

William Mullen

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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

I use Google products and I use Facebook. I have noticed that every time I buy something, it's on Facebook that I bought it! It bothers me to know that pretty much everything we do online generates data that the big companies collect and sell for their own profit. I think that bothers everybody. We should all have more control over what data of ours is collected and how the apps and digital services use it.

When I signed up for my services, I read some of the terms and conditions, but not all of them. Most people don't even read them, much less understand them. Clicking "I Accept" on page after page of legal language in order to use our phones or make a purchase shouldn't mean we're consenting to give away our data. There are a lot of elderly people who don't read all that, so they don't know what they are agreeing to. There should be something written in bold saying, "We're allowed to use your data," straight up, period. It should be straightforward and not the length of a book!

Google subsidiary, YouTube, has recently been removing and flagging accounts with conservative positions. That's happened quite a bit. If some are being censored in this way, then only certain people will be heard. It is one-sided. Then, the other side doesn't see it; they're not going to know what is going on. Pervasive phone tracking also worries me. I think, *If they can do it, what's to say someone else can't?*

Digital service companies should give customers more security. I heard about the Equifax and Facebook breaches on the news. They should be protecting our data, not allowing this kind of thing to happen. Also, Google shouldn't only bring up search results that show its own products. That gives them a monopoly, which is not fair to consumers.

These companies are profiting off of my information, and that is not right. They make enough in advertisement alone; they don't need to take our data and sell it, too. It's an unfair exchange for them to use our data for profit because they make enough money in other ways.

Sincerely,

William Mullen