues and challenges: African governments need to partner with other governments, non-governmental organisations, community-based organisations, donor agencies and individuals to find sustainable solutions to the above issues.

We suggest the following:

- UNESCO's standards on education and literacy should be a point of reference for policy makers;
- There is need for countries to develop legislation that facilitates implementation of UNESCO's Information For All Program (IFAP);
- Countries should strive to develop and implement relevant legislation for each sector of the economy including ICT sector;
- Enhanced effort should be directed at peer review of performance by various governments and their agencies;
- African governments should be required, through legislation, to ensure the masses are literate, receive appropriate education for self –help/self-employment and civil literacy;
- The public should be encouraged to seek self-employment opportunities to reduce the belief in formal/ white-collar jobs whose opportunities are not sustainable;
- There is need for affirmative action through review of land ownership to enable more women and disadvantaged communities access to land, natural resources and loans
- There is need for incubation centres for appropriate technology;
- Citizens should be taught and encouraged to take up alternative employment especially through utilization of ICT innovations and agriculture; and
- There is need for more investment in research to create evidence-based solutions to local problems while tapping best practices from the rest of the world.

Conclusions

All the above issues, interventions and recommendations are directly impacted upon by information access and use by government leaders, policy makers the general public and other stakeholders. It is therefore imperative that the Information Ethics fraternity upscale their activities in regards to the following:

- Advocating for Information Ethics across all sectors;
- Capacity building in the area of information ethics. More specialists in the area are needed to spread IE education and training across the continent; and
- Enlightening the masses on matters that affect their well-being.

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2. Globalisation and Cultural Diversity

Facilitator: Coetzee Bester

Rapporteur: Erin Klazar

During this World Café, a valuable debate developed regarding the relationship between globalisation and cultural diversity. The participants agreed that there are still multiple questions and not very many answers when it comes to understanding the relationship between cultural diversity and globalisation. Some aspects that the participants agreed on included:

- Globalisation focuses on a movement towards equality in its ultimate format;

- Culture is an individualistic thing, affected by multiple aspects;

- We need to look at how individuality is linked to culture, traditions and way of life. It is also heavily influenced by interpretation and emotions. How much "I have experience, what I am willing to live for and die for" impacts largely on individualistic culture; and

- The relationship between globalisation and cultural diversity is an extremely complex one, and cannot be trivialised.

During the session, the following main questions/discussion points were identified (with a more detailed description of the discussion for each):

What is the difference between globalisation and cultural diversity? How does it influence our thinking?

- Some participants discussed how the events in modern day USA and Europe were driving people back to their roots, where the basis of global interaction was individualism. For global interaction to be successful, people must make allowances for each other and their specific culture.

Individualism – localisation – continentalisation – globalisation

- There needs to be an understanding of the interactions between people at different levels, each requiring some sort of compromise when dealing with their community. As we move out to wider and wider communities, so we reveal some element of compromise at each

level. E.g., the way we behave at local level (localisation), national level, and global level; and

- Interaction with others is not only a cultural issue, but also an economic one.

Corporate view: Values are the glue that hold us together

- Some participants believed that globalisation and cultural diversity also need to be viewed from a corporate perspective;
- Many corporate organisations operate across global teams;
- Managers of diverse teams need to instil a common set of values for the team, as the "glue" that holds them together, so that they can successfully operate in a global market;
- Differences in cultures must be respected; and
- The acceptance of cultural diversity in an organisation is largely dependent on the acceptance of values and demonstration of mutual respect.

The impact of colonialism: How does a nation identify itself?

- Participants discussed the importance of understanding the history of war, colonialism, and clashes between countries in affecting culture;
- Since colonialism, the concept of culture has changed, along with the concepts of language and education. A concern was raised that culture and national identity is formed largely on a political concept; and
- In addition to that, the birth of national literature (e.g. Shakespeare) and cultural studies of different countries contributed to the developed of cultural diversity on a global level. Part of a nation's identity came from language, literature and its history (including colonialism);
- Ultimately, this "melting pot" of cultures brought about wars and wars of identity, particularly in colonised areas. Colonialism often resulted in an imitation of certain cultures. An example used was one of the Japanese and the British; and
- The Renaissance in Europe – unsure of how ICTs affect globalisation and culture.   A specific question asked was: What is culture in terms of ICT influence vs. language history? If we rather focus on ICTs, what does culture mean if it cannot be linked to language or history any longer?

The importance of language: Do we follow accommodation or assimilation?

- There was a lengthy debate around the influence of linguistics around culture.   The development of language policies was brought into question;

- When dealing with linguistics, one has two choices – either accommodate or assimilate. Accommodation is considered a "mixed salad", where one can still identify individual ingredients or cultures, whereas assimilation is a "melting pot", where individual cultures get lost in the mix. There was a concern that if language is the thing that binds many together, its destruction might destroy a culture; and
- In a conflicting view, other participants felt that culture is more complex than just language. The idea that there is a single culture for all people who speak the same language was not accepted. Culture is far more than language, and language does not necessarily draw everyone together. Language should not identify me.

Culture – how I express myself: This changes depending on audience
- A discussion began on how culture looks at the way we think about things and the way we do things. Every person has a different culture, and it is based largely on the context of how we grew up. It influences the way we express who we are;
- There was also a discussion on how what is considered acceptable to each of us changes on the global stage – when we interact on a global level, we change the way we express ourselves, and therefore have more than one culture; and
- Social interaction is also informed by differences in values, religion, dress etc.

Components of tolerance are strengthened across multiple cultures to ensure peaceful collaboration
- It is important to realise the application of rules, stories and of content are not necessarily the same across multiple cultures. We cannot apply the same laws and assumptions across all cultures, but rather be tolerant of the differences;
- An example was given of how the 'golden rule" is not the same across all languages, and cultures;
- Ideally, we need an objective international community, where peace and co-existence of people are the focus; and
- Leaders and politicians use emotions for the sake of survival, and this is not always a good thing.

Is culture diluted by globalisation?
- Participants felt that perhaps in the event of globalisation, stronger cultures tend to take precedence;

- Policy is not always written with culture in mind and we should not generalise about the impact of globalisation on culture. Is it not possible that globalisation strengthens culture? One should consider, for example, the care taken to include indigenous knowledge rights in intellectual property laws in South Africa; and

- Consideration must also be given to the way in which ICTs bring opportunities for people and cultures. We can now digitise our cultures, and learn about other cultures on a global platform. Globalisation, with ICTs, can promote culture and cohesion.

Challenges in policy making and the effect of "newer" cultures on the exploitation of society e.g. funeral policies

- There was a strong opinion about how culture could possibly be diluted by globalisation. Identities and societies could be lost because there is too much focus on following a dominant global culture;

- It is a challenge for policy makers to deal with traditional cultural practices while trying to promote modern ways. The response of "but it's my culture" from people may be a challenge to policy makers. It is very difficult to adjust policies to fit all cultures; and

- One should also not assume that policy does not consider culture.

The anxiety of having to change culture as the world changes

- When dealing with changes in customs and laws as the world changes, there is a certain level of anxiety. This is particularly heightened by the information society; and

- Globalisation makes it more difficult to change per the needs of the society, particularly with ICTs affecting the symbolic protection of culture and laws of a society.

Culture is evolving

- The evolution of culture causes power struggles. How do we find the balance, maintaining original culture (without compromise) and joining the global market through globalisation to reap the benefits?;

- Interaction is much quicker in modern society with the introduction of ICTs. Therefore, there is more freedom, but there also needs to be more responsibility when considering the influence and exchange of culture in a global society; and

- We are not isolated anymore. There needs to be policies for information flow and culture, prevention of hateful behaviour and the implementation of policies that look at the global world and not individual culture. But that is easier said than done.

Lots of questions, too many cultures and perspectives

- In conclusion, the only thing that could be agreed upon, is that there are too many questions around globalisation and cultural diversity.

3. Development and Poverty

Facilitator: Edwin Ijeoma

Rapporteur: Sarah Kibugi

Issues

There is need to look at the definition of poverty and development, especially the UN criteria of "developed" and "not developed". There is no clear definition of development and poverty in Africa. Africa needs to look at development within the context of local; regional; rural and urban. The dynamics of how to uplift rural to urban should also be considered. It is important to know how to think of development and poverty as an ethics discourse in an African context of Information Ethics. Ethics in this context has to do with "who we are in Africa? Are we different from others in the world?" There is a need to consider what are the necessary requirements needed to deal with poverty and development from an ethics point of view. These requirements could include sufficient information but it was agreed that the issue at hand is complex. The issue of information flow gaps in Africa was raised and it was agreed that Africa is very rich in resources but they are being underutilised which could be attributed to the information flow gaps. There are those people who know and there are those who do not know. As long as people do not know and do not have information, poverty will still remain.

Factors that drive development and poverty

These factors include inequality, access, corruption and unemployment. Poverty is a world phenomenon and not just an African one. Poverty has no boundaries and does not know colour or language. From the South African scenario, it is recognized that the trend of South African development after apartheid has been an issue of concern. Unlike other African countries, which only suffered colonialism, South Africa suffered colonisation and apartheid. South Africa has two strong economic systems: urban (which is very advanced) and rural (which is less advanced). South Africa has people who do not want to work and therefore creating an entrepreneurial base becomes complicated, more so when it has people who are not educated. This is a big dilemma. The reconstruction and development program in South Africa was supposed to deal with imbalances left behind by apartheid and give people opportunities so that the economy could be shared.

Challenges

- Governance: This is a political issue whereby governments do not create enabling environments for sharing the national wealth in order to alleviate poverty;

- Democracy: Some heads of states have been in power for over 30 years and they do not want to leave;

- Corruption: is the greatest vice and there is lack of transparency;

- The tax charged by governments to local industries is so high that citizens opt to buy goods from other countries because they are cheaper;

- Countries importing things that do not need to be imported;

- Historical perspective of Africa which includes 500 years of oppression and slavery;

- Unemployment: Employment has been neglected which has resulted in poverty;

- Education: The education systems in Africa that were designed by the colonial governments continued in the same way even after the countries got independence. These education systems were designed to train Africans to be government employees. These education systems did not prepare or tell Africans about other alternative employment such as self-employment in agriculture and other sectors;

- Cultural aspects: These have contributed to poverty in Africa because some communities have refused to embrace education or anything new. Girls get married at a very early age and this has an impact on poverty; and

- Population: population has an influence on poverty and development when the population is large and opportunities are inadequate.

Interventions

Interventions are needed to deal with the challenges. Some of the identified interventions are as follows:

- Appropriate technologies which allow people to access information easily. ICTs have ensured that rural areas are connected. However, the question on whether this easy access to information is making an impact on poverty reduction and development remains. Something is still missing in the way information is being consumed;

- Fibre-optic cables through and between countries and regions to ensure Africa is networked and interconnected to facilitate access and flow of information;

- Continental initiative to establish how far Africa has dealt with the issue of poverty and development;

- Within the context of the African Union, heads of states consider how far Africa has developed;

- International communities such as UN, WB, USAID, SIDA Canada, SIDA Sweden TIKAD, Chinese Investment etc., are all trying to deal with poverty and development in Africa;

- At the regional level, SADEC, AU, EAC, among many others, try to use good corporate governance and advise governments;

- World Economic Forum whose main purpose is to see how to leverage development issues in the world so that economic growth is achieved and poverty is eradicated;

- The African Agenda 2063 is dealing with poverty and develop;

- The custom union is playing its role in trying to remove trade barriers so that the regional economic issues can be dealt with;

- AU initiative: Heads of African states address issues of partnerships for Africa development which is an agenda to ignite economic growth; and

- African Peer Review assists heads of states to check and peer themselves.

Implications to Information Ethics

- Why has poverty and development become an issue of concern in Africa? The concept of poverty has to be overcome;

- Ethical discourse of poverty and development is imperative, because there seems to be a discrepancy in the definition of poverty when looking at the different theoretical and practical approaches;

- Attitude of people needs to be looked at and especially the decolonisation of the mind;

- The big question was: is poverty and development an ethical concern? In addition, what are the ethical concerns of poverty? It was agreed that human rights, inequality, and access to resources, good governance are all great ethical issues in poverty and development. The central concern is how do we address them?; and

- In some countries, some communities have refused to embrace education because they want to live the way they have always lived. They are still colonised in their minds.

Ethical recommendations

- Africa needs to deal with poverty and development issues at international, regional and local levels;

- There is need for Africa to try and modify concepts in the education system so that people know how to create alternative employment and create business opportunities;

- Setting up information centres in the rural areas in order to close the information flow gaps and facilitate access to information; and

- Multilingualism could help and it was suggested that we may need one African language.

4. e-Government

Facilitator: Angie Mokgabudi

Rapporteur: Andile Mgweba

"The advent of Information Society (IS) is creating unprecedented conditions for access to, and exploitation of, public sector information". A shared view was that e-government application lies in the heart of service delivery process to build interfaces between the government and the citizens. The application of e-government broadly has positive implications, however untoward consequences do occur, thus posing ethical issues for policy makers especially in developing countries.

The discussion was focussed on conceptualising e-government. Areas that were suggested for discussion include, but are not limited to the following:

- Transformation of public services
- Access and accessibility
- Digital inclusion
- Online transaction
- Content
- Trust, privacy and security
- Affordability
- Public participation
- Skills
- Ethical design of systems

The group acknowledged that ethics has become an important part in the interaction among humans. They discussed cyber ethics as a key factor in the use of ICTs. Ethics of using ICTs borders on issues of respect for others, sharing beneficial information, respect of other people's intellectual property rights; and that telecommunications and the Internet should be used for acceptable purposes so that it does not infringe on other people's rights.

e-Government should be used to promote more efficient and cost-effective government; facilitate more government online services; allow greater public access to information and make government

more accountable to its citizens. Knowledge dissemination was seen as a process that could go a long way to encourage public participation.

Open Data and Open Government

Transparency in government was welcomed, delegates agreed that transparency often allows citizens to participate in their respective governments and be able to reduce government corruption, bribery and other unwelcomed activities. It was also agreed that an open, transparent government allows for the dissemination of information, which in turn helps produce greater knowledge and societal progress. Information is necessary for citizens to form meaningful conclusions about government activities e.g. upcoming legislation and vote for them in the next election. With government transparency, citizens can voice their opinions more actively. Delegates made mentioned of the fact that in other countries open government is a taboo.

Several national governments have created websites to distribute a portion of the data they collect. Some governments have established open data websites. It was noted that open data advocates face a wide variety of obstacles such as internal risk-averse culture of governments. Many citizens and advocacy groups are concerned about protecting the privacy of individuals. However, there is a set of legitimate constraints as to what data may be available to the public, concerns such as in justice, health and others that deal with confidential personal information.

Principles of ethics
- Participation in the process of decisions making
- Quality and efficiency in the provision of services
- Transparency in management and information
- Evaluation of services
- Rapidity in time response
- Confidentiality and respect of private life

Public Libraries were seen as having an indirect contribution to development by offering users benefits, such as easier access to more information and communication resources, better social connections with friends and family, and increased opportunities for education and learning. While some people are enjoying reliable and fast internet, millions of people around the world still lack private access to computers to function and prosper in today's world. How do those people connect to digital society? What are the social and economic impacts of public access to ICTs? What is the

magnitude of these impacts and how can they be measured? What is the relationship between the costs and benefits of providing, and using, public access ICTs?

For many, digital access is through a library, a telecentre, or a cybercafé. Many counties are investing in these access points.

Some of the cyber ethics issues raised were plagiarism, copyright, hacking, fair use, file sharing, online etiquette protocols, posting incorrect/inaccurate information, cyberbullying, stealing or pirating software (music and videos), online gambling, gaming, and internet addiction. Several other current cyber ethics issues are raised in privacy, security, collection and use of personal information on consumers, and identity theft etc.

There is a claim that there is a lack of fully developed rules and models of behaviour in the kinds of electronic environments constituted by e-government. New ethical issues have arisen as government activities becomes increasingly available online. The issues, which arise in e-government and e-governance should be studied further. The failure to develop appropriate ethics for an information society may result in disorder and in mistrust undermining online activities. The rapid diffusion of ICTs have placed existing norms and moral behaviour under pressure and may affect the successful implementation of successive governments' visions of e-government. The argument was that we need to understand the ethical consequences of ICTs application.

5. Biometrics

Facilitator: Rafael Capurro

Rapporteur: Marlene Holmner

The session started with defining Biometrics. It was felt that it is necessary to differentiate between for example biometrics as implants and other more simplified biometric systems such as fingerprints.

It is necessary to define what biometrics is as there is a vast array of ethical issues depending on what technology is used.

The panel summarised that the following three issues are important:

1. Biometrics as the use of biological characteristics for identification.
2. Biometrics as the use of biological characteristics for application – here for example people can be localized through the use of implants – their movements can be tracked, and this relates to surveillance as an ethical issue;

    This started an interesting discussion regarding health applications – through biometrics your health can be measured i.e. how many steps you take, your blood pressure etc. This results in a situation where biometrics is not just MEASURING health but actually now DEFINES what healthy means, i.e. you are only healthy IF you take so many steps a day, etc.; and
3. Biometrics for the identification from a political perspective such as facial recognition, etc. The Government can now gain access to our information through biometric devices.

The facilitator pointed out that Biometrics is very important from an African perspective, as identification is often linked to physical address and that many people on the African continent does not have a physical address[1].

According to this website, there is a clear need for robust national systems that provide legal identity to all Africans, ensuring that everyone can access government services and benefits, prove their eligibility and be included in Africa's democracy and economic take-off.

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[1] And important webpage was advised to use for research, namely www.id4africa.com

People need to realise that your data belongs to you. Policies are needed to protect your data and to stop people or the government from using your data without your permission.

This lead to an interesting discussion regarding what happens when your personal data gets put into the cloud. It was felt that the ethical issues of misuse of information and privacy and security are at play here. The user has to weigh up the benefits versus the risks.

At this point, a conversation started regarding Sudan. As many people do not have a physical address in Sudan, a program was started under the Minister of Interior where people were given an identification number and that this number was tied to your fingerprints. It was mentioned that the entire population was now registered.

An ethical question was raised here regarding who is supervising and who is doing what with the data?

How are they linking various information together that can form a digital picture of you?

The facilitator here mentioned the book: *"Privacy in Context* by *Helen Nissenbaum".* This book looks at privacy as one of the most urgent issues associated with information technology and digital media. This book claims that what people really care about when they complain and protest that privacy has been violated, is not the act of sharing information itself—most people understand that this is crucial to social life —but the inappropriate, improper sharing of information.

According to the author, contextual integrity is very important. Rules and norms are different in each context. What happens if data is taken out of context and used without your permission or knowledge? Data can be hacked and/or sold from one context to another. It was felt that not every norm that is good from an ethical perspective is always legal.

This lead to a discussion regarding various ethical approaches. If you look at Biometrics from a Utilitarian perspective/approach, then it is all about risks vs. benefits. However, biometrics should also be seen from other ethical approaches. Here some philosophical questions were raised such as:

- Why should we be digitally quantifiable?
- Why should I be given a unique name or number?
- Why biometrics at all?

This lead to an interesting discussion regarding the difference between Digital Quantifiable Identity and Digital Identity. It was felt that this was a very complex issue. Biometrics is resulting in us

digitally quantifying our bodies to identify ourselves. This leads to a who vs. what scenario. When your who becomes quantified it becomes a what. Moreover, when it is a what, it can be sold etc. It is very important to realise that YOU are not just your DATA. The question was raised what the government's ethical obligation is regarding the protection of your digital identity.

It was felt that the use of personal data in context is very important and that every individual situation is different. Questions were raised such as:

- Why is it acceptable in Sudan to use fingerprints for identification purposes but in Australia it is not? However, it is okay in Australia to use facial recognition?;

- What are the limits of the digital quantifiable person?; and

- How far do we go? It is a scenario of how far we want to go versus what we are forced too. For example even if you do not agree with facial recognition, if you need to go to America you are forced to agree to it.

Which ethical theory do we apply to which situation? The philosophical question arose of Who am I? Am I my body? Am I my extended identity? It is important to recognise "myself" – the verification of "myself" – you are who you are in relationship with and this is a personal choice.

This brought up the issue of trust. Questions were raised such as how do we establish trust? How does the government establish trust? This is an issue of privacy and trust. Trust is an interpersonal relationship – you can only trust another human being. How do you trust the Internet or a computer system? If you have complete knowledge of each other, you do not need trust because you know each other completely. Concerning trust of biometrics systems, do you trust the politicians / corporations, etc.? It is more a question of reliability – you rely on a computer system.

This relates to issues of security and safety. Security relates to protecting your data of other third parties within context. Safety relates to preserving the integrity of the data.

We are paying for this with our freedom. More safety might lead to less freedom. More security might lead to less freedom. It is about reducing our capacity of choice. Nevertheless, it does differ from society to society.

6. Cybersecurity and Cybercrime

Facilitator: Susanna Ackermann

Rapporteur: Sizwe Snail

Introduction

The session was initially called "Cybersecurity and Cybercrime" but the aspects of "online privacy" and the relationship of a "data subject" with the state and other online persons became an area of serious contention and robust discussion – hence the renaming of the session for the purposes of the report to clearly define what was discussed by the participants. What made this session interesting was the fact that a multifaceted approach was used to address legal, ethical, policy and moral dilemmas in the modern information sharing space.

Cybersecurity and Cybercrime

The discussion started with the discussion that cybercriminals activities have spiked in recent times and more instances of cybercrime have occurred and as a result it has become a common criminal offence. It was then stated that cybercrime has a relationship with cybersecurity which assist in prevention of cybercrime which definitely impacts on the level of cybersafety of cybercitizens. An unregulated cyberspace environment with lack of cybersecurity protocols is more likely to become an environment of unauthorised access.

Delegates suggested and argued that the detection and monitoring of employees' activities to prevent cybercriminal activity raises serious ethical question. Since cybercrime is such a cross-cutting issue there is a duty on each organisation and public organs to address possible instances of cybercriminal activity within and/or possibly directed at it. The issue of how a lack of cybersecurity may have affected the election in recent events in Germany.

Cybercriminals and cyberterrorists have changed their *modus operandi* and cybercitizens must be vigilant in cyberspace. The United States and French elections were identified as areas that indicate the lack of cybersecurity protocols. It is clear that capacity building and cybersafety education is a key factor in prevention of scams and cybercrime. Cybercriminality is now considered one of the worst types of criminal activity. The question was asked as to what we are doing about drafting

legislation to curb cybercrime sufficiently. What are the cybersecurity policies of African countries and how does it affect deterrence and prosecution of cybercriminals.

The introduction of cyber guides and cyberpolice are important as cybercrime, unlike traditional crime, uses a sophisticated *modus operandi in* cyberspace. As a result the monitoring of a communal space such as cyberspace may be essential in preventing and prosecuting cybercrime. The counter argument was that monitoring may encourage cybercriminal activity in that weak internet and cybersecurity defence infrastructure such as in the case of M-PESA E- Banking Service which is being monitored by the government – poor management of information security procedures result in leakages of an individual's personal information.

A suggestion was made that corrupt government officials and corrupt operator employees sell individual personal information which in turn is used for criminal activities by cybercriminals. This once again must be weighed against the value we get from monitoring in curbing cyberterrorism, cyber hate speech and unauthorised access of critical information infrastructure of government institutions and individuals.

The case of Malawi was brought to the discussion and the country was criticized for its lack of e-government services, e-commerce laws and cybersecurity and cybercrime legislation. Awareness is of paramount importance and must be emphasised. The discussants also emphasised the fact reporting of cybercrime and prosecuting thereof. Just like cybercrime it may appear that insider collusion and compromising of cybersecurity passwords may be the reason why the said crime has not been solved.

Policy makers must apply a multi-stakeholder approach and engage the cybercommunity at large. It was stressed that also though cybercrime and cybersecurity are not brother and sister they are however first cousins. The lack of a developed body of cyberforensic practitioners in Africa is becoming an increasing problem in prevention and prosecution of cybersecurity attacks and cybercrime prosecution. A South African context was given to the scourge of cybercrime. Reference was made to the use of FICA legislation in assisting in preventing and curbing cybercrime. It has also proven to be very effective with Electronic Funds Transfer (EFT) Fraud.

Discussant asked the question why it is important to discuss Cybersecurity and Cybercrime I the same context. It came out clear that discussing both issues prevents cybersecurity attacks and / or

hacking incidents. Cybersecurity measures have also proven to be effective in the protection of online privacy. It has become very clear that government have taken legislative measures to address both issues such as the South African Cybercrime and Cybersecurity Bill (2017).

The Bill provides for various criminalisation of new substantive cyber-criminal activity and widens the procedural powers the state can invoke in investigating and prosecuting cybercrime. It also creates various structures relating to the protection of cybersecurity but also protection of critical information infrastructure.

Privacy Online

People are distrusting of the cyberspace due to the occurrence of cybercrime as discussed in the previous section of this Report. Government must also respect the individual's right to privacy which is a human right also in the cyberspace environment. It seems that there is a need to balance the interests of the individual's privacy and the state's duty to provide its cybercitizens with a secure cyberspace environment as well as state right to state security. Digital citizenship is different from normal citizenship. It is important that a balance is struck between ethics and privacy. As a result in the work environment, employees must adhere to Information Security Policies and Code of Conduct of the employer to protect the employer's information.

Employers must enforce and ensure that employees conduct themselves ethically in terms of practicing information security practices - failure to do so may result in non-adherence to information security procedures, increased exposure to risk, reputational damage and flouting of compliance procedures. Public organisations, government institutions and companies must put in place ethical guidelines regarding the ethical use of information and ensure compliance therewith. This is coupled with the employer's duty to ensure that the employees are aware of the said rules.

Modern society does not recognise privacy in the ordinary sense. The use of electronic devices such as GPS, mobile phones, PCs and other hand held devices make it important to ensure what information you give to the public and what information you prefer to conceal in the online environment. The fact that our personal information is used to analyse consumer trends and consumer behaviour means that big data can also be used for other purposes that may not be in good faith. As a result one is exposed to intentional and unintentional disclosure of one's personal information. The discussion then extended to individual and institutional invasion of privacy. Ethics

and enforcement of same in an institutional environment can limit instances and reputational damage caused by institutional leaks in privacy.

Reference was made to the Novel titled "1984" and that fact that it seems that "Big Brother may be invading your personal space more than you know". The question was asked as to "why focus on morality "instead of "invasion of privacy ". The submission was made that we have become a "permissive society". The line between ethical and unethical information use has been blurred by numerous consideration as previously discussed herein. It was pointed out that e-commerce providers sometimes obtain consent from an online consumer in a forced and unforced fashion which may affect the validity of the electronic agreement entered into.

As a further legislative intervention mentioned was made about the Protection of Personal Information Act, Act3 of 2014 and the 8 (eight) data protection principles that it embodies:

1. The processing of information is limited which means that personal information must be obtained in a lawfully and fair manner;
2. The information can only be used for the specified purpose it was originally obtained for;
3. The Act limits the further processing of personal information. If the processing takes place for purposes beyond the original scope that was agreed to by the data subject, the processing is prohibited;
4. The person who processes the information must ensure the quality of the information by taking reasonable steps to ensure that the information is complete, not misleading, up to date and accurate;
5. The person processing the personal information should have a degree of openness. The data subject and the Information Regulator must be notified that data is being processed;
6. The person processing data must ensure that the proper security safeguards and measures to safeguard against loss, damage, destruction and unauthorized or unlawful access or processing of the information, has been put in place;
7. The data subject must be able to participate. The data subject must be able to access the personal information that a responsible party has on them and must be able to correct the information; and
8. The person processing the data is accountable to ensure that the measures that give effect to these principles are complied with when processing personal information.

The introduction of these defined principles will limit the processing of personal information to a very large extent, subject to the exclusions provided for in the Act. [2]

It may seem that cybercitizens/individuals do not have a legitimate expectation of privacy in cyberspace. The aspect of "informed consent" has seemingly lost its value as information that was initially obtained for a particular purpose is usually further processed without the secondary consent required.

Recommendation and conclusion

It is clear that the delegates supported the "10 Golden Rules of Digital Ethics" as previously alluded to in the conference. Specific support for the enforcement of the 1st, 2nd and 10th principle was shared by the discussants. It seems as if the relationship between "employee vs. the employer" and the "cybercitizen vs. the state and other intruders" has become a complex ethical and legal dilemma.

Does cyberphobia increase and or encourage cybercriminality? The important relationship between cybersecurity and cybercrime prevention was also highlighted. It was also pointed out that the leakage of personal information leads to further cybercriminal activity. It was generally agreed that cybersecurity awareness is key in making a difference in the 2 (two) areas. Government sanctioned monitoring of the cybercitizen can have adverse and uncalculated effects. As a result of corrupt activities it can also be used as an entry point to commit cybercrimes. Compliance is generally as a result of strong legal framework and the laws of a country must be constantly revised as to reflect current moral and ethical standards required in information use and sharing.

It was also of concern that qualified cybersecurity professionals had crossed their ethical boundaries and are the architects and committers of advanced cybercrime and fraud. The said individuals may also orchestrate major cybersecurity breaches. The line between identity theft and fraud has been blurred and the concepts can be used interchangeably. It appears that failure to strictly adhere to information security and information ethical standards as well general dishonesty have become the sources of cybercriminal activity.

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[2] https://www.michalsons.com/blog/data-privacy-in-south-africa/150

Cyberspace in itself is a problem in that "no body owns it, you may not know who owns the infrastructure you are using, and does one really own anything online"? The increase of government sanctioned online cybersurveillance is alarming. Capacity issues were identified within the Ghanaian police with how to handle and investigate cases reported to them of cybercrime. Awareness and education amongst the police force could go a long way – this would apply to all African countries. The African Convention on Cybersecurity and Data Protection will go a long way in ensuring that African countries has laws regulating cybersecurity, cybercrime and online privacy. Awareness could also result in a level of cybercrime deterrence.

General dishonest conduct in the cyberspace by cybercitizens is the root of all our cyber-problems. Legislation must be effective and information ethics enforced.

7. Privacy and Transparency

Facilitator: Izzeldin Osman

Rapporteur: Shana Ponelis

Introduction

- Individual privacy is an absolute right to all individuals in private affairs;
- Institutional transparency and access in public affairs;
- Can we have both privacy and transparency or shall we sacrifice one for the other;
- In India which enjoys right of information since 2003 every year around 30 activists are beaten, killed, or criminally charged; and
- Where is the trade-off between privacy and transparency?

Discussion

- Perceptions of what privacy and transparency is different;
- US 19th century: "I want to be left alone";
- Many changes in this concept;
- More Western, even Anglo-Saxon concepts. Translating can be a challenge linguistically, for example, to German;
- In Japan, in small community there is no concept such as Western privacy but at the same time when something happens and is published in media the Western ethics and legislation apply; and
- In Australia, there is a limitation of disclosing identity in certain cases, for example, name of sexual assault victim or even alleged perpetrator.

Differentiate between actors:

- government/state;
- institutions (private organisations); and
- individuals/users.

Privacy and transparency is one aspect. Broader concern and debate is privacy and publicness: in a public space one decides to reveal and conceal (avoiding, what you do not want to communicate)

who you are as individual, group, public or private company, governments, etc. Problems when others/third parties reveal what you want to conceal.

Discussion

- Can a state argue for privacy? State secrets?;
- No one can be fully transparent but the ethical debate is concealing what should be reveal;
- Top secret, confidential, private classifications for documents for a limited time;
- Cabinet documents sealed for 25 years;
- Individuals want maximum privacy for themselves, maximum transparency from government.
- State wants maximum privacy for itself, maximum transparency from citizens (kind of fascism):
  ⇨ Asymmetry in power
  ⇨ Both options are dystopian.
  ⇨ How far can power go into daily life? How do you manage the asymmetries?

- Some governments have legislation for transparency;
- Seven governments in Africa have legislation for access to information;
- At what level is a government transparent to their citizens and to the rest of the world;
- Too much transparency results in cyber insecurity;
- Consider electronic environment or before;
- There is just one, the one we have today;
- Every society, culture, also ancient cultures has the tension (Inca power limited to family);
- Trust in government and individuals to maintain privacy and security, not use information for purposes other than intended:
  ⇨ Right to be forgotten?
  ⇨ Contextual integrity?

Non-disclosure of privileged information, e.g., illness of civil servant/president prevented by professional code of ethics.

Rules and norms, sometimes unspoken, are different in different contexts, making things more complex. Family and professional relationship completely different contexts. New technologies give more possibilities of revealing.
  ⇨ What to protect morally (ethical discussion)?

⇨ How to protect legally?

No legally enforced professional code of conduct for IT 'professionals', professional organisations' code of ethics is optional/voluntary.

There should be a limit to how much government information about citizens is shared with private organisations. Extortion, imposing with power, partly legal, from government to companies, for example, US government, or within companies, if not revealed you are fired. Even what is legal, is not necessarily ethical.

Citizens should be alert but not alarmed by potential for governments and be fearful. Greater risks for journalists and politically active.

After historical experience of Nazi Germany, German society is extremely careful of giving the government too much power. It is different to other countries/societies like the US that did not have a similar experience.

⇨ Limits on the integration of data from disparate databases.

Australia has very good information legislation but it costs money. Ultimately, only the media can afford to fish for dirty laundry. Citizens are mostly limited to getting their own data.

Algorithms (undirected knowledge discovery in data and data mining) may do this without great costs.

In this time of openness, shall we continue talking about privacy? There are so many meanings and also so many contexts. We need to be very clear what we are talking about, specify what is meant by privacy vs transparency, privacy publicness, etc. in particular context. Habermas' change of structure of publicness/transformation of public sphere in 1960s, yet privacy was not an indexed term. In the 1960s, the issue was greater publicness, now it is too public and privacy must be protected [Pendulum]. Different contexts need different emphasis even simultaneously: in Western context might need more privacy, in African contexts may need more publicness. Need not be in lock-step.

Despite open access and transparency, it is not a reality. Windows still have blinds. States are eavesdropping and spying on each other to access information they want. Those who are in power have power to reveal / access private information. Restrictions of power from top to bottom. Need accountability through a legal framework.

Feedback session comments

Different perspectives: technology students see no need for privacy (consider technology like Google offering benefits through personalization, etc.), information ethics students want more privacy.

8. Social Media

Facilitator: Ciano Aydin

Rapporteur: Perpetua Dadzie

The discussion started with the question: "What is "social media" (SM)?"

Social Media is a very broad field and can be defined in different ways:

- Examples were given: Facebook, Twitter, LinkedIn, Snapchat; and

- user-generated content.

The following question was raised: how much freedom does the user have in generating content (coordinates are fixed, e.g. likes in Facebook)?

Several information ethical issues that could be investigated from an ethical point of view:

- Data mining: collecting data and finding patterns in data; what can we use patterns of data for?;

- Digital divide;

- Trustworthiness, e.g. fake news;

- Ownership of social media content: who owns your photo that you post on Facebook for example; and

- Privacy: a collection of personal data? Are there any rules and regulations concerning usage?

We limit ourselves to three questions, which will guide the group discussion:

1) Is social media making us less (or more) responsible and empathic?

- less responsible: anonymity, postponing action (Dreyfus, Kierkegaard); and

- less empathic: no face to face interaction (Levinas)

2) How does social media mediate experiences of the world and ourselves?

- social media are not neutral but influence more and more our understanding of friendship, or democracy, or truth;

- draw parallel with 'quantified self' debate: we understand ourselves more and more in terms of the devices that we use to measure for example our health;

- how do social media affect our identity, e.g. instant gratification;

- How does it affect our interpersonal relations: understanding online dating as a form of arranged marriages (parents vs algorithms)?;
- On life: how does being online all the time affect our interpersonal relations; and
- positive sides: Turkle's life on the screen; virtual environments.

3) Are our ethical theories still sustainable in the light of developments in social media?

- Can we still understand privacy from the perspective of deontology and utilitarianism or has social media changed the very concept of privacy, which would prompt the development of alternative ethical frameworks?; and
- Can we still sustain something like "authenticity" if 90% of what we say online is copy pasted?

Group discussion

Is SM making us less or more responsible and empathetic? Are actions delayed for instance, as a result of anonymity of user?

Discussion on this centred on both the positive and the negative side of SM.

Positive

- SM is making us more responsible and empathetic. It is helping us to get to know each other better, to build bridges and see opportunities available in society;
- SM preventing isolation of minorities, old people. SM is enabling communication among these groups and thereby preventing isolation; it is helping people to belong and be together; and
- In academic libraries, SM is being used to communicate new policies, programmes to users.

Negative

- SM is bringing about bullying and isolation of people;
- SM is used to share information that may not be appropriate e.g. announcement of death on the platform even before immediate family members are informed; and
- Despite its negative uses, SM has many benefits and people need to be encouraged to use it.

Ethical issue raised here is: What do you reveal and what do you conceal in SM? In addition, who should have the power/right to decide what is revealed and concealed?

Trustworthiness in SM

- To what extent do we trust information posted on SM? For example, information about the health status of a president?

Questions

- What punishment is there for fake news?;
- Where and how to draw the line between freedom of speech and lies and hate speech?; and
- How to track people who put fake news on the internet?

Outcome discussion

- To counteract misuse of information – there is the need for guidelines on content; need for communication policy, or legislation on communication;
- There is also the need for moderation;
- Problem from an ethical point of view: who should moderate and on the basis of what ethical framework? Deontology, virtue ethics, etc.?;
- How does SM influence experiences of the world and ourselves and interactions?; and
- SM can influence our interactions positively and also negatively.

Positive

- SM can influence how we see ourselves. People can experiment with new identities;
- SM can open democratic spaces;
- Can increase your popularity. However, how do you measure your own identity? Do you share what others say about you;
- SM can positively influence interactiveness and solve problems; national issues even before information is brought out through local newspapers;
- SM can also influence administrative processes, e.g. Retrieval of items lost quickly when communication through SM; and
- SM also influences Government policies. Government receiving feedback about policies, which are not favourable to the people, and putting a stop to its implementation.

Negative

- Normative scripts: SM can limit you and frame way certain things are valued. For example, friendship by counting the number of likes;

- SM can influence behaviour change; change is more complex and people in power can use it to manipulate others;
- SM used in a political environment;
- It may influence some people, e.g. children, and change their opinions (also in a positive direction);
- It may address people who vote; and
- SM can influence issues of African ethics, e.g. certain religious beliefs with negative consequences can have an influence on children for example.

Question: Should we evaluate friendship in SM differently from friendship in real life?

Outcome

- SM is not a threat as such. However, in the political environment, there are ethical concerns on who uses it, how information can be regulated and by whom.

Privacy of user

- How should privacy be revaluated in our highly technological, online culture?;
- Should privacy be downgraded and rather focus placed on security?;
- Can SM use information placed on platform for other purposes?;
- How should we protect information on SM? Is it free to use?; and
- If used, should the individual be paid especially when used for commercial purposes (with advertisement)?

Other issues raised

- Photoshop;
- Lack of regulations; and
- Difficulty in apprehending culprits.

Ethical issues on privacy

- Often the problem is that information is shared in one context and used by others in another context without informed consent;
- The solution lies with knowledge of digital wellness skills; and
- Availability of regulations.

Floor comments

- SM is in the hands of private companies. Governments should invest in SM and govern SM;
- SM and the democratic process – eg Arab Spring; and
- SM and censorship.

9. Food and Health

Facilitator: Daniel Muthee

Rapporteur: Matt Kelly

The discussion commenced around how we might conceptualise food and health beyond the straightforward notions such that it shows relevance to the information age and the era of the digital citizen. Questions were asked about the information required that was relevant to food and production and the associated technology that would lead to better production and sustainability as well as to understand the implications of genetic modification (GM).

These questions were not raised in isolation but could be linked to other aspects of health, addiction, irradiation and sedentary lifestyles. What kind of information is needed to improve food production for African countries?

Issues associated with trade unionism were raised. What are fair salaries for farm workers? How should we ethically evaluate the use of technology that is used to replace farm workers? Is it ethical to replace farm workers with machines? Where do we see the choice that lies beyond the merely personal to that which impacts broader society?

Marxian-inspired perspectives that look to how the ownership of production and the associated means and exploitation of production were raised. This leads to questions of "who produces what for whom at what cost and how the effect of technological change in the workplace".

Instead of workers harvesting crops, machines can do much of the work. When this occurs, is a fair share of the economic gains of harvest distributed? When machines replace human labour, what equity issues arise in this process? Can workers and capitalists looking to manage machine technology together?

Issues were raised in the context of hunger, rather than just shortages. From the perspective of ethics food and its production has not been a recognised concern. Food has been presumed as

integral to the good life. Maslow's hierarchy of needs was highlighted as relevant. While food production may not be an ethical issue, hunger is. Solving hunger is such a practical issue, as distinct from an ethical issue; it may not need to be focused on specifically from the ethical viewpoint. Practical problems require knowledge of certain facts to allow a solution to be formulated. This is somewhat divorced from ethics. Legal and pragmatic problems are in some ways distinct from ethical problems.

Ethical issues need standards and criteria to enable solutions to be formed. These may also involve the distinction to be drawn between morally good and morally wrong decisions. Within this framework, there are presupposed norms and established moral positions. Not all problems require ethical reflection, examples would include those in which questions of justice are not present. Where "stable morality" is absent, ethical issues arise. Ethical consideration involves rethinking norms and the "merely practical" is not always important for this type of reflection.

While food production may not be an appropriate focus for ethical reflection, food distribution has more of a claim to be so described. Where famines are brought about consciously by political actors (the dangers are real today in South Sudan and Yemen) there are obvious ethical ramifications associated with depriving people of adequate food.

The concept of partnership in land use was raised in the context of South Africa. Established corporate farming sectors, farm workers' unions and governments all play a role. Questions were raised about land redistribution and the wisdom of such approaches if redistributed land is allowed to remain unfarmed. The significant grey zones that arise in such debates around land appropriation and redistribution create a polarity between practical and ethical considerations that require assessment through recourse to both concepts of justice and of agreed norms. Utilitarian approaches would seek to understand and work out the consequences of varying positions. Another associated ethical issue and one that has significant relevance for the information ethics debate is who has a voice in arguing these points and who does not. Who is it that can make an ethical issue? Who can decide if it is in fact not better dealt with on a pragmatic or practical level. An approach to responding to such concerns could be that we map stakeholders' voices and we map the consequences of their views. We try to understand motives as ethical expressions (or intentions). So, as an example, if farmers choose to replace workers with machines we see a range of complex and differentiated ethical views: where work becomes less physically demanding workers have a better

life; where farmers are able to increase profit they increase their overall wealth; where machines take over human labour, farmers have no labour issues.

The myth of technology replacing human workers was touched upon with the focus instead being how work roles change with increased technological efficiency, they don't just disappear. Aligned to this was a discussion on how hunger is becoming less acute as the major issue across Africa related to food, awareness of how to eat well to promote health, has become a more pressing issue overall. Knowledge of what constitutes a balanced diet can be lacking in many places. The relationship of ignorance and knowledge (how people are informed) of these nutritional issues was identified as a significant ethical issue. Information to consumers is often contradictory with questions arising as to "who to believe".

The ethics of eating was raised as an instance of changing customs and an instance of transition to modernity. Eating is both a family and a community wide practice. How do these changes to a more individualistic practice impact on knowing what to eat, when to eat and how much to eat? How do promotion and marketing of food impact people? Are these promotional practices ethical if they disrupt effective and healthy traditional practices? The prevalence of diabetes in modern Africa is linked to the preference for sugar in people's diets. This is a worthwhile example of how conflicting information emerging from technological changes in communication needs to be mediated by a critical and reflective approach.

By way of contrast, the effects of overtly paternalistic approaches were raised as similarly threatening. If people are adequately informed of risks, then limiting their choices to enjoy sugar or alcohol or similar products, might be beneficial.

The effect of GM products on subsistence farmers who did not require seed purchases in former times as well as the status of GM plant rights' data and the possible health risks of GM were discussed. It was noted that precautionary principles when making policy decisions must always be considered. Intellectual property issues that affect agriculture also affect pharmaceuticals and HIV medication was highlighted by way of example. Some drug advances are simply too important to be allowed to be owned by way of patents.

Discussion touched upon the nature of traditional medicines and the nature of what it is to be healthy. The distinction between disease and health and what other factors contribute to a healthy

lifestyle was discussed. The important knowledge that potentially is held in "old people's medicine" was highlighted as an important example of indigenous knowledge that should be further developed. The potentially helpful role of medicinal plants (including cannabis) was discussed along with the ethical dilemmas that accrue with their use and prohibition.

We discussed how the simple and unproblematised use of the technical term "ethical" needs to be understood in any serious discussion of information ethics relating to food and health in the African (or any other) context. We also discussed the scientific and evidential problems associated with folk wisdom and folk remedies.

Each participant was asked to offer a single important point relating to the discussion topic

- Many communities only consume starch and sugar and they have a right to better nutritional information;
- The prevalence of numerous information sources makes it necessary that accurate information on food and health is available that allows people in Africa to distinguish advertisements from reliable information sources relating to nutrition;
- The relationship between poverty-staple foods, land ownership and the ability to provide self-sufficiency in food production needs to be addressed;
- The relationship between land ownership and (re)distributive justice should be addressed with reference to an ethical approach that guides a holistic policy on health and food;
- Food and health should be approached with reference to information ethics such that the relationship of truth and paternalism is made as clear as possible and that participants in the debates are able to make responsible; and
- The importance of education for children and families requires that good information is available.

10. IT Infrastructure for Africa

Facilitator: Vicki Lawal

Rapporteur: Justina Ngozi Ekere

Introduction

Africa has a huge market and opportunity for investors but the poor level of IT infrastructure constitutes a major disadvantage to the continent. With some of the fastest growing economies in the world, meeting the demands for key infrastructure has therefore become a priority towards achieving its full economic growth and potential. The question then is how can we develop the needed IT infrastructure that would help improve our productivity, attract foreign investment and strengthen our ability to compete with the global economy?

With this introductory statement, the facilitator opened the session for discussion on the following areas:

1. Telecommunications: This has had a strong impact on IT infrastructure however; the quality of Internet access in Africa is poor due high cost of bandwidth. How can we invest in this area through the provision of more broadband infrastructure?;

2. ICT and education: At all educational levels in most African countries, there is a limited provision of needed ICT infrastructure, which has affected the quality of teaching and learning. What strategies can be taken to address this?; and

3. Electricity: Most African countries have a low capacity to generate sufficient electricity to power their infrastructure. How can we explore other options in terms of renewable energy in ways that would guarantee efficient power supply?

Responses on the first issue pointed that some of the challenges in the provision of infrastructure in African countries arise from the lack of co-ordination between different government agencies, for example, with ministries of information and communication. A proper synergy should exist between such government agencies to provide the appropriate ICT policies and guidelines that would influence infrastructural development. This situation also has an impact on the level to which foreign investors can be attracted to operate within a given country based on the already established policy. In line with this statement, the argument is the basic question of who is responsible for the provision of IT infrastructure the government or the private sector? Examples from South Africa were given of

the efforts made by government to provide necessary backbone infrastructure, which has gone a long way in reducing cost and improving quality access to information. However, the challenges of maintenance of such infrastructure should be pursued within a collaborative framework of public-private partnership to ensure sustainability. Where private sectors are involved in other cases, they tend to provide better service but because they are profit-oriented, their services are expensive. It was agreed and emphasised that it is the responsibility of governments to provide the needed IT infrastructure for the development of their country even though partnership with private sectors can also be pursued.

It was noted that despite the fact that Africa seemed to have leaped-frogged the stages of development in the telecommunications sector, there still remains the issue of unequal access to information between urban and rural dwellers due to the high concentration of infrastructure in urban areas. The provision of telecentres, e-transact, etc. for example in rural communities has helped in creating greater awareness of the importance of technology and encouraged participation in education, governance, banking etc., by rural dwellers. It was suggested that addressing unequal access requires that government is able to leverage the digital divide between urban and rural dwellers by providing adequate infrastructure. This issue also highlighted the need for IT skills training particularly in rural areas. Where complex infrastructure is provided, it is important that relevant skills training is given to ensure proper maintenance and sustainability of a project.

As part of a future alternative to physical IT infrastructure, the possibility was suggested of exploring opportunities for affordable Internet access through such websites as the internet.org and Free-basics, a new initiative provided through a partnership of Facebook and six other companies (Samsung, Ericsson, Meriadiatek, Opera Software, Nokia and Qualcomm). To bring affordable access to selected Internet services to less developed countries. Free basics operated by Facebook for example, provides people with access to useful information services on their mobile phones in places where Internet access may be less affordable. The website operates without data charges and includes content on things like news employment, health, education and local information. Access through this means could eliminate or limit some of the challenges experienced especially in rural areas.

As part of the ethical issues with respect to IT infrastructure, concern was expressed about the importing of obsolete or refurbished computers and other IT infrastructures to some African countries which are unusable or expired. The flooding of African markets with these infrastructures

have also contributed to the challenges of access and e-waste management. It is necessary that policies are set in place by governments to guard against this problem.

ICT and education

Debates on this aspect were focused on ICT and education at all levels. IT infrastructure has been a major challenge in poorer African countries at the primary or secondary level especially where access to other basic infrastructure such as clean water, roads, power, etc. are not available. For example, in Malawi, where availability of computers in educational institutions is inadequate to encourage better learning experiences. This view was also supported by accounts from Uganda where similar challenges are also experienced.

In higher education institutions, it was noted that even though ICT and e-learning is gaining ground as an effective pedagogical tool in higher education, Africa is lagging behind. The reason appears to be lack of knowledge and expertise in the use of these new technologies in the area of technical and vocational training. This is compounded by the absence of institutional and country policies on the integration of ICT and e-learning. An example was given of Kenya whereby the libraries are well equipped with the state of the art ICT and e-resources facilities but the librarians seem to lack the knowledge and skills to use it effectively. However, efforts through various workshops for staff and information literacy training to students is going a long way in improving access and efficiency. Similarly, experiences from Ghana also highlighted some of the challenges faced by students in rural areas who were required by the government to take computer-based examinations alongside students from urban areas. The expectation in terms of performance cannot be on par because of the nature of unequal access to IT infrastructure in urban and rural educational institutions. In this regard, a suggestion was made on the possibility of establishing consortia arrangements between institutions and libraries in ways that could help facilitate access to ICT infrastructure as well as library resources to disadvantaged institutions.

It was generally noted that the capacity of African educational institutions to lead the process of integrating ICT in education, as compared to most of the developed world, is woefully inadequate. They lack access to infrastructure, affordable and sufficient bandwidth, and the human resource capacity to exploit the technology. As a result, they must take positive steps towards building relevant infrastructure to be able to compete with other institutions in the global context.

Electricity supply

The provision of reliable power supply has been a challenge to most African countries; the way forward is to explore options that are affordable and sustainable. Participants noted that more African countries are using new technology such as solar energy as alternative source of power in homes, businesses, etc., which has greatly improved their living standards. However, the affordability of solar panels and batteries to rural areas still remains an issue. Some African countries such as South Africa have explored alternative sources of power through wind, hydropower, whereas Nigeria is also exploring options through gas. Efficient electricity supply is an important driver for any IT infrastructure for development.

Recommendations

The following recommendations were made:

1. Public Private Partnership (PPP) should be encouraged by African countries in the provision of IT infrastructure to improve efficiency and equality of services. This should also be explored with regards to electricity supply;

2. The provision of backbone infrastructure should be encouraged between African countries to foster regional co-operation and sustainability; and

3. Relevant ICT policies should be developed by governments to provide the needed framework for foreign investment. Similarly, in view of the growing youth population who are technologically skilled, governments should develop inclusive policies that would create job opportunities in the IT sector in Africa.

11. Information for All Programme (IFAP)

Facilitator: Hezekiel Dlamini

Rapporteur: Julius Tweve

IFAP was conceived by United Nations (UN) member states in the year 2000 on the premise that every country will be able to make information freely accessible to all its citizens. It should be a program for all countries and not just for UN agencies, such as UNESCO. IFAP was meant to promote the following key issues:

- Preservation
- Literacy
- Ethics
- Information Access
- Information for Development
- Multilingualism

The discussion was guided by the following questions:

1. Is IFAP still fit for purpose: conceptually, ethically and practically?;
2. What are the challenges?; and
3. What are the opportunities?

Participants were free to start with any point regarding the above questions

1. Given the nature of information Society, the IFAP program is still fit for purpose. People need to be imparted with skills in information literacy, ICT Literacy etc. to be able to effectively access information for decision making; participate in governance discourse, among other things. Such capabilities will also help the mases improve their socio-economic status;
2. Implementation of the IFAP program will help bridge the information and digital divides especially if emphasis is put on helping the marginalised communities;
3. Conceptually, there is need to define information, its use and by whom?;
4. The case of Nigeria and other countries were considered: the disabled and especially those in the marginalised areas are not accessing information due to various factors including

costs, security, displacements and poor infrastructure. In brief, citizens need to be brought to the same level, for instance in dealing with the issues of language barriers, political and geographical barriers;

5. There is need to establish what kind of information is needed by various users;

6. IFAP needs to have relevant activities that have inter-related sub-themes for discussion;

7. Sustainable development goals (SDGs) and UN 2013 interrelate well with information for all. These should be integrated into the country development programs;

8. UNESCO should be able to champion the IFAP Program and be clear on funding, logistics, and future developments;

9. The system should be designed that programs such as IFAP have a clear information flow from program developers to the implementer right to the target audiences;

10. That many projects are being carried out in isolation; we have to be flexible and decolonise;

11. That conference and other forums must be ready to get out and implement what is discussed. The link of what governments and individuals are doing is not communicated to UNESCO. There is need for passion, consistency and collaboration by those involved in IFAP-related activities[3];

12. Highlighted activity: Conference in Montreal Canada brought out some ethical considerations like religious radicalization. It is information that is being used to brainwash people. Let us find a link between what we are doing and the aspirations of IFAP. The program is suffering from image and funding. Since 2000 when IFAP was conceptualized, new developments have taken place in regard to ICT developments, radicalization, etc.;

13. Question: Is there any research that has been done to establish the gap in regards to information access? There is need for this research;

14. Question: Are public libraries still relevant in terms of providing access? Libraries in educational institutions have maintained their role as sources of information for students and academic staff:

- Nigeria has no functional public library

- Kenya has a vibrant public library network

- In Ghana, the public library system has suffered, but there is a wave of change now. The computer project is at the local community level: children are being imparted with reading skills through public libraries promoted by the former vice president's wife who is a librarian; and tele-centres are doing training for ICT and access to government services.

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[3] Suggestion was made for having a forum (e.g. an online forum) through which we can share our individual and country activities

15. Information for All versus Information by All: An example of Ebola outbreak whereby rural communities struggled to contain the epidemic;

16. We need to decolonise the policies and frameworks that were conceptualised decades ago to be able to come up with modern models of doing things. There is need for an open access program for public libraries that is for children;

17. Research on information gap can be done at country level or in a comparative manner with other countries;

18. Activities of information ethics should link with other similar activities in other sectors to strengthen its relevance and impact; and

19. Information professionals need to prepare flexible systems and improve it, in order to address many problems.

Key Points to take home:

- We need to look at the meaning of information. We need to define information in IFAP because today we have algorithm and other types of information. Are all types of information included?;

- We need to take advantage of opportunities of linking what we do nationally with aspirations and activities of IFAP;

- Public libraries in particular should modernise (e.g., Public libraries are not functional in Nigeria). Librarians should embrace systems design that facilitate two-way information flow;

- Librarians should find a role in gathering and disseminating information from grassroots (i.e. address issues of Ebola and other similar issues of public concern); and

- Share more what you are doing with the IFAP community. We need to communicate more what we do at country and institutional levels.

12.Net neutrality

Facilitator: Jared Bielby

Rapporteur: Sarah Kaddu

By means of introduction to the session on net neutrality, the session facilitator posed three questions:

1. Should governments regulate broadband Internet services as a public utility, similar to the way electricity, gas and water supply is regulated, along with limiting providers and regulating the options those providers can offer?;

2. What are the ethical concerns inherent to the conversation around net neutrality in South Africa?; and

3. Are the issues of net neutrality in the US and Europe the same as those in South Africa? If not, what are the specific concerns of net neutrality in South Africa?

Net Neutrality

As reviewed in the session for Net Neutrality, the concept of net neutrality (NN) is not a universally defined notion. While the generally accepted definition of NN advocates for a non-discriminatory provision of Internet content to users by Internet service providers (ISPs), regardless of source and type, and without favouring, blocking or "throttling" any particular application or website based on reasons favourable or unfavourable to the provider. Different regions around the world maintain distinctive values that may or may not determine differing priorities in NN discussions.

As such, there exists a wide range of opinion for and against net neutrality in its strict definition. While general democratic principles and policies promote equal access to information where an open internet ensures that packets are transferred with uniformity, and while such principles should hold true irrespective of origins and content and should not discriminate based on cost, the need for functionality and efficiency in internet infrastructure manifests a complex relationship between politics and economy in network operations.

While advocates argue that NN eliminates obstacles to online entrepreneurship and innovation, critics insist that regulating content hampers the flexibility of innovation for ISPs. As such, the net

neutrality debate boils down to an attempt to address and balance competing economic, technical and political interests of various parties.

Though the more widely engaged debates around net neutrality focus on the ebb and flow of politics common to the US based Federal Communication Commission (FCC), and its relationship to Europe through the Privacy Shield agreement, and now it is changing policies under Republican leadership, unique concerns for net neutrality surface in an African context.

Net Neutrality in South Africa

According to South Africa's Internet Service Providers' Association (ISPA) the US EU debate on NN is not relevant for South Africa since South African internet development and marketing is at an earlier stage of development. Where the US EU Debate on NN centres on the Federal Communications Commission (FCC) and its relationship with Europe through the Safe Harbour/Privacy Shield debate, South Africa looks to address its own concerns and requirements. As stated, "SA faces a different set of issues in order to ensure fair competition here."[4] The ISPA holds to a policy that shaping bandwidth is a necessary part of network operations.

However, with that said, the ISPA notes that discrimination should *not* feature in the country's online or real-world environments. The Association says there should therefore be no blocking or prioritisation of lawful websites, content, applications or services. ISPA regulatory advisor, Dominic Cull notes that, "An independent judiciary, regular elections, and a free press are traditionally seen as some of the most important hallmarks of a functioning democracy. To this list should be added net neutrality, or the inability of Internet Service Providers (ISPs), government or major corporations to discriminate against Internet traffic or content they don't want you to access."[5]

The issues in question for South Africa in terms of NN surface in an ecosystem where NN exists at a basic level and are focused on maintaining efficient connection speed and combating censorship. The debate in SA NN concerns itself with what will transpire in terms of speed efficiency if net neutrality is removed dues to cost concerns, balanced with efforts to prevent censorship from taking hold.[6] As such, some content restrictions are currently implemented by ISPs in South Africa backed by legal clauses for takedown upon notice. Internet service providers (ISPs) in SA are required by law

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[4] The Internet Service Providers' Association (ISPA). *"Net Neutrality" A Non-issue in South Africa for the Present, Says ISPA*. Retrieved from http://ispa.org.za/press-release/net-neutrality-a-non-issue-in-south-africa-for-the-present-says-ispa/

[5] The Internet Service Providers' Association (ISPA). *Net Neutrality Indicates a Functioning Democracy.* Retrieved from https://ispa.org.za/press-release/net-neutrality-indicates-a-functioning-democracy/

[6] The Internet Service Providers' Association (ISPA). *Net Neutrality Indicates a Functioning Democracy.* Retrieved from https://ispa.org.za/press-release/net-neutrality-indicates-a-functioning-democracy/

to respond to and act on takedown notices for all illegal content, including both child pornography and copyright violations; however, they are exempt from any liability for hosting or monitoring such content as long as they abide by takedown notices.[7]

Over-the-top Content (OTT) in South Africa

OTT refers to any media content, including audio or video, distributed over the Internet that does not require the operational control of a multiple-system operator (MSO) in its distribution. While ISPs may be aware of the contents of the Internet Protocol (IP) packets, they are not responsible for content redistribution. Furthermore, they are unable to access or handle viewing capacities. Example of OTT content include WhatsApp and Skype, where control resides outside the jurisdiction of IPSs.

As per a working paper on broadband for Africa, published March 2016 entitled *OTT - threat or opportunity for African Telcos?*, it was clarified that in South Africa ISPs want intervention and regulation for OTTs in order to level playing field. The authors of the paper point out that OTTs are unfairly not held to licence or tax obligations.[8] The major ISPs in South Africa, Vodacom and MTN have insisted that the government address the concerns implicit in the increase of OTT services. While ISPs in South Africa have explored options for working with OTTs, such as bundling services, a cost-effective solution has not presented itself and revenues have steadily decreased. As such, both MTN and Vodacom are opposed to OTT services and advocate for their regulation instead of innovating around it.[9] During recent parliamentary debates on OTTs in South Africa, additional arguments were made for regulation, citing several concerns including those of "national security, anonymity for consumers, lack of taxation of big corporates and investment within the country."[10]

Session discussion highlights on Net Neutrality in South Africa

In terms of whether or not the government should regulate broadband internet services in South Africa, it was reiterated that, depending on the market concerns, certain parties may or may not have a vested interest in regulating services. The regulation of broadband Internet in a developing country like South Africa raises a number of ethical issues including equal access, since, as South

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[7] Country: South Africa." Cloudscorecard.bsa.org. BSA Software Alliance, n.d. Web. 02 Mar. 2017. http://cloudscorecard.bsa.org/2013/assets/PDFs/country_reports/Country_Report_South_Africa.pdf.

[8] Stork, Christoph, and Steve Esselaar. "OTT-threat or opportunity for African Telcos?." Retrieved from https://www.researchictafrica.net/publications/Other_publications/2016%20_Working_paper_1_OTT-threat%20or%20opportunity%20for%20African%20Telcos.pdf

[9] Ibid.

[10] Ibid.

Africa remains an anomaly as both a developed and undeveloped country, a uniform policy on NN may not adequately address the widest concerns.

It was proposed and agreed on that that there should be regulation at the international level in order to benefit NN concerns in Africa in general. It was suggested, for instance, that the International Telecommunications Union (ITU) could regulate broadband internet in order to ensure basic equality in South Africa. It was noted that since colonial and apartheid histories still heavily influence and/or detract from development and infrastructure in South Africa, the rural/urban divide is unique to South Africa in ways beyond the established concerns of access and divide in most countries. The wide discrepancy of access between rural and urban populations in South Africa must therefore take into account several unique demographics in terms of digital divide.

The question was posed as to what happens when ISPs are not interested in investing in rural areas due to issues of Average Revenue per User (APRU). Should they be required to invest, even to their own disadvantage? It was decided that universal access is a key ethical issue of concern in internet governance and that ISPs should therefore be held accountable to innovation and cost recovery efforts that include rural areas of South Africa. The suggestion was made in conclusion that the concerns of regulating the internet are similar to those regulating earlier oceans and Air space policy. Can broadband and the distribution of packets be public? An analogy was drawn using the history of transportation to highlight net neutrality. While the highway system may be "open" and while some may have the money to buy an efficient car to travel the (information) highway, others may not have resources enough to buy a reliable car. Others still cannot afford access to transportation at all, public or otherwise.

The group centred the question of ethics around citizenship and community – what does it mean to live together in relation to neutral medium? It was suggested that the answer lies in addressing questions of power and control, specifically in terms of influence beyond strict terms of internet access and net neutrality. The group posited that one could not address the issues at hand by debating net neutrality since there is no reality of "neutrality". While bias and vested interests can potentially be acknowledged, and addressed, there can be no true state of neutrality at the end of the day in terms of internet or otherwise. Furthermore, it was pointed out that *neutrality* is a value statement in itself, one that may not be universally appreciated. The group concluded that the terminology of "net neutrality" needed to be dropped in order to first address questions of power and control, acknowledging that *neutrality* was not and could not be the end goal.

From a philosophical perspective, it was noted that in terms of human societies we are dealing with a chaotic situation on the internet where several yet unaddressed and unsolved conditions of *otherness* are resurrected in the form of digital *being*. This transformation from analogue societies to digital societies must first be addressed ground-up before specific policies can be effectively developed.

Conclusion

It was advanced that issues of net neutrality are misrepresented by the very terminology used to describe them; where terms of "net" and "neutrality" discourage the necessary acknowledgment of deeper-seated cultural and societal differences and divides that arise anew in the digital era, specifically in terms of access, affordability, value, and distribution. While net neutrality policy stumbles and flounders in the "chaotic situation" (Rafael Capurro) of the internet, the solution for which differs globally, even being reversed at national levels dependant on party control, any foundational solution to a synthesis of market interests and human rights must look beyond the debate between ISPs and regulation to first address core issues of power and control.