

RESEARCH BRIEF

HARNESSING DIGITAL TECHNOLOGY TO DISRUPT, REPRESS AND INTIMIDATE: A DEEP DIVE INTO SURVEILLANCE AND MONITORING TRENDS IN AUTHORITARIAN STATES

EXECUTIVE SUMMARY

In an increasingly interconnected world, digital technologies have emerged as a bedrock of modern business practice, governance and social interaction. They also play an increasingly indispensable role in facilitating the exercise of fundamental human rights. From organizing protests to mobilizing grassroots campaigns, digital spaces have proven to be empowering platforms that amplify voices, particularly for marginalized communities that often find their freedoms restricted in physical spaces.

Such innovation, however, has created a Janus-faced dilemma in that this new capacity to engage and connect simultaneously offers an opportunity and platform from which civil society and individuals can be monitored and surveilled. Such acts, perpetrated both by state and non-state actors, are not only deeply invasive but also threaten the enjoyment of basic rights. Technologies such as facial recognition and commercial spyware like FinFisher and Pegasus, for example, pose unprecedented challenges to privacy, freedom of assembly and protection from discrimination. Particularly in contexts of mal-governance and weak rule of law, this can create a chilling effect on public discourse and contribute to the erosion of civic spaces both online and offline. Moreover, pervasive monitoring often complements other forms of digital technology misuse, to sow distrust, undermine governance structures and further policies of protectionism. Surveillance, for example, both enables and is enabled by cybercrimes, such as espionage (including state-on-state), internet interruptions (e.g. to disrupt elections or cover up human rights abuses) and exploitation (e.g. doxing).

This paradox underscores the imperative of striking a balance between leveraging digital technologies for civic engagement, public safety and government accountability, while at the same time adopting safeguards to mitigate the threats they pose. Private companies also have a role to play, especially when their surveillance technologies are deployed against activists, journalists and human rights defenders.

Against these challenges, this report starts by offering a comprehensive explanation of how modern monitoring and surveillance technologies work, including commercial spyware, real-time surveillance apparatus, and location-tracking devices. It then presents case studies on Iran, Uganda and Russia with a view to unpacking how misuse is encroaching on a range of human rights.

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In Iran, for example, a sophisticated system of surveillance monitors citizens' online communications, physical movement, interpersonal associations and – most recently – women's attire. Such oversight is enabled by regulation that permits the installation of surveillance cameras in public places, including to identify non-veiled women. In Uganda, reforms introduced in 2021 mandated the installation of surveillance cameras and cellular-network-connected tracking devices in every vehicle. While justified (and legally enabled) as a means of safeguarding public security and investigating crime, the scope for misuse – including to identify and target protestors – is wide. In Russia, the internet (and social media in particular) is viewed as a form of soft power that can both influence the public and serve as a platform for intelligence gathering. This is showcased in how Russia's cyber infrastructure has been built, the programs the government runs and the technologies it is seeking to develop. Most recently, the broad roll-out of facial recognition surveillance cameras, including in the capital city's metro system, showcases how the government is pooling a range of technologies to map threats, control dissent and regulate behaviour. Together, the case studies reflect a widespread surge in the availability and complexity of technological instruments utilized by authoritarian countries to strengthen their hold on power and counteract dissent. Practice also shows that governments are learning from one another, including through technology-sharing agreements. The report then goes on to discuss the main trends and spillover risks posed to individuals and civil society and the applicable international law. Five key areas of risk highlighted for action by governments, civil society and multilateral organizations are as follows:

1. **Data retention and future use:** The rapid growth of data storage capacity has incentivized the retention of data. Given the difficulty of predicting future innovations in data analysis, this raises concern around consent, and whether data collection has taken place within the scope permitted by law.
2. **Consent:** Even when people are aware that they are being monitored, technology is changing so rapidly that it is difficult for them to discern how their behaviour is being observed and by what means their activities are subject to observation.¹ It is also critical to recognize that various groups and individuals have different levels of understanding of how new technologies function and are deployed.²
3. **Broad or vague legislation:** Especially given the fast pace of technological development, overly broad legislation and/or insufficient oversight creates risks around invasive surveillance and the arbitrary application of existing law.
4. **Increasing deployment of spyware:** Against the rising threat of cybercrime, and the numerous ways that a nation's security can be jeopardized through cyber operations, governments are increasingly compelled to enhance their cyber military capabilities. The dual-use³ nature of these technologies means that in doing so, governments acquire an enhanced capability to surveil their own citizens.
5. **Insufficient foresight:** Too few resources are expended on forecasting and developing effective scenario planning and risk mitigation activities around new and emerging digital surveillance technologies. In particular, while data can be collected, processed and retained in the first instance for genuinely benign purposes, it may be repurposed at a later juncture for malign objectives.⁴

MODERN MONITORING AND SURVEILLANCE TECHNOLOGIES AND HOW THEY WORK

Advances in cyber-surveillance and monitoring technologies have brought about a paradigm shift in how activities and individuals can be observed. This has broadened the capacity of state entities to oversee the content of political, human rights and civil society movements, as well as the individuals who organize and participate in them.⁵ A parallel development is ‘hidden in plain sight’ surveillance – the leveraging of information shared on social networks and mobile applications (apps), many of which transmit sensitive data in plain (i.e. non-encrypted) text.⁶ Such platforms constitute a rich bank of open-source information that can be combined with covert surveillance to provide unprecedented insight into persons and areas of interest.⁷

COMMERCIAL SPYWARE

Commercial spyware is sophisticated software tools designed to infiltrate smartphones, computers and certain ‘wearable’ devices. Once installed, spyware enables the tracking of activities, interception of communications, and sometimes the remote operation of a device’s functions such as its camera or microphone.⁸ In civilian contexts, spyware was originally foreseen as a law enforcement/crime prevention tool and was used principally in criminal investigations in a highly regulated manner. Over time, however, its use and scope of focus have expanded to include the surveilling of journalists, activists, political opponents, international non-government organizations and even general population groups.⁹ Between 2011 and 2023, at least seventy-four governments contracted with commercial firms to obtain spyware or digital forensics technology.¹⁰

- **Pegasus spyware** represents the archetype of intrusive surveillance technology and is sold to governments worldwide. Unlike most hacking utilities that require a level of engagement from the intended victim – such as activating a hyperlink or opening an email attachment – Pegasus uses ‘zero-click’ infiltration, preventing the victim from obstructing the software’s installation. Once installed, the software gains unmitigated access to all of the target device’s sensory and data components including photographs, geolocation markers, electronic correspondence, text messages, visual and audio files and installed applications.¹¹ This provides a hacker with in-depth insight into a user’s personal and/or

professional life, including behavioural proclivities, occupation, political ideologies, health status, financial circumstances and interpersonal interactions.

- Comparable software, for example **Predator**, is developing rapidly.¹² In October 2023, the Vietnamese Government used the social media platform X to attempt to install Predator on the telephones of key figures including members of the US Foreign Affairs and Foreign Relations Committees, Asia experts at Washington think tanks and Asia-based journalists from CNN.¹³ Critically, Predator can activate the microphones and cameras of Apple iPhones and devices running on Google’s Android software, retrieve all files and read private messages, even when they are end-to-end encrypted.

REAL-TIME SURVEILLANCE

Satellites, drones, closed-circuit (and networked) cameras and digital interception tools enable the real-time surveillance of both online and offline spaces.¹⁴ Such surveillance can serve a range of ends, from enabling rapid response to intelligence gathering.

- **Signals intelligence (SIGINT)** is an older form of electronic surveillance that involves the interception, decoding and analysis of (often encrypted) communications, radar and other electronic systems.¹⁵ Importantly, SIGINT harvests both content data and metadata, the combination of which is pivotal for deep intelligence analyses and situational awareness.¹⁶ One of the fastest-growing subsets of SIGINT is **foreign instrumentation signals intelligence (FISINT)**. This intelligence is gleaned from the interception of electromagnetic data emissions that follow the testing or deployment of aerospace, surface and subsurface systems. Such data can be transmitted by both military assets (e.g. unmanned aerial vehicles or missile systems) and civilian assets (e.g. satellites or traffic control systems) and can give insight into a range of activities, from weapons development to political unrest or human rights abuses.
- **Facial recognition systems** rely on advanced machine learning algorithms that scan, recognize and match facial features against existing data.¹⁷ The software is increasingly used in law enforcement and

urban settings, ostensibly as a public safety tool.¹⁸ A development that warrants particular scrutiny is live facial recognition technology, which is the systematic visual documentation of individuals participating in assemblies, protests or other forms of civic activism. These technologies operate in real time by comparing a digitally captured facial image, or ‘template’, against stored data based on criteria set by the system’s operators.¹⁹

LOCATION TRACKING

Electronic systems that identify an individual’s location – usually through their mobile phone but increasingly through other ‘wearables’ – have proliferated into law enforcement and intelligence agencies across the globe.²⁰ Such technologies have become highly pervasive, being able to track an individual’s movements, their associates and their associates’ movements.²¹ Moreover, design improvements (e.g. that allow them to be easily transported or affixed to unmanned aerial vehicles) mean that the scope of implementation has widened,²² increasing the potential for mass public surveillance.²³

- Generically known as ‘**Stingrays**’, **International Mobile Subscriber Identity (IMSI) catchers** are electronic surveillance tools that simulate a cell phone tower/mobile phone traffic base station, thereby forcing smartphones, watches, tablets etc. to connect to them.²⁴ Once connected, information specific to a phone and SIM card can be identified and linked to an individual user. The primary function is to pinpoint an individual’s location and/or movements. Modern IMSI catchers, however, can also block communications, intercept data transmitted and received (including the content of calls, text messages and websites visited) and communicate with devices, for example by sending messages directing a user to a website enabled with malware.²⁵
- The increasing use of WiFi in smartphones has offered new ways to monitor individual/group mobility with relatively inexpensive hardware installations, such as **WiFi sniffers**.²⁶ Importantly, such approaches enable monitoring even when a user sets their phone to airplane mode or turns it off completely.
- Over the past two decades, information and communication technologies such as Global Navigation

Satellite Systems (GNSS), Bluetooth, and WiFi have increasingly been embedded into wearable personal devices such as **smartwatches, fitness trackers, neuro-monitoring headsets and medical devices**. While popular for delivering essential services (e.g. real-time health emergency alerts) and connecting people within communities (e.g. Strava),²⁷ the technology simultaneously facilitates the detection of an individual’s location and proximity to others in real time with a high degree of accuracy.²⁸

- Meta’s platforms such as **Facebook and Instagram**,²⁹ along with **TikTok, Snapchat and X**, all collect location data and profile user patterns of mobility.³⁰ Importantly, users have largely acquiesced to this; they value the utility of being able to reach out and engage with peers in their immediate vicinity. Indeed, several of the earliest platforms using location tracking, such as Foursquare³¹ and the (now defunct) messaging app Yik Yak,³² openly publicized this feature.
- Applications specifically designed to locate an individual are both built into devices’ operating systems and/or are available for installation (e.g. **Location Tracker**). During the COVID-19 pandemic, for example, contact-tracing applications were developed (and in certain jurisdictions made compulsory to use) with the primary objective of determining individuals’ movements and patterns of association.

THE LEVERAGING OF MONITORING AND SURVEILLANCE TECHNOLOGIES IN IRAN, UGANDA AND RUSSIA

THE ISLAMIC REPUBLIC OF IRAN: STATE PATERNALISM IN THE DIGITAL AGE

Summary: Described as a ‘pioneer of digital authoritarianism’,³³ the Islamic Republic of Iran illustrates the increasing willingness of states to employ advanced technology for monitoring and surveilling citizen activity. Aware of the threats and opportunities that digital communications and the internet carry, the government has taken a dual approach centered around innovation on the one hand, and blocking what it deems inappropriate content on the other.³⁴ While the government has justified the use of such surveillance and monitoring as a means to gather ‘key indicators related to general culture, lifestyles, media influence, and communications’,³⁵ it also leverages it to track protesters and suppress dissenting voices.³⁶ Most recently, the surveillance system has been instrumental in enforcing coercive regulations, notably the hijab law, which compels women to adhere to veiling practices. This will and capability to use digital advances to enforce gender-specific laws signals a dangerous trend towards weaponizing technology to restrict fundamental rights.

During the 1979 Islamic Revolution, Iran’s approach to media and communications technology was to embrace its potential insofar as this did not contradict Islamic values and principles.³⁷ Ever since its rapid expansion in the mid-1990s, however, authorities have come to view the internet more as a threat to state control and security, particularly in terms of its potential to mobilize people and communicate dissent. In 2017, the government blocked internet access and imposed a temporary ban on Instagram and Telegram, justifying the restrictions as necessary steps to quell riots, which they considered to be largely organized through the internet and social networks.³⁸

Over time, the clerical establishment came to directly oppose the integration of the internet into Ali Khamenei’s vision for the nation, repeatedly describing social media as a ‘weapon’.³⁹ In 2012, by order of the Ayatollah, the Supreme Council of Cyberspace (SCC) was established and tasked with managing the state surveillance system, including monitoring people’s online behaviour.⁴⁰ According to Khamenei, network planning and coordination by a government authority was needed to protect individuals from the harms caused by the internet,⁴¹ and he urged the judicial authorities to address the cyberspace issue.⁴²

Iran’s leadership has persistently resisted the idea of providing citizens with unrestricted internet access, claiming that its enemies are engaging in a hybrid warfare against ‘Islam and the Islamic Republic’, trying to ‘distort and destroy’ the clerical establishment in Iran through its media empire and the use of social media. In 2022, Ali Khamenei called for the initiation of ‘an enlightenment jihad’.⁴³

Most recently, the regime’s response to the digital age has become one of stringent control – an ‘iron veil’⁴⁴ – instrumentalized by a range of censorship techniques targeting both physical and digital domains.⁴⁵ First, the government has restricted internet access by reducing connectivity and prohibiting social media platforms in the country.⁴⁶ Individuals have somewhat circumvented such measures by using virtual private networks (VPNs) to access the internet, including to voice opposition, disseminate information and coordinate protests. The government, however, capitalized on this trend to augment domestic surveillance, enabling it to collect information on individuals and groups, as well as track their movements, internet communications and online activities.⁴⁷

In parallel, over the past two decades, Iran has been working to establish a government-controlled secure national network named the National Information Network (NIN). Modelled on China’s Great Firewall and Russia’s RuNet,⁴⁸ the project would allow Iran to bypass the vulnerabilities associated with an internet overseen by companies based in countries that it considers to be hostile.⁴⁹ Indeed, the NIN has been described by the government as ‘completely undetectable and impenetrable by foreign sources’.⁵⁰ Moreover, by nationalizing internet services and infrastructure, the system would facilitate the filtering of online content accessible to Iranians, liberating them from ‘immoral, corrupt, and violent’ material.⁵¹

The digital nationalization initiative has been accompanied by efforts to pass the Cyberspace Users Rights Protection and Regulation of Key Online Services legislation (also known as the Protection Bill). The Bill proposes placing Iran’s internet infrastructure and gateways under the control of the armed forces and security agencies. It would also drive users onto national platforms by prohibiting VPN use⁵² (users and distributors would risk being imprisoned for up to two years)⁵³ and throttling bandwidth.⁵⁴ Finally, if approved, the Bill would empower the Supreme Regulatory

Commission (SRC) with the authority and responsibility to execute and uphold its regulations.⁵⁵ This would likely streamline the implementation of internet shutdowns and online censorship,⁵⁶ arguably completing Iran's digital isolation.⁵⁷

State officials justified the VPN ban as a means to promote domestic products, arguing that VPNs drive users away from domestic platforms to the detriment of Iranian companies. Banning VPNs also combats 'soft warfare waged by enemies', who 'seek to promote Western culture and values and undermine Iran through cyberspace'.⁵⁸

The NIN needs to be understood as working in complement with Iran's mobile phone surveillance infrastructure. By regulation, all telecommunications providers operating in Iran are mandated to grant the Communication Regulatory Authority (CRA) direct access to their systems, allowing it to store user data, access user history and control access to mobile services.⁵⁹ Additionally, the CRA's Legal Intercept system (known by its Persian acronym SIAM⁶⁰) integrates directly into mobile service provider systems, allowing it to directly manage independent mobile networks (including throttling cell phone connection speeds) and determine which users make use of VPNs.⁶¹ This integration of surveillance and censorship capacities allows the government to collect detailed information on citizens and non-citizens from the moment they purchase SIM cards, including the content of their communications, their locations,⁶² as well as personal identifiers such as birth certificates, passport numbers and home addresses.⁶³ If fully realized, the system would enable the CRA to directly oversee, intercept, redirect or block the mobile communications of all Iranians.⁶⁴

Many of these tensions were brought into the spotlight on 16 September 2022, when 22-year-old Mahsa Amini died in a hospital in Tehran after being detained by Iran's Guidance Patrol for allegedly violating the *hijab* rule.⁶⁵ Amini's death ignited widespread protests, often referred to as the 'Woman, Life, Freedom Uprisings', which were ostensibly about the mandatory *hijab*, but also police brutality and lack of accountability. Since September 2022, social media platforms have been inundated with videos depicting unveiled women resisting the Guidance Patrol, as well as unveiled women in malls, restaurants, shops and streets. Security forces have responded harshly, including

with arbitrary detentions and executions, torture, rape and sexual and gender-based violence.⁶⁶ This has been complemented by the blocking of social media platforms, throttling web traffic (to halt the dissemination of videos and communication among protesters) and leveraging Iran's digital surveillance system – which combines facial recognition, online activity monitoring and movement tracking⁶⁷ – to identify and punish dissidents.⁶⁸ According to Amnesty International, between April and July 2023, nearly one million women were notified by SMS for being unveiled inside their private vehicles.⁶⁹

The disproportionate impact of such surveillance on women is linked to new legislation presented to the Iranian parliament in May 2023: the Bill to Support the Family by Promoting the Culture of Chastity and Hijab. The Bill proposes the installation of surveillance cameras in public places to identify women who are not wearing the veil, and outlines harsh penalties for transgressors.⁷⁰ Additionally, it imposes strict sanctions on public figures, celebrities, businesses and service providers who support activists and fail to enforce the *hijab* requirement.⁷¹ These penalties include fines, the seizure of vehicles and communication devices, termination of employment and restrictions on accessing banking services, medical treatment and public transportation.⁷² Repeat offenders can be sentenced to lengthy incarceration or be forced to attend 'morality schooling'.⁷³

The practice of *hijab*, deeply rooted in the Islamic faith, remains a subject of contention even within Islamic scholarly circles.⁷⁴ While Quranic directives on modesty serve as the foundation for its legal obligation in Iran, they do not explicitly mention the *hijab*.⁷⁵ Moreover, the implementation and enhancement of artificial intelligence systems to enforce dress code violations may itself conflict with the Quran's emphasis on the sanctity of personal privacy.⁷⁶

UNDER WATCH: MASS SURVEILLANCE AND PRIVACY RIGHTS IN UGANDA

Summary: In 2021, the Ugandan government launched the Intelligent Transport Monitoring System (ITMS), requiring the installation of surveillance cameras and cellular-network-connected tracking devices in all vehicles.⁷⁷ The government asserts that the ITMS is designed to ‘protect diligent drivers and inform law enforcement about violators and criminals’,⁷⁸ without encroaching on privacy rights. Human rights organizations, however, have expressed skepticism.⁷⁹ Specific concerns include the ITMS’ potential to erode privacy rights, restrict freedom of movement, expression and association, and hinder access to information. Moreover, there is general concern that this represents a further proliferation of mass digital surveillance driven by national security imperatives and that it aims to suppress political dissent.⁸⁰ Such a fear has been exacerbated by the introduction of complementary legislation that, while not explicitly restricting online freedoms, includes broad and ambiguously defined provisions that could be exploited to curtail such freedoms.⁸¹

The Intelligent Transport Monitoring System

In 2018, following a spate of killings by individuals riding motorcycles targeting prominent political and government figures, the government of Uganda introduced the Nine-Point Security Plan aimed at preventing crime and safeguarding public security.⁸² At the centre of the plan is the introduction of electronic license plates, which would allow the police to track, monitor and identify the owners of vehicles found at crime scenes.⁸³ To this end, on 23 July 2021,⁸⁴ the government signed a 10-year partnership agreement with a Moscow-based company to establish the Intelligent Transport Monitoring System (ITMS).⁸⁵ Over the next decade, the company will work with the government to install digital trackers on every public and private vehicle,⁸⁶ after which the ITMS will be locally operated.⁸⁷ Over time the system’s surveillance capabilities will be augmented, including with facial recognition and traffic density cameras.

By January 2025,⁸⁸ every vehicle in the country (including foreign vehicles in Uganda temporarily⁸⁹) will undergo registration for new plates at the owner/driver’s expense. These will be equipped with a SIM card device supplied by the state-owned Uganda Telecommunications Corporation Ltd (UTL).⁹⁰ The SIM-enabled plates work like a Global Positioning System (GPS) tracker, delivering real-time information on a vehicle’s whereabouts and owner to the national police command centre.⁹¹

Against growing criticism, the government has maintained that the aim of ITMS is to reduce vehicle theft

and improve road safety,⁹² while the Ministry of Security has committed to the initiative not surveilling people’s movements generally.⁹³ Specifically, it has asserted that the trackers operate like regular surveillance cameras, and will only be activated in the event of a criminal incident to detect, track and identify which vehicles were present at the scene.⁹⁴ In terms of safeguards, the contract stipulates that all data collected, processed or stored shall comply with the Data Protection and Privacy Act of 2019.⁹⁵

Critics, however, have noted that the government has not detailed concrete plans for oversight, nor measures to address human rights concerns.⁹⁶ Moreover, its lack of transparency regarding the technical details of the ITMS has raised questions around the scope for unmonitored mass surveillance, including of political opponents and dissidents.⁹⁷ Indeed the government has been accused of misusing security technologies in the past.⁹⁸ Most recently, in November 2020, the Uganda Police Force (UPF) used a combination of surveillance cameras, license plate readers and facial recognition technologies to locate and apprehend protesters in the lead-up to the 2021 elections.⁹⁹ This was enabled by a 2019 partnership valued at USD 126 million between the UPF and the Chinese telecommunications company Huawei to install closed-circuit and networked television cameras in public spaces.¹⁰⁰ These cameras were also used to intercept the encrypted communications of opposition politicians and monitor their activities.¹⁰¹ Much like the ITMS, the system was justified by the government as a tool to strengthen law and order,¹⁰² and as representing a reasonable limitation on the non-absolute right to privacy.¹⁰³

Legislation and Digital Surveillance in Concert

The ITMS is not an outlier when it comes to citizen surveillance. Uganda’s legal framework – specifically the Anti-Terrorism Act of 2002, the Regulation of Interception of Communications Act of 2010 and the Data Protection and Privacy Act of 2019 – grants the government extensive discretion in this regard. Article 19 of the Anti-Terrorism Act allows for the interception of communications and surveillance – without a court warrant¹⁰⁴ – not only of persons suspected of being involved in terrorism, but also for such purposes as safeguarding the public interest and the national economy.¹⁰⁵ The nature of such interception and surveillance is wide in scope, encompassing phone calls, emails, letters and postal packages, electronic surveillance, monitoring of meetings and access to bank accounts.¹⁰⁶

In 2010, the Regulation of Interception of Communications Act (RICA) was passed, with Article 2

requiring that Ugandan intelligence and security agencies, including the UPE, be ‘authorized by warrant’ to conduct digital surveillance.¹⁰⁷ The regulation does not, however, supersede the Anti-Terrorism Act (2002), and it is reported that surveillance continues to take place in the absence of a warrant.¹⁰⁸ Further, Section 8 of the Act requires telecom companies and communication service providers to install surveillance and interception technology – broadly described as ‘hardware and software facilities and devices’ – in order to have the technical capability to support ‘lawful interceptions at all times’.¹⁰⁹ Such deficits are mimicked in the Computer Misuse Act (2011),¹¹⁰ which allows data to be collected and processed without the subject’s consent when it is for the purposes of national security or law enforcement.¹¹¹

The Data Protection and Privacy Act (2019) is perhaps the most vague. Section 7(2)(b) allows for the collection and processing of personal data, without consent, ‘where it is necessary for the proper performance of a public duty by a public body, for national security and for the prevention, detection, investigation, prosecution or punishment of an offence or breach of law’.¹¹² The Act did charge the National Information Technology Authority Uganda (NITA-U) with responsibility for ensuring that ‘every data collector, data controller, data processor or any other person collecting or processing data complies with the principles of data protection and this Act’,¹¹³ however did not grant it the power to impose penalties for non-compliance.¹¹⁴

A further area of concern is the work of the Uganda Communications Commission (UCC), the main regulator of broadcasting services in Uganda.¹¹⁵ The UCC enjoys particularly broad discretionary powers during states of emergency where it may ‘direct any operator to operate a network in a specified manner’ and ‘take temporary possession of any communication station within Uganda’.¹¹⁶ A 2017 amendment to the Uganda Communications Act expanded the UCC’s authority further by removing it from the oversight of the minister of telecommunications.¹¹⁷

Implications of Government Surveillance on Rights and Freedoms

As set out above, under the pretext of national security, Uganda has leveraged vague legislative provisions to conduct mass digital surveillance and communication interception. Arguably unconstitutional,¹¹⁸ these measures directly affect the right to privacy, and create a corollary impact on other freedoms, such as the right to freedom of movement, freedom of expression and association and access

to information. From an international law perspective, while freedom of expression and speech are not absolute rights and can be restricted by the state, vague provisions, a lack of sanctions and a paucity of empirical evidence that mass digital surveillance reduces criminal activity, would arguably fail to meet the conditions of legality and necessity. Further, the all-encompassing nature of the surveillance system, which potentially monitors the movements of all individuals at all times without exception, contradicts the universal standard of targeted surveillance and cannot be considered proportionate, even if restrictions on freedom of expression were deemed necessary.¹¹⁹ Finally, the chilling impacts of surveillance regimes must be considered. The real-time tracking of vehicles introduced by the ITMS, for example, may cause individuals to hesitate to visit specific locations, interact with particular individuals or assemble to express certain viewpoints.¹²⁰ More generally, the sense of being constantly watched can promote conformity and compliance, discourage dissent and compel people to censor their behaviour and interactions.

BUILDING A MASS SURVEILLANCE SOCIETY IN THE RUSSIAN FEDERATION

Summary: Starting around 2011–2012, following a spate of mass protests that were largely coordinated and mobilized online, the Russian Government began to respond to the risks associated with a free and uncontrolled internet space. It introduced a complex array of restrictions led by different government ministries and empowered by broad (and at times draconian) legislation. Over time, however, it realized that a semi-restricted cyberspace offered a different kind of opportunity, namely the scope to glean granular information about anti-government threats, their content and the individuals leading them. This incentivized Russia to invest in a sophisticated system of mass and invasive surveillance. The government is unapologetic about this; the broad roll-out of facial recognition systems, for example, is an integral part of the Ministry of Digital Development's Data Economy Project, which aims to consolidate existing tools and data 'to create a holistic picture of citizens and their activities'.¹²¹ The upshot is that in Russian society today, scrutiny by the state is ubiquitous, with the government actively monitoring social media accounts, intercepting private communications and using surveillance cameras to track the behaviour and activities of citizens.

In Russia, the internet (and social media in particular) is viewed as a form of soft power that can both influence the opinion of the masses and serve as a platform for intelligence gathering.¹²² This is showcased in how Russia's cyber infrastructure has been built, the programmes the government runs and the technologies it is seeking to develop.

Russia's internet, commonly referred to as RuNet or its Russian acronym SORM, was built with wide surveillance capabilities. The system requires that all ISPs (internet service providers) install special interception devices that enable surveillance through deep packet inspection (DPI).¹²³ Moreover, SORM's hardware was developed with functionality to, for example, listen in on phone conversations, intercept emails and text messages and track internet communications.

To leverage this architecture, the government empowered Roskomnadzor, Russia's principal internet oversight body and an organ of the Ministry of Digital Development, to assist the domestic intelligence service (FSB) to monitor government opponents and identify potential emergent threats. Specifically, since 2020, it has been running a national surveillance programme to monitor online protest activities. In cooperation with the Ministry of the Interior and prosecution service, the programme

surveils around 3,500 local and national accounts on the social networks VKontakte and Odnoklassniki, in addition to YouTube and Telegram channels. Increasingly, the project has used fake profiles and bot farms to gain access to member-only chat rooms and closed messaging services on social networks such as Vkontakte. At the local level, Roskomnadzor tracks 'points of tension' and events that could drive unrest, with the broader aim of identifying individuals perceived as a threat to the government and feeding this information back to the FSB and Interior Ministry. For example, in the eastern region of Bashkortostan, Roskomnadzor has compiled dossiers on critics, influencers and independent media outlets that share unfavourable views of the government that might gain traction with the public.¹²⁴

Intelligence services have particularly homed in on the importance of monitoring encrypted cyber activity, such as WhatsApp and Signal, and to more precisely locate and monitor the movements of individuals of concern. Such demand has stoked a cottage industry of domestic tech contractors specializing in novel forms of digital surveillance. For example, the surveillance system used by the FSB was built by the technology company MFI Soft; it provides real-time information on the subscribers to telecommunications services, including data analytics of their internet traffic. A further MFI Soft tool, NetBeholder, maps the movements of mobile phones in a way that can suggest meetings between individuals,¹²⁵ or if an individual is switching between different phones to mask their activities.¹²⁶ Another Russian surveillance enterprise, Protei, sells software that automates the transcribing of intercepted phone calls from voice to text, facilitating the further profiling of individuals.¹²⁷

Importantly, Russia's internet surveillance is not geared solely towards individuals, but equally to detect general behaviours and content that it deems undesirable. In February 2023, Oculus¹²⁸ was integrated into the domestic surveillance system, allowing intelligence services to scan the internet for unlawful content and 'destabilizing subjects', including unsanctioned protests, illegal assemblies, content that promotes drugs and LGBTQI+ propaganda.¹²⁹ The AI-based system makes this 'scraping' process very efficient; Oculus is capable of scanning text and recognizing visually-depicted illegal actions at a rate of around 200,000 images per day.¹³⁰

THE CHALLENGE AND COMPLEXITY OF CORPORATE RESPONSIBILITY

NetBeholder software utilizes deep-packet inspection, a technique employed by ISPs to analyze data traffic to determine where communications should be routed. This allows it to detect when a user shares a file or makes a voice call on encrypted apps such as Signal, WhatsApp or Telegram. Critically, there is little that developers of Signal, Telegram and WhatsApp can do to prevent this sort of activity. The interception methods used by Russian authorities to surveil citizens leverage the data that service providers capture to monitor their own system's performance. As such, although the content of a specific message is obscured, records of exchanges are, by necessity, retained.¹³¹

Complementing internet restrictions and monitoring, Russia has introduced robust and invasive systems of video surveillance. In 2017, the Moscow city administration launched a video-enabled facial recognition initiative,¹³² comprising more than 160,000 cameras, 3,000 of which were networked to the government's facial recognition database.¹³³ In 2018, during the FIFA World Cup, authorities had the opportunity to conduct large-scale testing of the new technology. It was reported that around 500 cameras were connected to the FindFace Security system developed by NtechLab, leading to around 180 people being apprehended and detained.¹³⁴ By 2020, the facial recognition system had been rolled out en masse, and extended to at least 10 other Russian cities.¹³⁵ A review of more than 2,000 court cases from this period concluded that the introduction of cameras was linked closely to protestor arrests, most of which concerned anti-government demonstration participation.¹³⁶

A further 12,300 cameras with facial recognition capabilities have been integrated into the Moscow metro as part of its fare payment system. Images of passengers are captured and retained as they pass through the gates and an algorithm compares the biometric features of the individual against the faces of persons wanted by authorities. The time taken between a system identification alert and the arrival of local law enforcement is generally a few minutes.¹³⁷ It has been reported that, of those detained, most are not in the process of travelling to a protest but rather commuting to work or attending a social event. Moreover, detainees are

frequently required to sign a document promising not to protest or acknowledging that they have received a warning against protesting.¹³⁸

Importantly, since the full-scale invasion of Ukraine in February 2022, Russian authorities seem to have pivoted away from using facial recognition to detect and arrest protestors, to preventing protests from occurring in the first instance. Leveraging laws that prohibit 'public actions aimed at discrediting the use of the armed forces of the Russian Federation',¹³⁹ facial recognition has been used to identify and arrest government opponents pre-emptively, likely as part of a broader effort to prevent public displays of dissent and suppress anti-war sentiment.

LEVERAGING TECH COLLABORATIONS

Importantly, despite efforts to automate its intelligence gathering on its citizens, Russia still relies on outside companies to both undertake monitoring and to improve the technologies being used, such as by training facial recognition systems. For example, NTechLab and Tevian (which were sanctioned by the EU in July 2023 for their role in the detention of Russian protestors), have provided software to Moscow that continuously scans faces to match with a watchlist. In 2024, the government used facial recognition algorithms trained by Toloka (a platform run by companies in the Netherlands, Switzerland and Russia), to identify and arrest at least 19 individuals participating in ceremonies commemorating Alexei Navalny, the opposition leader who died in a Russian prison in February 2024.¹⁴⁰

Bringing these findings together, indicators suggest that civilian monitoring and surveillance in Russia is set to grow. As of the time of writing, the facial recognition system has been rolled out in 62 regions and traffic lights with facial recognition are set for pilot testing. Finally, to close the circle on internet monitoring, Russia is in the process of creating a 'Super App' (modelled on China's WeChat) that will bring social networking, messaging, services and e-government into a single unifying application.¹⁴¹ Russia sees this as an opportunity to both filter content and monitor and enable the dissemination of propaganda, as it creates a single entry point into a user's network.¹⁴²

CONCLUSIONS

As set out above, the past two decades have witnessed a vast increase in the prevalence and sophistication of technological tools used to collect data on the communications, associations, location and movements of both individuals and groups. This has been fast-tracked by advancements such as 5G-enabled services,¹⁴³ edge computing, artificial intelligence and machine learning techniques, which together have widened the scope of data collection, increased the speed by which it can be assessed and deepened the complexity of analysis for various ends. This has enabled a trend towards the mass monitoring of activity, movement and social interactions.¹⁴⁴ Indeed, cases brought before the European Court of Human Rights increasingly reflect states' propensity to develop ubiquitous programmes of surveillance for use by intelligence services, law enforcement and other public authorities.¹⁴⁵

The outcomes from a rights perspective are broad-reaching. When states misuse surveillance technologies to monitor not only the content of civil society activity but also those who organize and participate in it, the result can be to hinder civic participation and/or quash political dissent.¹⁴⁶ It can also repress emergent civil society groups, leading to a contraction of the democratic space. Monitoring people's communications in particular can create a chilling effect on debate and the interchange of ideas, both of which are critical to enabling a plurality of opinions to be expressed. When such monitoring categorizes behaviours and preferences into pre-existing frameworks, the result can be to promote social conformity and control. This marginalizes those who deviate from the norm, creating particular risks for minorities and other vulnerable groups.¹⁴⁷

Trends in monitoring also have implications for privacy. Indeed, in modern society, the groups that form to associate or assemble extend far beyond the political realm to include, for example, sexual identity groups, groups advocating for gender equality, environmental human rights defenders, etc. Especially for younger generations, online platforms (such as social media and messaging apps) are widely used as a means to build community and mobilize, both online and offline.¹⁴⁸ The upshot is that as individuals become more connected, their lives are intermeshed with fora that can be surveilled. Even for those not engaged in civil society movements, the massive 'dragnets' (widespread, indiscriminate data collection) used in many surveillance systems have widened the scope for unwarranted mass surveillance.

A further area of risk concerns the pooling and cross-analysis of surveillance data with other open-source information (observed behaviours, financial and commercial transactions, installed applications in a smartphone, social network profiles, etc.) using methods such as social graph analysis. This can deliver a complex and informative profile of an individual,¹⁴⁹ including their political beliefs, religion or sexual orientation.¹⁵⁰ Such data can be leveraged for constructive ends, for example detecting and solving crime,¹⁵¹ or to forecast risks around violence or public safety that may extend from civic activism.¹⁵² Indeed, it is under such aims that most surveillance is authorized from a legal standpoint. However, malign uses also exist, such as the monitoring of protest movements and political opposition groups, and the identification of minorities such as LGBTQI+ or human rights defenders. Such data can also be used to undertake profiling, i.e. classifying attributes of an individual's behaviour and/or their associations to draw conclusions on likely future behaviour. This is a particular concern insofar as it compromises autonomy and agency. Moreover, when profiling draws linkages based on gender, race, religion etc., existing biases can be exacerbated and individual rights to equality and protection against discrimination infringed.¹⁵³

Finally, the risks associated with technical errors need to be acknowledged. For example, while advances have been made in the accuracy of facial recognition technology, false positives remain a concern. Such problematics are rooted in biases and non-representativeness in the datasets underpinning such technologies, making the technology less accurate in identifying individuals with darker skin tones and women.¹⁵⁴ This creates scope not only for discriminatory outcomes but also to amplify existing racial and gender biases. Such risks carry over to other technologies, such as crowd management software and the use of social network analysis by law enforcement. Here the issue is that individuals whose lifestyles are less 'datafied' vis-à-vis the general population (due to poverty, geography or because they live on the margins of society) are not included in the data that feed the technology.¹⁵⁵ As such, the Big Data sets collected contain 'dark zones' where certain citizens or communities are overlooked or underrepresented, creating scope for discrimination.¹⁵⁶

In terms of international human rights law, information gathering, whether by public or private entities, including through surveillance or the interception of communications, must be consistent with standalone rights, including the right to privacy and protection from

discrimination, as well as interdependent human rights, such as freedom of assembly and freedom of movement. The principle of proportionality requires that the effects of monitoring should not be excessive and that authorities should minimize the resulting interference caused by the surveillance activity. Monitoring, whether conducted covertly or overtly, should never be aimed at intimidation, harassment or limiting people's freedom of expression. Surveillance practices must be regulated by appropriate and publicly accessible domestic legal frameworks and allow for sufficient transparency and scrutiny by the courts.¹⁵⁷

Only in exceptional circumstances are more invasive forms of surveillance permitted, for example to protect national security or safeguard rights and liberties (such as the right to life) in situations where public order is at risk.¹⁵⁸ Such limits must be set out in law and be sufficiently accessible to the public, clear and precise so that any individual may without difficulty review the legislation and determine who is authorized to conduct surveillance activities, and under what circumstances. Limitations must not breach core rights protections and must be both necessary and proportionate to serving a legitimate purpose and the least intrusive option available.¹⁵⁹ Moreover, the limitation must be shown to be plausible and to have a reasonable chance of achieving its objective. The onus is on the authorities seeking to limit the right to show that the limitation is clearly connected to achieving a legitimate aim.¹⁶⁰ States are also responsible for protecting individuals' rights from abuse by non-state entities, including companies engaged in surveillance and monitoring and their collection, processing and retention of personal data.¹⁶¹ States' obligations also include ensuring that personal information held by public authorities is not leaked or misused, and transparency with respect to what information is collected and retained.¹⁶²

END NOTES

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