

August 11, 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

It makes me uncomfortable to know that just about everything we do on the Internet generates data that is collected and sold by the media companies, especially since people are getting their identities stolen. I think people should have a bigger voice in what data is obtained and how these companies use it.

I use a number of digital services, and I did not thoroughly read their terms and conditions. I'm not sure the average person can understand them, even if they do read them all the way through.

Google has been caught swaying customers' buying decisions by bringing up its own phones in Google searches while leaving out the competition. It should be up to the consumer to decide what they want and not a media giant to manipulate our choices.

The big media companies say that this situation is fair because they let consumers use their services for free. But I don't think our personal information is a fair exchange for those services. Companies like Google need to handle our personal data with caution and care.

Best,

AS

Sharon Hensley

Sharon Hensley |