



COLLEGE of ENGINEERING
AND PHYSICAL SCIENCES

SCHOOL OF COMPUTER SCIENCE

MSc Seminar

Wednesday March 6, 2024 at 10AM in Reynolds 1101

Angela Tran

How to Improve Privacy in the Electronics Repair Industry?

Advisor: Dr. Hassan Khan

Advisory: Dr. Stacey Scott

Abstract:

Previous research by Ceci et al. (No Privacy in the Electronics Repair Industry) has demonstrated that there is widespread snooping when users get their electronic devices repaired. CBC Marketplace repeated the experiment in 2023 to show the state of the repair industry has not improved. To find a solution to the snooping problem, repair policies need to be improved and communication with the customers about their rights and controls available to safeguard their data needs to be improved. In this talk, I will outline my efforts in analyzing existing repair policies and online advice regarding repairs. This analysis will determine if the advice and policies are meaningful for the customers.