

Donna Riley

August 6, 2018

Federal Trade Commission
Office of the Secretary
600 Pennsylvania Avenue NW
Suite CC-5610 (Annex C)
Washington, DC 20580

Re: Competition and Consumer Protection in the 21st Century Hearing, Project Number
P181201

There are many times when I feel like our technological advances are hurting us more than they are helping us. When companies like Google, Facebook and Amazon are so big that they feel they can act any way they want and manipulate the environment to their favor, we have a very big problem! The selling of personal information has gotten so bad we now need the FTC to step in and protect consumers.

I use all the popular technologies including Google Search, Google Maps, Facebook and Amazon, so I worry every time I hear about a data breach or a leak of personal information. Even worse, these large companies collect our data and then sell it to whomever they want. But I didn't agree to any of that, so it makes me angry. I am not a product, but I am being treated as one, and these companies are making money off of my personal data that I did not release to them. That is why we need the Federal Trade Commission to step in and help.

America is a free country, so everyone should be concerned to learn that YouTube, which is a Google subsidiary, was censoring certain viewpoints and promoting other Google products in their search results. This absolutely has to stop. It's unfair and tips the scale too much.

Everyone should have the opportunity to be healthy, prosperous, and happy. We should not be tied back and kept from being successful by those who have become elite. This country should be supporting innovation rather than allowing big companies to suffocate smaller ones. More competition drives down prices for consumers and will pressure companies to treat their customers better. And with more choices, consumers could leave companies that were not treating them well and dealing honestly with them. Maybe we could even get companies to bring back real people to answer their phones!

I don't want anyone having access to my personal data, and I don't want my movements tracked. It is dehumanizing, and I want it to stop. The FTC needs to take steps to ensure my privacy is not violated and that these companies are held accountable. As you hold these hearings, remember the people behind the data and help us.

Sincerely,

Donna Riley