

# State of Connecticut

GEORGE JEPSEN  
ATTORNEY GENERAL



Hartford  
June 3, 2013

Mr. Larry Page  
Chief Executive Officer  
Google  
600 Amphitheatre Parkway  
Mountain View, CA 94043

Dear Mr. Page:

I am writing to inquire about Google's new head-mounted computing and recording device, Google Glass, and the potential impact that it may have on the privacy of Connecticut residents. While I understand that Google Glass is not yet available to the general public, this is the appropriate time to commence a dialogue with Google about the product and its implications for the privacy of both users and non-users.

I understand that many of Google Glass's functions -- looking up information, taking photographs and sending messages -- essentially mimic existing smartphone capabilities and that Google has indicated that it is "thinking very carefully" about how it designs Glass. However, Google has correctly acknowledged that "new technology always raises new issues," foremost of which in this instance are privacy concerns.

Perhaps most novel and concerning, there are reports indicating that Google Glass, unlike smartphones, may give users the ability to deploy facial recognition when interacting with non-users. I am encouraged by Google's recently reported decision that it does not intend *at this time* to permit facial recognition capability. Reports also note, however, that such applications are already under development by third party developers. It remains unclear if the announced restrictions on facial recognition functionality will either be lifted or circumvented.

There is also concern that Glass may allow the collection of data about users through eye-tracking capabilities. In addition, Glass users may be able to take and share pictures and video of non-users more discreetly than with a smartphone, leading to potentially greater opportunities for abuse and misconduct.

Despite mounting concern among privacy advocates, there is very little available information regarding the types of data that will be collected through this technology from either users or non-users. Nor, to my knowledge, has Google yet publicly revealed whether or how it intends to disclose privacy risks, obtain consent for the collection of data or otherwise minimize or address privacy issues.

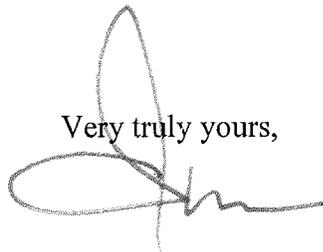
To this end, I request a meeting to discuss these concerns and hear how Google intends to protect the privacy of Connecticut citizens. At that meeting, I would like to discuss the following questions:

1. When will Google Glass be made available to Connecticut consumers for purchase?
2. What will be the specific features of Google Glass when it is made available to Connecticut consumers for purchase and how will those features be designed to minimize privacy intrusions?
3. What are the terms of the stated restriction on facial recognition capabilities, and what "strong privacy protections" will you require be implemented before permitting facial recognitions applications or capabilities?
4. Will Google Glass have eye-tracking capabilities?
5. What steps will Google to limit the availability or use of third party applications that create privacy risks to Google Glass users and/or non-users, such as applications incorporating facial recognition?
6. Will Google allow users to store personal information on Glass itself, and if so, how will such information be safeguarded in the event the device is stolen or lost?
7. What information will Google Glass collect from both users and non-users, and will Google seek to obtain consent to collect such information from these individuals?

It would helpful for Google to provide my office prior to meeting with any information and documentation submitted to the Congressional Bi-Partisan Privacy Caucus in response to its recent letter to Google regarding this matter.

The information requested herein should be sent to Assistant Attorneys General Matthew Fitzsimmons at 110 Sherman Street, Hartford, Connecticut 06105. Please contact Assistant Attorneys General Fitzsimmons at (860) 808-5400 to arrange a meeting and discuss any questions you may have. I appreciate Google's cooperation in this matter and look forward to hearing from you.

Very truly yours,

A handwritten signature in black ink, appearing to read "George Jepsen". The signature is fluid and cursive, with a large loop at the top and a horizontal stroke at the bottom.

GEORGE JEPSEN