



ETHICS AND TECHNOLOGY

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LATINOS ON THE HORIZON: WE ARE COUNTING ON YOU 2020

A black and white image of a shattered mirror. The mirror is cracked in many places, with a large, jagged hole in the upper right quadrant. Inside this hole, a simple smiley face with triangular eyes and a wide, open mouth is visible. The background is dark, and the overall mood is ominous and unsettling.

BLACK MIRROR



THE FUTURE IS ALREADY HERE — IT'S JUST NOT
EVENLY DISTRIBUTED

WILLIAM GIBSON, N.D.

We're never surprised when good intentions lead to good results. We're surprised when good intentions lead to bad results.

Tony Blair, former PM of GB



THE CHALLENGE

SOCIAL WORK IS BOTH UNIQUELY POSITIONED AND ETHICALLY OBLIGATED TO ENSURE THAT THE DRIVE OF TECHNOLOGICAL EVOLUTION IS A PROJECT OPEN TO ALL, AND THAT IT DOES NOT REPLICATE OR AMPLIFY EXISTING INEQUALITIES.

GOLDKIND & WOLF, 2015, P. 85

Ethical Situations

- Problem
 - Any situation involving an ethical issue that needs to be decided
- Dilemma
 - Any situation in which you have to make a decision; there is no one “right” answer; any choice will result in some sort of compromise of an ethical principle. The process of deciding which course to take is called “ethical decision making.”
 - e.g. confidentiality vs. prevention of harm; self determination vs. worker’s perception of client’s best interests; freedom vs. safety
- Breach
 - Any clear violation of a specific ethical rules

NASW Code Of Ethics: SEX

1.09 Sexual Relationships

- (a) Social workers should under no circumstances engage in sexual activities, inappropriate sexual communications through the use of technology or in person, or sexual contact with current clients, whether such contact is consensual or forced.

1.11 Sexual Harassment

- Social workers should not sexually harass clients. Sexual harassment includes sexual advances; sexual solicitation; requests for sexual favors; and other verbal, written, electronic, or physical contact of a sexual nature.

Passive remote monitoring technologies

Unlike personal emergency response systems (PERS) that require the user to actively push a button, passive monitoring systems collect and transmit data about the type and frequency of activity in a home without the individual having to take any action or be aware that it is happening. (Berridge, 2019, p. 378)

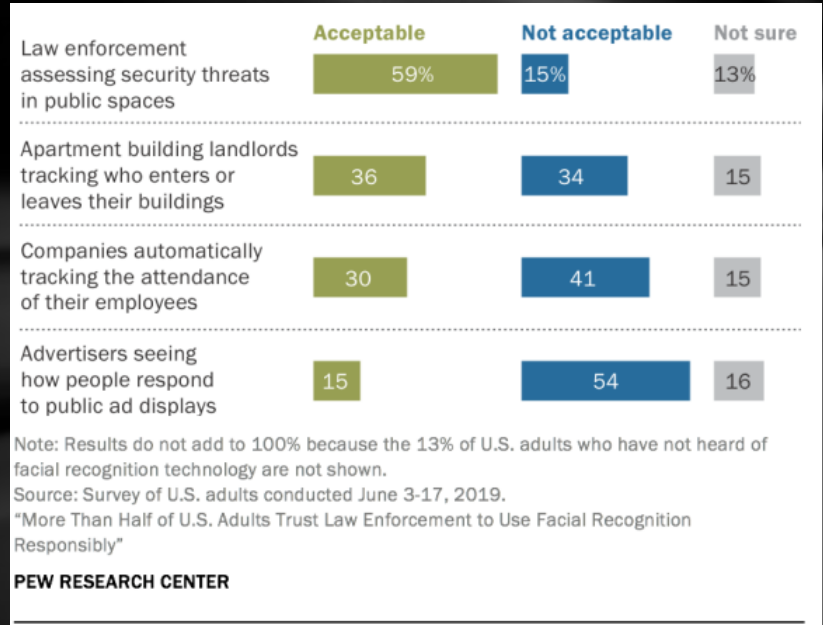
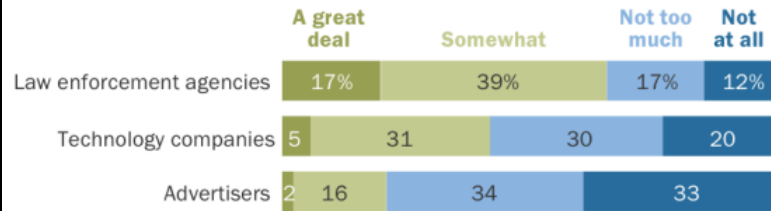
Ethical considerations

- risk frequency of human interaction;
- threaten dignity or infantilize;
- restrict rather than enhance freedom;
- override instead of promote autonomy;
- negatively impact relationships and power relations;
- and cause feelings of being controlled by the system (Berridge, 2019, p. 380)

Facial recognition

Majority of Americans trust law enforcement to use facial recognition responsibly, but public is less trusting of advertisers and technology companies

% of U.S. adults who say they trust the following groups _____ to use facial recognition technology responsibly



Source: Pew Internet Survey, September 4, 2019: https://www.pewinternet.org/2019/09/05/more-than-half-of-u-s-adults-trust-law-enforcement-to-use-facial-recognition-responsibly/pdl_09-05-19_facialrecognition-00-09/

Data rights

- What rights do individuals have to their own data? In what ways could those rights be violated?
- What responsibilities do governments have to protect individual rights to data? How do these translate to private actors, including researchers?
- How are community rights to data defined? Who can give informed consent to those rights? Are those rights potentially in conflict with individual data rights?
- Are there situations—for example, public emergencies such as epidemics—in which the right to one's own data can be abrogated?

Harris, T. L., & Wyndham, J. M. (2015). Data Rights and Responsibilities: A Human Rights Perspective on Data Sharing. *Journal of Empirical Research on Human Research Ethics*, 10(3), 334–337.

<https://doi.org/10.1177/1556264615591558>

Data rights

- How are data rights connected to other rights: freedom from discrimination, the right to association, the right to family, and the right to due process?
- What due process procedures need to be in place for a just system of data sharing? What are the potential harms? What would be an appropriate remedy for those harms? Who should be held accountable for injuries?
- What rights do individuals and communities have to access the research findings that result from their data? What are their rights to benefit from the findings?
- What processes and procedures need to be in place to protect those rights?

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Microsoft AI principles

Fairness AI systems should treat all people fairly	Reliability & Safety AI systems should perform reliably and safely	Privacy & Security AI systems should be secure and respect privacy
Inclusiveness AI systems should empower everyone and engage people	Transparency AI systems should be understandable	Accountability AI systems should have algorithmic accountability

Source: <https://www.microsoft.com/en-us/ai/responsible-ai>



SOCIAL MEDIA POLICY

CODE OF ETHICS, KOLMES, ZUR, NAGEL, ERREGER

WHY USE A SOCIAL MEDIA POLICY?

- Having a policy is one way of demonstrating competence
- Contributes to informed consent
- Addresses some of the issues around privacy, confidentiality, and dual relationship that might arise when using social media.

1.07 Privacy and Confidentiality

- (p) Social workers should develop and inform clients about their policies, consistent with prevailing social work ethical standards, on the use of electronic technology, including Internet-based search engines, to gather information about clients.

SOCIAL MEDIA POLICY

- Keely Kolmes (2010) developed a social media policy for her psychotherapy practice. She shared it online using a Creative Commons 3.0 license. It has become the template for most psychotherapy social media policies. It covers:
 - Friending
 - Following
 - Interacting
 - Search Engines
 - Business Review Sites
 - Email

SEARCH ENGINES

- I do not Google or Facebook my clients, unless I have a concern about your safety. If I do, then we will discuss it in session and I will document it.

1.03 Informed Consent

(i) Social workers should obtain client consent before conducting an electronic search on the client. Exceptions may arise when the search is for purposes of protecting the client or other people from serious, foreseeable, and imminent harm, or for other compelling professional reasons.

- Location-based services
 - I do not list my office as a “check-in” site on services like Foursquare. If you use GPS tracking on your cell phone, people might surmise that you are in treatment if you check in at the same place regularly.



THANK YOU!

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**On social media
interactions are often
public by default,
private through effort.**

danah boyd