Question Answering for Privacy Policies: Combining Computational and Legal Perspectives

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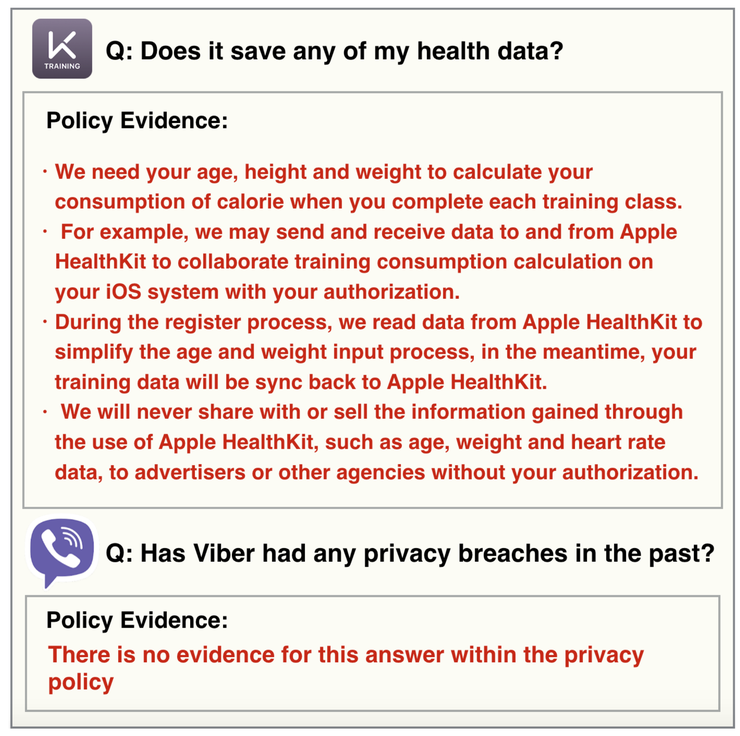
Motivation

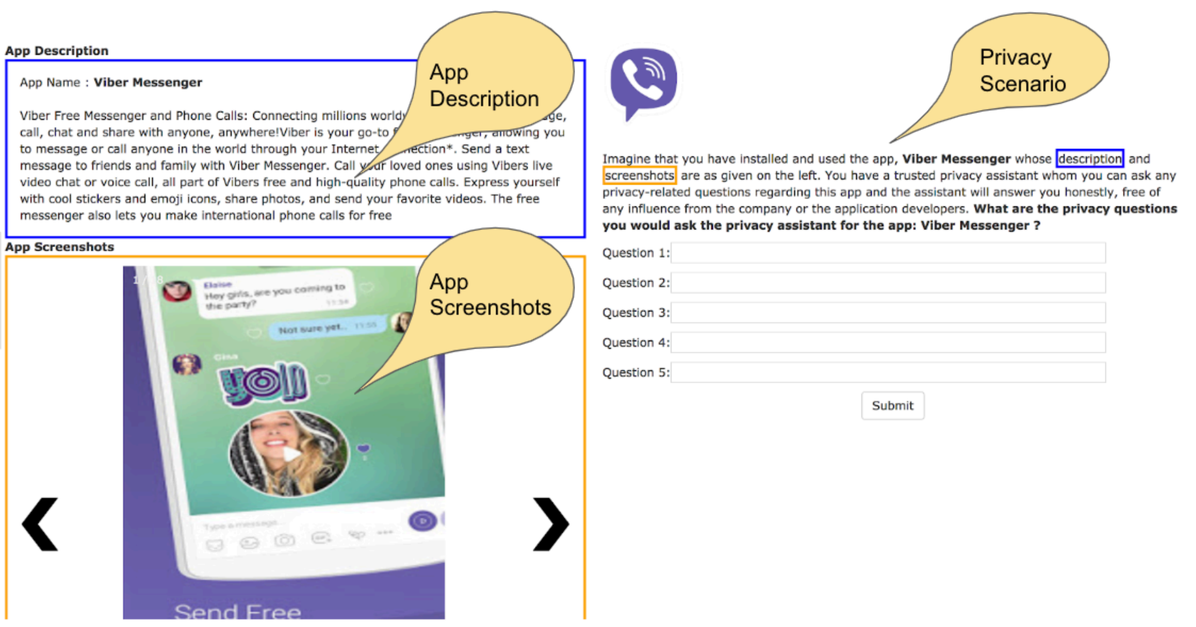
- Privacy policies are the documents which disclose the ways in which a company gathers, uses, shares and manages a user's data.
- Notice and Choice (FTC, 1998).



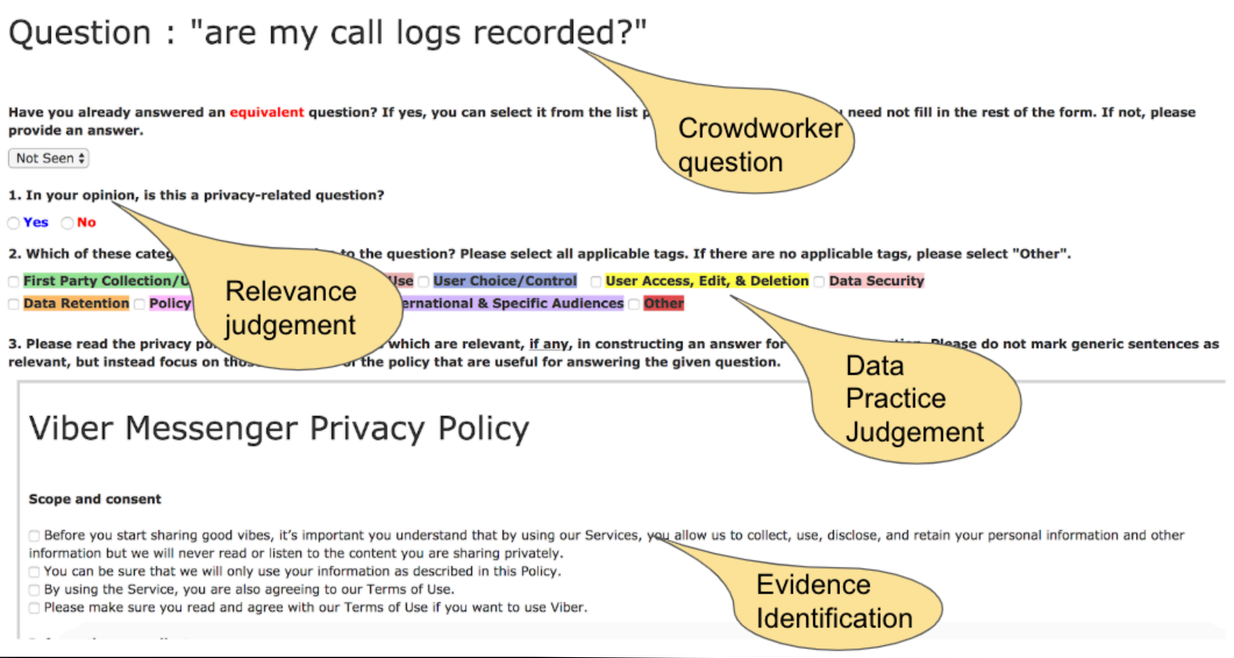
- Long, complex, difficult for users to read and understand.
- We would like to empower users to inform themselves about the issues that matter to them, and enable them to selectively explore these issues.
- We present PRIVACYQA, a corpus consisting of 1750 questions about the privacy policies of mobile applications, and over 3500 expert annotations of relevant answers.



Question Elicitation: Crowdworkers



Answer Construction: Legal Experts

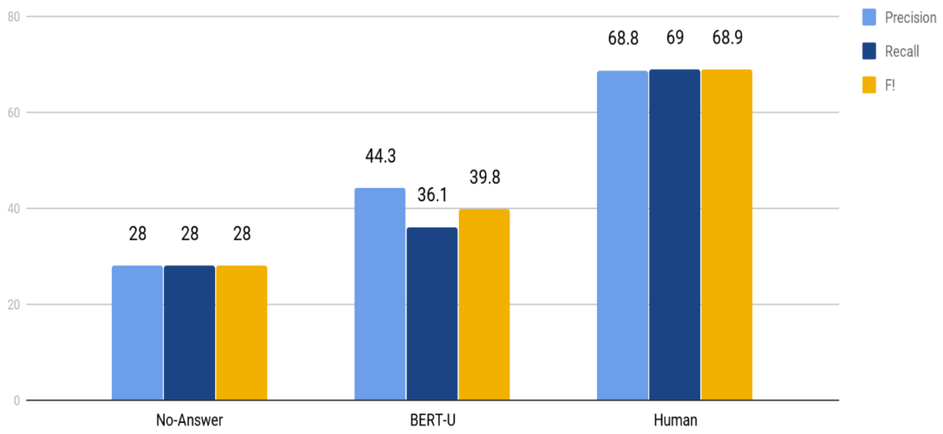


Experimental Results

Dataset Statistics:

1750 Questions, 35 policies,
Average Length of Question: 8.4 words
Average Length of Document: 3237 words
Avg Length of answers : 139.6 words

Baselines:



Unanswerability

PrivacyQA

- Incomprehensibility, any difficulties to occupy the privacy assistant
- Relevance, Will the app consume much space
- Ill-formedness, How do I know the app is legit
- Silence, Is my data secure,
- Atypicality, Has this app had a data breach?

Natural Questions (Kwiatkowski et. al. , 2019)

- Unresolvable coreference, How do i get to Missouri from here
- Answer does not exist, what guides Santa home after he has delivered presents?
- Queries are not questions, all I want for christmas is you mariah carey tour
- False presuppositions, what is the only fruit that does not have seeds

Code/Data: https://github.com/AbhilashaRavichander/PrivacyQA_EMNLP

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