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Note generali	Commissioned by The National Consumer Council.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; THE GLASS CONSUMER - Life in a surveillance society; Contents; Notes on contributors; Introduction; Personal information: friend or foe?; Impacts on consumers; Outlining the chapters; Part One: Orientations; 1 - The personal information economy: trends and prospects for consumers; 2 - Regulatory provisions for privacy protection; 3 - The use and value of privacy enhancing technologies; Part Two: Contexts; 4 - The data-informed marketing model and its social responsibility; 5 - Personal data in the public sector: reconciling necessary sharing with confidentiality? Part Three: Case studies6 - Data use in credit and insurance: controlling unfair outcomes; 7 - Personal information in the National Health Service: the demise or rise of patient interests?; Part Four: NCC's agenda; 8 - The new personal information agenda; Index
Sommario/riassunto	We are all 'glass consumers'. Organisations know so much about us, they can almost see through us. This book takes the debate beyond privacy issues, arguing that we are living in a world in which - more than ever before - our personal information defines our opportunities in life.